



## **PROVIDER ALERT**

### **Incedo Provider Portal Update**

### **June 25, 2020**

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system, targeted for release Saturday morning, June 27, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on June 27 while the update is made.**

This update will address several issues relating to the way authorizations display in the system. These updates are detailed below.

#### Authorizations

- 1) Issue: Some authorizations for PRP, Mobile Treatment, RRP and ACT have incorrect end-dates. Improvements to this issue started in the week beginning June 22 and are ongoing.

Resolution: End dates will be corrected by this ongoing process. If you see an authorization that still displays an incorrect end-date on initial entry, this issue will be fixed automatically as part of this process. There is no need to call to report this.

- 2) Issue: Unmatched authorizations show as "real" authorizations and display 0 units in Authorization Request Manager.

Resolution: These unmatched authorizations with 0 units will no longer be displayed.

Fixes to authorizations are being made continuously. You may notice changes such as your incorrectly denied or pended authorizations being corrected.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,

Optum Maryland Team