



PROVIDER ALERT

Incedo Provider Portal Update Scheduled

October 9, 2020

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system, targeted for release Saturday morning, October 10, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 a.m. to 10:00 a.m. EDT on October 10, while the update is made.**

This update will address the issues outlined below.

1. Issue: System prevents the automated approval of uninsured eligibility requests for individuals who qualify.
2. Resolution: When providers submit an uninsured eligibility request, and the individual meets criteria, an uninsured span will be created immediately.

Also, in this update, providers will notice that the submission date and submission time is no longer visible in the “Request Criteria” section when submitting an authorization. Please note that the date and time of submission will still be recorded by the system for Optum Maryland’s records.

Current view:

1 Select Request Criteria | 2 Define Service Defaults | 3 Update Services | 4 View Request Summary

Request Criteria

Services provided by:

Request Type:* Pre-cert | Submission Date:* 10/07/2020 | Submission Time: 16:23 | Priority:* Standard

You | Other Provider(s) | You and other Provider(s)

Specify Service Site: --- Select One --- | Effective Date for this request is: 10/07/2020 | and the Default Insurance is: --- Select One ---

Choose your Authorization Plan: --- Select One ---

Check off Services that you want to include in this request:
No services found.

Back Next

New view:

The screenshot shows a web application interface with a navigation bar at the top containing four tabs: "1 Select Request Criteria", "2 Define Service Defaults", "3 Update Services", and "4 View Request Summary". The "1 Select Request Criteria" tab is active. Below the navigation bar is a form titled "Request Criteria".

Under the heading "Services provided by:", there is a "Request Type*" dropdown menu. The current selection is "Pre-cert", and a red circle with an arrow points to this dropdown. To the right of the dropdown is a "Priority*" dropdown menu with "Standard" selected. Below these dropdowns are three radio button options: "You", "Other Provider(s)", and "You and other Provider(s)". The "You" option is selected.

Below the radio buttons, there are three fields: "Specify Service Site:" with a dropdown menu showing "--- Select One ---"; "Effective Date for this request is:" with the date "10/07/2020"; and "and the Default Insurance is:" with a redacted dropdown menu.

Below these fields is a section titled "Choose your Authorization Plan:" with a dropdown menu showing "--- Select One ---".

At the bottom of the form, there is a note: "Check off Services that you want to include in this request:" followed by "No services found." Below this note are two buttons: "Back" and "Next".

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

Thank you,
Optum Maryland Team