



PROVIDER ALERT

Incedo Provider Portal Update Scheduled September 18, 2020

This is an update to an alert that went out on Thursday, September 17, 2020. Further details have been added regarding the scheduled update to the Incedo Provider Portal on September 18.

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 19, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on September 19 while the update is made.**

This update will address issues as outlined below.

1. Issue: Service request lines are displayed which have a status of 'in process', appear to be for 0 units and have the exact same start / end date. These lines are system generated when a claim is submitted but there is not yet a valid authorization on file. These lines do not impact the user or their authorizations.

Resolution: These service lines will no longer be displayed.

2. 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.

Update Regarding Medication Management and Therapy Units

Per a previous Provider Alert posted on September 1, 2020, [posted here](#), the system update scheduled for September 19 will include an enhancement to the displayed number of units for the codes referenced within the alert. Claims that denied due to no authorization, prior to this increase, will be reprocessed automatically by Optum.

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