



PROVIDER ALERT

Incedo Provider Portal – Known Issues

May 13, 2020

Optum Maryland is aware of current issues in the Incedo Provider Portal causing unexpected time-out errors and an inability to save some forms. We are working to rectify these items and will issue a provider alert when they are resolved.

We apologize for the inconvenience caused.

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