

PROVIDER ALERT

Incedo Provider Portal: Update Scheduled

July 30, 2021

Target Audience: All Providers

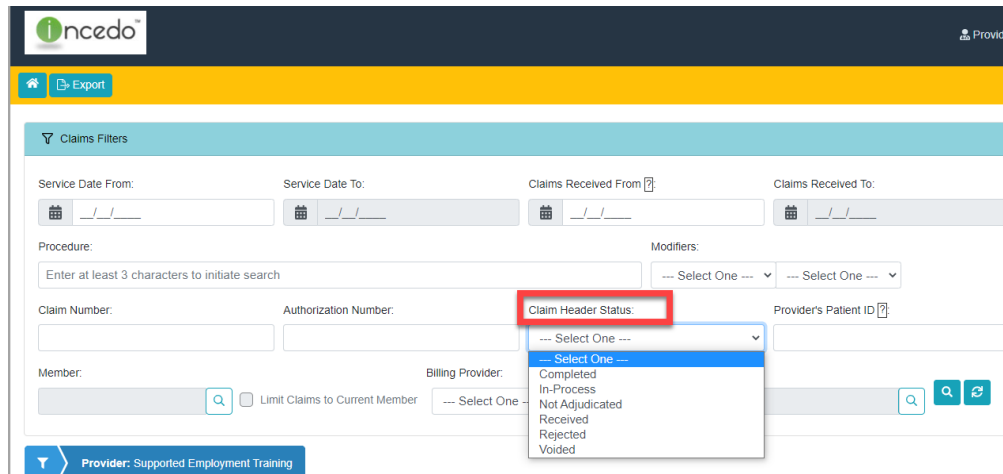
As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system, targeted for release Saturday, July 31, 2021. While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 5:00 a.m. to 9:00 a.m., EDT.**

The following technical enhancements items are outlined for providers:

Expanded Claim Search Functionality

Background: Providers need the ability to locate claims by status.

Resolution: This update includes a new 'Claim Header Status' filter to allow providers to search by the status of a claim. Explanations of claim statuses are provided [here](#).



The screenshot displays the Incedo Provider Portal interface. At the top left is the Incedo logo. Below it is a navigation bar with a home icon and an 'Export' button. The main section is titled 'Claims Filters' and contains several search criteria:

- Service Date From: [calendar icon] / /
- Service Date To: [calendar icon] / /
- Claims Received From: [calendar icon] / /
- Claims Received To: [calendar icon] / /
- Procedure: [text input] Enter at least 3 characters to initiate search
- Modifiers: [dropdown] --- Select One ---
- Claim Number: [text input]
- Authorization Number: [text input]
- Claim Header Status: [dropdown] --- Select One --- (highlighted with a red box)
- Provider's Patient ID: [text input]
- Member: [text input] [search icon] Limit Claims to Current Member
- Billing Provider: [dropdown] --- Select One ---

At the bottom left, there is a blue button labeled 'Provider: Supported Employment Training'.

Claim Status Inquiry Performance

Background: In previous IPP releases, the 'Claim Status Search' allowed a large number of results which caused a longer response time.

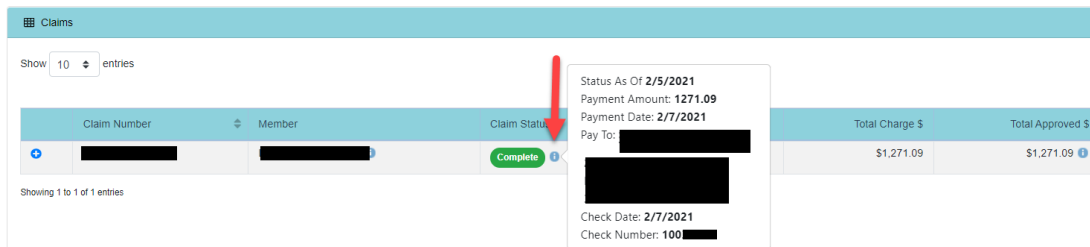
Resolution: The IPP filter criteria was enhanced as follows, to allow for a quicker response. The records returned are not limited, but filter criteria can be refined to an acceptable range.

- If the filter criteria include the participant ID or provider ID, the date range is limited to 31 days; if not, the date range (service date from or claim received from date) is limited to 14 days.
- If the filter criteria other than the claim number or authorization number are used, dates are required.

Display of Check Date and Number

Background: Providers are unable to view the check number and payment dates associated with a paid claim.

Resolution: For paid claims, the 'Claim Status Field' now shows the check date and check number when providers hover their cursors over the field.



The screenshot displays the 'Claims' application interface. At the top, there is a header with a hamburger menu icon and the text 'Claims'. Below the header, there is a search bar with 'Show 10 entries'. The main content area features a table with columns: 'Claim Number', 'Member', 'Claim Status', 'Total Charge \$', and 'Total Approved \$'. A red arrow points to the 'Claim Status' field of a claim, which has a dropdown menu open. The dropdown menu displays the following information: 'Status As Of 2/5/2021', 'Payment Amount: 1271.09', 'Payment Date: 2/7/2021', 'Pay To: [REDACTED]', 'Check Date: 2/7/2021', and 'Check Number: 100 [REDACTED]'. The table also shows a 'Complete' button next to the claim status field. The table data includes a single entry with a total charge of \$1,271.09 and a total approved amount of \$1,271.09.

Claim Number	Member	Claim Status	Total Charge \$	Total Approved \$
[REDACTED]	[REDACTED]	Complete	\$1,271.09	\$1,271.09

Claim Status Export Functionality

Background: Providers need the functionality to export claim data from the IPP in other formats (Excel spreadsheet and Word document).

Resolution: This update will include an export function to allow providers to download claim data from the IPP in an Excel spreadsheet or Word document.

The image shows a screenshot of a web application interface. At the top, there is a yellow navigation bar containing a home icon and an 'Export' button, which is highlighted with a red rectangular box. Below the navigation bar is a section titled 'Claims Filters' with a teal header. This section contains several input fields: 'Service Date From' and 'Service Date To' (both with calendar icons and date placeholders), a 'Procedure' field with a placeholder text 'Enter at least 3 characters to initiate search', and 'Claim Number' and 'Authorization Number' fields.

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

Thank you,

Optum Maryland Team