



**PROVIDER ALERT**  
**Delivery of Claim Lifecycle Report**  
**February 18, 2022**

**Target Audience: Providers Who Requested a Claim Lifecycle Report**

Optum Maryland began delivery of the Claim Lifecycle Report to providers' Incedo Provider Portals (IPP) on Monday, February 14, 2022. Providers who requested a copy of this report using the previously published *Negative Balance and Claim Lifecycle Survey*, should regularly check the Download folder within their IPP as delivery of these reports will continue through February 23.

If you did not complete the survey, or declined the report when completing the survey, you can request your report copy [here](#). Please allow 7-10 days for delivery.

To access the report:

- Log into the Incedo Provider Portal and go to the "Download" screen.
- In the "Download folder" you will see all items that have not yet been downloaded (Download means to click on the file and open/save it).
- There is a checkbox to display items already downloaded. This checkbox defaults to "unchecked" and will only show new items that have not been downloaded. Check the box to view all items, both new and those already downloaded.

To assist providers in understanding and using the report, review this [Claim Lifecycle Quick Reference Guide](#) which is also posted on the Optum Maryland website, under [Provider Resources](#).

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

Thank you,

Optum Maryland Team