Optum | Maryland

PROVIDER ALERT

Update on Incedo Authorization Issues

April 7, 2022

<mark>**Target Audience: All Behavioral Health Providers**</mark>

On March 31, Optum Maryland communicated about issues affecting authorization requests in the Incedo Provider Portal (IPP). Please see below for updates on these three previously identified issues:

Issue 1
Outpatient authorization requests for which there was another authorization open with another provider were incorrectly saved in "Pended" status after submission.

Resolution:
- A fix to this issue was implemented on **Saturday, April 2**.
  - Any authorizations that were incorrectly pended have now been updated to reflect the accurate status and, going forward, authorizations will not be pended incorrectly.

Action Required:
- No provider action is required.

Issue 2
A warning message displays when submitting an authorization request in the IPP. This warning prevents the user from continuing and occurs when more than one diagnosis is entered on the authorization request.

Resolution:
- A fix for this issue has been identified and is targeted for implementation on April 9, 2022.

Action Required:
- Until this issue is resolved, providers should:
  - Enter **no more than <u>one</u> diagnosis** in the authorization request screen.
  - Enter **ALL** relevant diagnoses on the Clinical form.

If these steps are followed, the issue should not occur.

Issue 3

New Functionality Previously Communicated:

When an authorization request is completed for a non-clinically reviewed level of care, the IPP will automatically update and populate the "Insurance" field to match the current, appropriate coverage for the participant.

After completing the authorization request, the user may notice that the authorization status displays as "In process." To display the accurate/current status, the user can leave the Authorization screen and return to it, or click "refresh" on this page.

Optum Maryland apologizes for the inconvenience caused.

If you have questions about the information in this alert, please contact Optum Maryland Customer Service at 1-800-888-1965.

Thank you,

Optum Maryland Team