



PROVIDER ALERT

Incedo Provider Portal Update Scheduled

May 19, 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 on the evening of Wednesday, May 20.

This update will address some of the system performance issues, particularly as they relate to authorization transactions, but also relating to Claims Search. The update is expected to resolve system slowness, unwarranted system error messages and issues with saving forms and users being dropped out of the system.

Optum Maryland will confirm these updates have been successfully implemented by sending a Provider Alert detailing the updates that have been made to the system.

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