



PROVIDER ALERT
Incedo Provider Portal Update Scheduled
September 3, 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 5, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on September 5 while the update is made.**

This update will address issues relating to authorizations, outlined below.

1. Issue: Authorization Start Date & End Dates vary depending on how the authorization request was entered (whether it was entered directly into the Incedo portal, or by calling Optum).

Resolution: Date spans will always be consistent regardless of how an authorization request is entered.

2. New feature: For providers who are adding an unfunded span for courtesy review, the date range will be unlimited.

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