



PROVIDER ALERT

ESSENTIAL INFORMATION: PROVIDER REGISTRATION "TOKENS"

DECEMBER 13, 2019

Providers must obtain Incedo log-in credentials in order to register in the Provider Connect system. Credentials are received after providers complete the **required** Optum Maryland Provider Survey.

Important information you need to know about obtaining tokens:

- **Completing this survey is required** for you to receive your Incedo log-in credentials for the Provider Connect system. You can access the survey [here](#). ***MDH highly suggests providers complete the survey no later than December 20, 2019 to avoid issues with registering in advance of the transition on January 1.*** A pop-up window appears when the survey is completed with the message: "Thank you, your survey has been submitted." This window may not appear if your browser pop-ups turned off.
- **Providers receive one token for each of their provider types.** For example, if a provider is a psychiatrist and a psychologist, they should complete a separate survey for each provider type and two separate tokens would be issued.
- ***One survey should be completed for each provider type under the same tax identification number.*** Tokens are assigned based on the unique combination of one provider type and one tax identification; locations are not a consideration for assigning tokens.
- **Providers will receive two emails.** Emails containing tokens will be sent to providers in groups, two to three times each week through January 31, 2020.
 - The first email will be instructions on how to access the secure email and proceed with registration. ***Read the instructions carefully.***
 - The second, secure email will include **both the Incedo Unique ID and the tokens**. Accessing the secure emails will require the additional steps outlined in the instructions in the first email.
 - If you have taken the survey and not received the tokens, be sure to check your SPAM or JUNK email folders. If the emails are not there, contact the individual below.
- **Providers who complete the survey can log-on to Provider Connect starting December 16.** The Incedo Provider Connect system is designed to work with the Google Chrome browser and is best suited to access the system. Chrome can be obtained from Google at <https://www.google.com/chrome/>.

For questions of issues associated with obtaining tokens or registering on the Provider Connect system, **contact Nicole Fleming at Optum (nicole.fleming@optum.com, 443-896-0505).**

Important Reminder:

- The Maryland Department of Health regularly updates the information on the ASO Transition webpage – health.maryland.gov/mdh-aso-transition.

Provider Alerts can be viewed online by clicking on the following link:
http://maryland.beaconhealthoptions.com/provider/prv_alerts.html.

Provider Alerts typically published to the website within 10 business days.

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