

# PROVIDER ALERT

## Issues in the Incedo System Following Upgrade

October 28, 2022

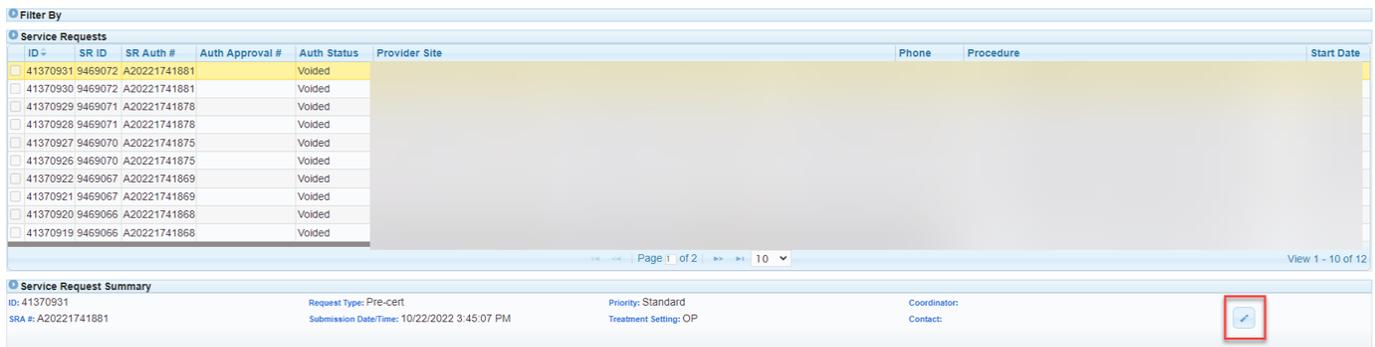
### Target Audience: All Behavioral Health Providers

Optum Maryland acknowledges that many providers may not currently be able to access the following functions within the Incedo Provider Portal (IPP):

- Authorization entry
- The ability to save forms for an authorization request, and
- System log-on/the ability to remain logged-on

Optum Maryland is urgently working on a resolution to these issues. As an update, a number of changes were implemented overnight on 10/27/22. Some platform improvements may be immediately noticeable. We are aware of some critical issues that resulted from this change, however.

- Optum acknowledges the impact these issues may have on authorization back-dating time limits and is working with the Maryland Department of Health to address these concerns.
- Many providers can submit authorization requests and upload forms without issue. **Providers who are able to submit authorizations should continue to do so.** If you are unable to upload supporting forms, please document this using the “Pencil Note” (shown below).



**Filter By**

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Provider Site	Phone	Procedure	Start Date
<input checked="" type="checkbox"/>	41370931	9469072	A20221741881	Voided				
<input type="checkbox"/>	41370930	9469072	A20221741881	Voided				
<input type="checkbox"/>	41370929	9469071	A20221741878	Voided				
<input type="checkbox"/>	41370928	9469071	A20221741878	Voided				
<input type="checkbox"/>	41370927	9469070	A20221741875	Voided				
<input type="checkbox"/>	41370926	9469070	A20221741875	Voided				
<input type="checkbox"/>	41370922	9469067	A20221741869	Voided				
<input type="checkbox"/>	41370921	9469067	A20221741869	Voided				
<input type="checkbox"/>	41370920	9469066	A20221741868	Voided				
<input type="checkbox"/>	41370919	9469066	A20221741868	Voided				

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**Service Request Summary**

ID: 41370931  
 SRA #: A20221741881

Request Type: Pre-cert  
 Submission Date/Time: 10/22/2022 3:45:07 PM

Priority: Standard  
 Treatment Setting: OP

Coordinator:  
 Contact:



- On the Service Request Summary, click the Pencil icon located on the right side, marked above in red.

- Enter text in the box labeled “Notes” (marked in red) and click the “Save” icon on the right of the screen (shown above in red).

- **Please continue to provide services to patients even when you are unable to submit an authorization request due to these system issues.**

Providers may also notice some additional issues when using the system for claim functions. Please see below for details.

1. “Claim Received” date incorrectly populating on the claim status screen:

- The claim received date is incorrectly placing a date in the “Claims Received From” information field, as shown in the screenshot below.
- The provider should remove the incorrect date or place the date they actually wish to use.

2. Tab functionality between information fields not working:

- The tab function to move between information fields is not working.

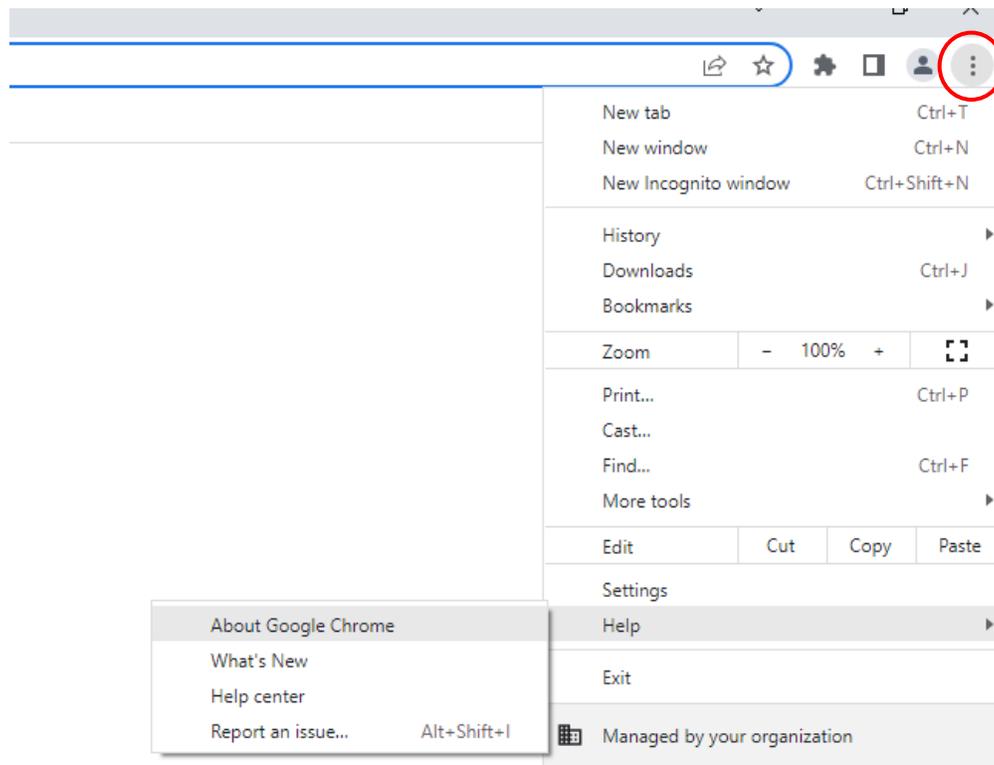
- Providers can key in those information fields and click on individual fields to select them.

3. Approved claims total may incorrectly display as \$0.

- In the claim status screen, the “Total Approved” amount on approved claims may display as \$0.00, as shown below.
- The actual approved amount can be viewed by opening the service line.

Total Charge \$	Total Approved \$	Service Dates
\$81.00	\$0.00	06/14/2022

**Please note:** System functionality may generally be improved by running Incedo on the most current version of Google Chrome. To update to the latest version, open Chrome and click on the icon circled in red below. As shown below, hover over “Help” and select “About Google Chrome.” A new window will open and will automatically search for Chrome updates.



Optum Maryland apologizes for any inconvenience caused by these issues. We are working to resolve these as quickly as possible and will communicate further as updates become available.

Thank you,

Optum Maryland Team