



PROVIDER ALERT

CANCELED: May Provider Council Meeting

May 4, 2020

Throughout May, Optum Maryland will be involved in extensive testing of the Incedo Provider Platform (IPP). The purpose of this testing is to ensure that identified issues with the portal are remedied in preparation for reactivating the IPP system. As a result, Optum Maryland, in conjunction with the Maryland Department of Health, has decided to cancel the May Provider Council Meeting, which was scheduled for Friday, May 8.

A provider alert will be sent later this month advising of the date for the June Provider Council Meeting.

- You may continue to send your questions to be addressed in Provider Council meeting, to marylandproviderrelations@optum.com Please enter "Provider Council Questions" in the subject line.
- Information regarding the reconciliation of estimated payments can be found here: <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/ReconciliationInformation.html> If you have questions about the reconciliation process please email maryland.provpymt@optum.com
- Questions about any of the information contained in this alert should be sent to marylandproviderrelations@optum.com

We apologize for any inconvenience this may cause.

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