



PROVIDER ALERT

Update on Authorization Unit Issue in Incedo Provider Portal

November 21, 2023

Target Audience: All Behavioral Health Providers

On Thursday, November 16, 2023, a defect was identified in the Incedo Provider Portal (IPP) which caused authorization units to incorrectly default to "13" on many authorizations. This did not reflect the true number of units remaining.

A fix was implemented to the IPP on Friday, November 17, and the issue was resolved by the end of day. Remaining units shown on authorizations are now correct.

Claims impacted by this issue were identified and corrected prior to the check-write of Sunday, November 19.

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

Thank you,

Optum Maryland Team