

## Incedo Release Notes

**Release name:** Incedo Provider Portal Release 6.6.4

**Target release month:** March 26, 2022

**Provider action required:** None

**Status:** Completed

### **Provider Impacts:**

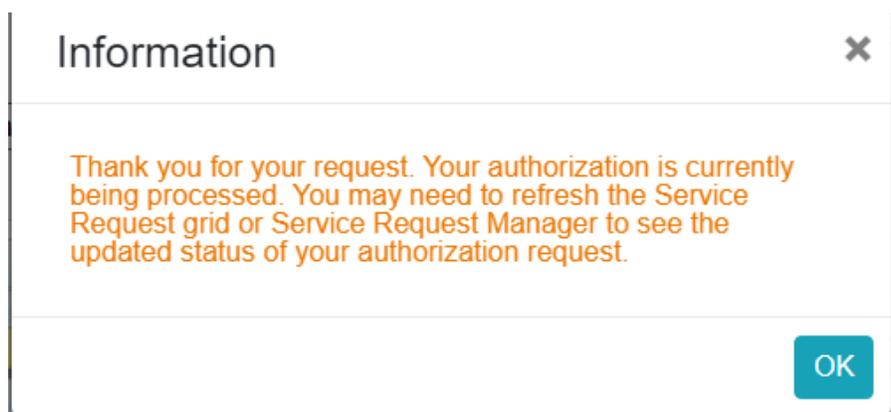
While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 5:00 am to 9:00 am, EDT.**

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

### **Auto-Population of the Insurance Field in Authorization Request :**

Following this update, when an authorization request is completed for a non-clinically reviewed level of care, the Incedo Provider Portal will automatically update and populate the “Insurance” field to match the current, appropriate coverage for the participant.

After completing the authorization request, you may see the following message displayed:



This message appears in relation to updates that may be made to the "Insurance" field. When viewing the status of authorizations, you may need to click the "Refresh" button to trigger the displayed Authorization Status to update from "In-process" to "Approved."

**\*END\***