



Incedo Release Notes

Release name: Incedo Provider Portal Update 6.4

Target release date: May 29, 2021

Provider action required: None

Status: On Target

Provider Impacts:

While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 5:00 am to 9:00 am, EDT on May 29, 2021.**

In addition to other technical enhancements included with this update, the following item is outlined for providers:

Available Authorization Plans

Background: When a provider inputs an authorization request in the Incedo Provider Portal, they are able to choose from a drop-down list of all authorization plans, including those that are not appropriate to their provider type. This can lead to denials if an incorrect authorization plan is requested.

Resolution: This update will reduce the number of authorization plans available when the provider requests an authorization, so that only those authorization plans that are appropriate to the provider type are displayed and available to select.

END