



PROVIDER ALERT

Temporary Issue Affecting Claim Submission to Incedo Provider Portal

February 15, 2023

Target Audience: All Behavioral Health Providers

Optum Maryland is aware of an issue that has affected EDI 837 claim submissions from both the Incedo Provider Portal and via clearinghouses.

Claims submitted after 1:30 p.m. on February 14 through 12:00 noon EST on February 15 may be affected by this issue, in which:

- Providers that receive the 277CA will experience a delay in receiving this transaction for affected claims. We expect these transactions to be available by Friday morning, February 17.
- Affected providers may receive duplicate 999 transactions.
- Providers may notice a delay in being able to view these impacted claims in the Incedo Provider Portal. We expect these claims to be visible by Friday morning, February 17.

No provider action is necessary. Optum has received your claims and they are in process.

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

Thank you,

Optum Maryland Team