

PROVIDER ALERT

Incedo Provider Portal Update Scheduled

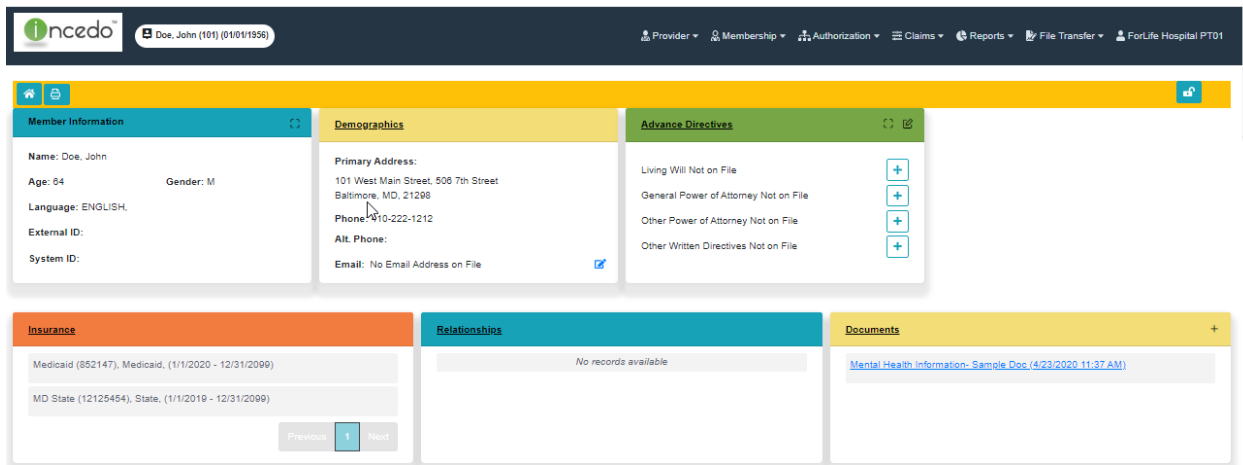
May 29, 2020

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 morning of Saturday, May 30, 2020.

The Incedo Provider Portal will be unavailable from 4:30 am to 10:00 am EST on May 30 while the update is made.

This update will streamline the layout of the Membership Summary page and the authorization entry workflow. During authorization entry, users will be able to switch between information fields rather than having to work through them in a left-to-right order.

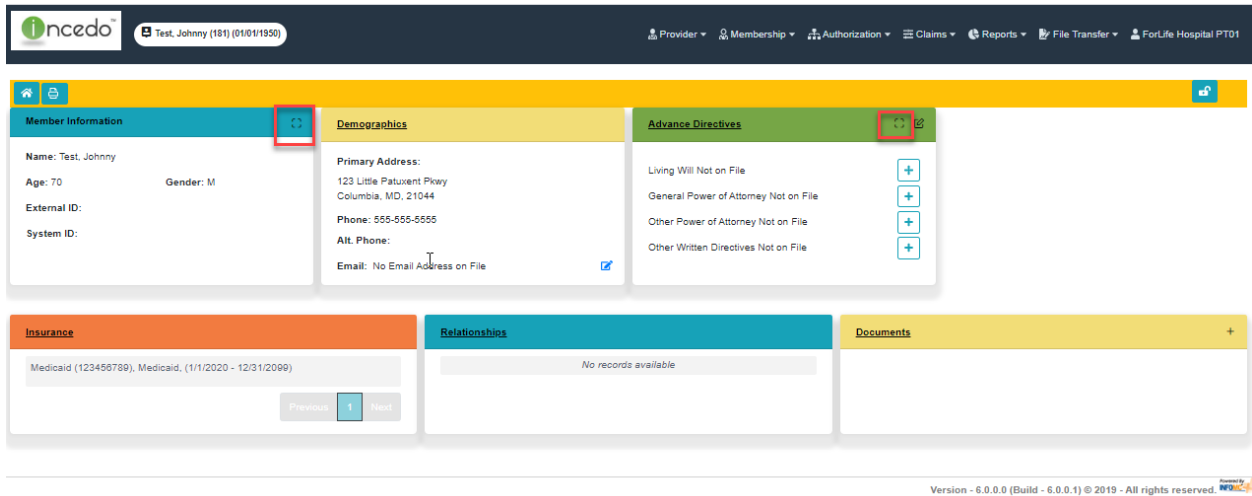
The image below shows the layout and appearance of the Membership Summary page after the release.



The screenshot displays the Incedo Provider Portal interface for a member named John Doe. The page is organized into several sections:

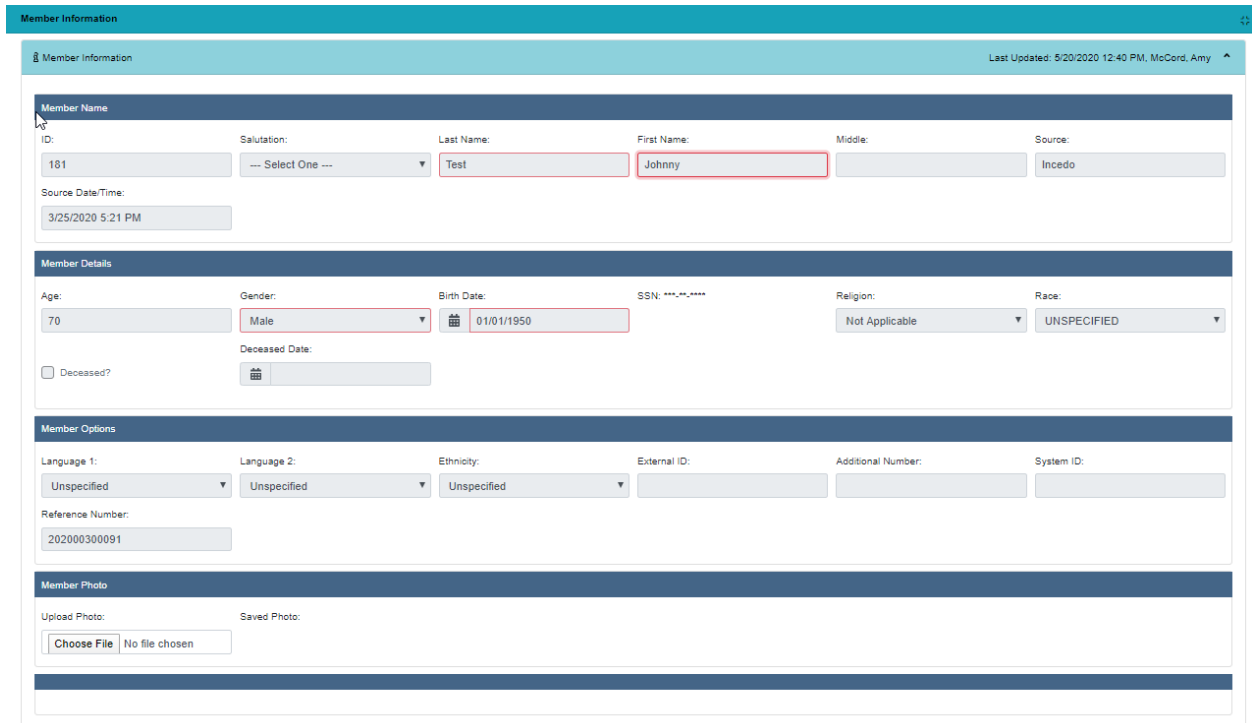
- Member Information:** Name: Doe, John; Age: 64; Gender: M; Language: ENGLISH; External ID; System ID.
- Demographics:** Primary Address: 101 West Main Street, 506 7th Street, Baltimore, MD, 21298; Phone: 410-222-1212; Alt. Phone; Email: No Email Address on File.
- Advance Directives:** Living Will Not on File; General Power of Attorney Not on File; Other Power of Attorney Not on File; Other Written Directives Not on File.
- Insurance:** Medicaid (852147), Medicaid, (1/1/2020 - 12/31/2009); MD State (12125454), State, (1/1/2019 - 12/31/2009).
- Relationships:** No records available.
- Documents:** Mental Health Information- Sample Doc (4/23/2020 11:37 AM).

After the update, users will be able to access additional details by clicking on the box that appears on the Member Information and Advance Directive tabs. These boxes are highlighted in red in the image below.



Version - 6.0.0.0 (Build - 6.0.0.1) © 2019 - All rights reserved.

The image below shows the information that will display when the user clicks the box on the Membership Information tab.



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