



## PROVIDER ALERT

### Updates to Authorization Information within Incedo Provider Portal June 30, 2020

As Optum Maryland prepares for reactivation of the Incedo system, Providers will notice that updates are occurring to authorization information stored in the Incedo Provider Portal (IPP). These updates will continue until these items are resolved. Providers should be aware that they may see changes to the following fields as the authorizations transition to their final authorization status:

- Authorization status
- Number of units between split authorizations
- Authorization end dates

If your staff identifies a situation impacting fields **not identified above**, please contact our call center 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