

PROVIDER ALERT

Incedo Provider Portal: Update Scheduled

February 12, 2021

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, February 13, 2021. While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST.**

This update will address the issue outlined below:

Issue - Providers are unable to export their authorizations from Incedo to other formats.

Resolution - A fix will be included in this update which is expected to resolve this issue. Functionality to export authorizations will be returned.

Third-Party Liability (TPL) - A number of TPL records were corrected in a prior system update on January 30 and reprocessing of affected claims is now in progress. Optum Maryland is now working toward additional adjustments for supplemental TPL records. We will communicate further when this is completed.

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