



PROVIDER ALERT

Update: Temporary Change to Authorization Submission Window

November 23, 2022

Target Audience: All Behavioral Health Providers

In light of ongoing issues with the Incedo Provider Portal, this alert temporarily extends the window for authorization requests from 36 days to 50 days, expiring on December 4, 2022. The normal 20-day window will be effective on December 5.

As previously outlined in an alert on [November 10, 2022](#), an Incedo upgrade on October 22, 2022 caused significant problems for providers attempting to enter authorization requests into Incedo. While the situation is improving, providers have continued to experience issues submitting authorizations and adding attachments.

Some additional system fixes were implemented yesterday, November 22, 2022, which addressed many of the more significant issues experienced, such as allowing providers to enter authorizations. Several additional fixes are being addressed in the coming weeks, and providers should continue to note on the submission if attachments are not accepted. (Attachments under 3 MB are working).

Optum will be auditing submitted requests and claims to ensure that medical necessity is met. Any suspected fraudulent activity will be pursued to the fullest extent.

Optum Maryland apologizes for the ongoing inconvenience caused by the upgrade problems. If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.