



**PROVIDER ALERT**  
**Incedo Provider Portal Update Scheduled**  
**September 25, 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, September 26, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on September 26 while the update is made.**

This update will address the issues outlined below.

1. Issue: Some portal users have encountered an error message that reads "*Type Error: Cannot read property 'start' of undefined*" after searching for a participant and navigating to the Member Summary screen.

Resolution: This message will no longer appear.

(Please note, we previously communicated that this fix was scheduled to be included in the system update on September 19, 2020. This fix has been moved to the September 26 system update.)

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