

PROVIDER ALERT

REMINDER: Temporary Update to Check-Write Process: October 22, 2022

October 17, 2022

Target Audience: All Behavioral Health Providers

On October 13, 2022, Optum Maryland published a [provider alert](#) advising providers of a temporary change to the check-write schedule on October 22, 2022.

- Due to an [upgrade of the Incedo Provider Portal](#) necessitating a full-day Incedo system downtime, **the check-write for the week of October 23 will be run one day early, on the morning of Saturday, October 22, 2022.**

An edit was made to the original provider alert following its release on October 13. This edit clarifies the cut-off time for claims to be received into the Incedo system. **Claims received into the Incedo system for the week of October 16, 2022, after 12:00 pm (noon) on Thursday October 20, may not appear on the check-write of October 22.**

Payment will be made as usual on Thursday, October 27, and the regular check-write schedule will resume the week of October 30, 2022.

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