



PROVIDER ALERT

Enhanced Features Added to the “Update End Date” Function in Incedo

May 17, 2024

Target Audience: All Behavioral Health Providers

An enhanced feature has been added to the “Authorization End Date” field in the Incedo system.

Prior to this feature, an authorization end date could not be altered once that date had passed where an error message would be displayed if the user attempted to edit this date. This new feature allows providers to update an end date of an authorization that has expired without the error message being displayed, allowing providers to align the end date with the actual discharge date.

For example:

1. If today’s date is June 1, 2024
2. The authorization end date is May 10, 2024 (expired)
3. The participant left the program on May 1, 2024
4. The authorization can now be end-dated May 1, 2024.

This feature can only be used once per authorization and cannot have any claims after that end date.

As an additional feature of this enhancement, when an authorization is still in the “In-Process” status, the end date of the authorization can be edited to reflect the participant’s early “discharge” date from treatment.

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

Optum Maryland Team