



PROVIDER ALERT

500 & 502 Connectivity Issue: Resolved

October 13, 2023

Target Audience: All Behavioral Health Providers

The issue reported by providers regarding slow response time in the incedo portal has been investigated and resolved as of 9:00 a.m., EDT, yesterday. Optum was able to trace the 500 error to a procedure that was not performing optimally and that was resolved by noon this past Wednesday. The resolution also extends to the 502 (connectivity issues either between servers or with the internet service provider) error code which is also believed to be resolved.

There have been no further reports of delays, disruptions or connectivity issues for more than 24 hours.

We apologize for any inconvenience this may have caused.

If providers experience any issues with system access, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team