



## **PROVIDER ALERT**

### **Incedo System Reactivation**

#### **June 23, 2020**

Optum Maryland has indicated to the Maryland Department of Health (MDH) that Incedo Provider Portal (IPP) system functionality or appropriate workarounds required for system reactivation, will be in place by the end of June. In consultation with MDH, Optum Maryland will reactivate the IPP system on July 1, 2020.

Reactivation of the Incedo system means that starting from July 1, 2020, providers must utilize the authorization and claim features in the IPP and payments will be processed through the system.

The critical decision to reactivate has been based on daily assessments of improvements to, and performance of the Incedo system, supported by ongoing provider testing. Updates and enhancements to the system will continue through June and beyond. Critical authorization and claims processing functionality will be available on July 1. Optum Maryland will communicate further information regarding system functionality closer to July 1.

MDH and Optum Maryland recognize the impact reactivation has on providers and are committed to sharing as much critical information related to reactivation as possible. Last week Optum Maryland shared a [Provider Alert](#) which outlined some of the key processes that will occur alongside, or in advance of the reactivation. Now that we have confirmed the date of reactivation, we can offer an update on some of those processes. Please see the details below.

### **Estimated Payments**

To allow for time for providers to experience the system following reactivation, payments will follow the schedule below:

- Providers will receive the **final estimated payment** on July 16, 2020. This will cover the period ending July 12, 2020.
- The **first system-generated payment** from Optum Maryland will be made on July 23, 2020 for claims processed July 13 through July 19, 2020.

## **Authorizations**

As Optum Maryland is now preparing for reactivation on July 1, MDH has issued further instructions to cover the time periods from January to June 30, and from July 1 forward.

*Provider Action:* Providers must now direct their efforts to entering in authorizations beginning with dates of service (DOS) July 1, 2020 and discontinue current efforts to enter in authorizations from January 1 through June 30, 2020. This means that for the period of January 1 through June 30, 2020, claims will pay without an authorization (continuation of “lifted authorizations”). Optum Maryland and MDH will give providers a minimum notice of 90 days prior to any change in requirements relating to authorization entry for the time period of January 1 through June 30, 2020.

This decision is detailed fully in a Provider Alert that can be viewed [here](#). Click [here](#) to view the Authorizations Frequently Asked Questions document.

Leading up to the July 1 reactivation and beyond, Optum Maryland and MDH will continue to communicate important updates to Providers. Communications will be sent via provider alert, posted on the Optum Maryland website [Maryland.optum.com](http://Maryland.optum.com) and links to critical communications will be added to the IPP Dashboard. Click [here](#) to access the webpage dedicated to the reactivation effort.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965 or email [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

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