



Provider Alert

Important Estimated Payment Update

May 19, 2020

Estimated payments will continue through June 2020 while Optum Maryland and MDH continue to work on implementing improvements and stabilizing the Incedo Provider Portal (IPP) system. In the coming weeks, providers will receive ongoing updates regarding releases related to authorizations, system performance, and other technical issues.

In addition, Optum Maryland and MDH continue to work collaboratively with provider representative groups to obtain feedback on system releases and the reconciliation process. Information regarding the date on which IPP will be reactivated will be shared with providers via an alert in the coming weeks.

If you have questions about the information contained in this alert, please contact marylandproviderrelations@optum.com.

For the latest provider information and alerts, [visit maryland.optum.com](http://maryland.optum.com). For COVID-19 information pertaining to providers please [click here](#). For COVID 19 information for participants, please [click here](#).

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