

Provider Alert

Accessing Appropriate Authorization Plans by Provider Type

July 7, 2021

Target Audience: All Behavioral Health Providers

On May 29, 2021, as part of the [Incedo Provider Portal \(IPP\) 6.4 Release](#), Optum Maryland implemented an enhancement that permits the system to display only authorization plans that are appropriate for the provider type requesting authorization. For example, provider type 32 would only be allowed to access Medication Assisted Treatment (MAT) authorization plans, provider type 89 would only be allowed to access 1915-related authorizations plan, etc.

To access the correct authorization plans, providers must log in to the IPP using the correct provider type login credentials (IPP username and password). If you are unable to access the appropriate authorization plans, confirm that you are logged in to the IPP using the correct provider type credentials.

If you are uncertain of the correct login credentials to access the appropriate authorization plans:

- First, check with your organization's internal administrator to determine the correct provider type ID credentials to log in to the IPP.
- If your organization's administrator is unable to determine the correct credentials to log in to the IPP, please email Optum Maryland at omd_providerregistration@optum.com for assistance. You must include your contact information, organization's name and location, NPI, the provider type under which you are operating, and the procedure code.

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

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.