

## Provider Alert

### Reconciliation Summary Reports

May 6, 2020

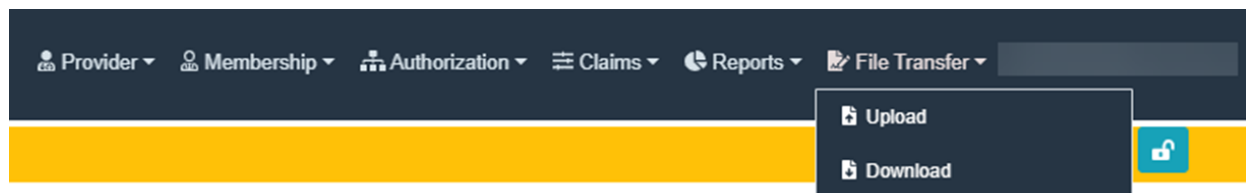
Optum Maryland is notifying providers of a delay in posting the Summary Reconciliation Reports originally schedule to be available tomorrow, May 7. Providers will be able to access their Reconciliation Summary Report via the Incedo Provider Portal (IPP) on Friday evening, May 8.

Providers may download the report by following these steps:

1. Sign in to the Incedo Provider Portal with any of your accounts having the admin role or the claims role.
2. Locate the “file transfer” tab on the toolbar.
3. Select the “download” option.

Within the provider folder, you will be able to view a PDF of the Reconciliation Summary Report. This report is created at the provider Tax Identification Number (TIN) level. When there are multiple unique Incedo Provider IDs sharing a single TIN, the same report will be available under each unique Incedo Provider ID for that TIN.

The screenshot below shows the Incedo Provider Portal Toolbar:



The Provider Remittance Advice (PRA) for backlogged claims will also be delayed. Optum Maryland will notify providers in the next few days when the PRA is scheduled to be available on Payspan’s site.

For questions or concerns, providers should contact customer service at 1 (800) 888-1965. Important reconciliation information can be found by [clicking here](#). This web page includes alerts, videos, and reference material to assist providers reconciliation efforts.

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