

## PROVIDER ALERT

### Update Regarding Issues in the Incedo System

October 31, 2022

#### Target Audience: All Behavioral Health Providers

During the weekend of October 29 – 30, 2022, Optum Maryland ran a number of updates as part of an ongoing process to address [various issues](#) currently impacting the Incedo Provider Portal (IPP).

- Providers should now be able to log-in to the IPP using previously bookmarked/saved links – a feature that was working inconsistently during the week of October 24.

On Monday, October 31, a new issue was identified that is impacting claim entry. This issue occurs when an alpha-numeric procedure code (e.g., H2018) is entered in the CMS 1500 claim entry form in Incedo. The user will receive an error message, as shown below.

The screenshot displays a web form for claim entry. A modal warning box is centered on the screen, stating "Warning" and "Please enter 5 digit numeric value". The background form includes sections for "21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY", "24.A. DATES OF SERVICE", and "25. CHARGES". The procedure code field contains "H2018".

This issue affects only claims entered directly into the IPP. Claims submitted electronically via the 837 are unaffected by this issue.

Optum Maryland is working to rectify this issue as quickly as possible. A fix is being targeted for implementation later this week. We apologize for the inconvenience caused.

Thank you,  
Optum Maryland Team