



**PROVIDER ALERT**  
**Incedo Provider Portal Update Scheduled**  
**November 13, 2020**

Note: This update was not released on November 14 and will be released at a later date. A provider alert will be issued when this update is next scheduled for release.

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 Saturday morning, November 14, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on November 14 while the update is made.**

This update will address issues as outlined below.

1. Issue: When selecting “Insurance” and “Service” in the authorization request process, if the incorrect insurance is selected, services will not be displayed. If the correct insurance is then selected, services still do not display. Users need to “reset” the Insurance drop-down and select the correct insurance for services to display.

Resolution: Services will be displayed as soon as the correct insurance is selected, even if an incorrect insurance is first selected.

2. Issue: The CMS 1500 claim form cannot be saved in the Incedo Provider Portal without a participant address.

Resolution: The CMS 1500 claim will now save without an address.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,  
Optum Maryland Team