



## **PROVIDER ALERT**

### **Incedo Provider Portal – Update Scheduled**

### **November 20, 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 Saturday morning, November 21, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on November 21 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, available services still do not display. Users need to “reset” the Insurance drop-down and select the correct insurance for available services to display.

Resolution: Available 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 the participant’s address.

Resolution: The user will be able to save the CMS 1500 claim form without an address.

3. Enhancement: An enhanced 999 response will be implemented with this update to the Incedo system. The 999 response will now indicate when 837 files are rejected, as well as when accepted.

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