

PROVIDER ALERT

System Issue: Authorization End-Dating in the Incedo Provider Portal

March 27, 2024

Optum is aware of an issue that arose on Tuesday, March 26, 2024, affecting users of the Incedo Provider Portal (IPP). When updating the end date on an authorization using the "Update End Date" function, users receive the error message "*Object reference not set to an instance of an object*". Users are then unable to discharge or close out the authorization.

Optum is working to resolve this issue as quickly as possible. We will send out a notice once this is resolved.

Provider Action

Providers should continue to render services. When this error is fixed, providers will be able to end-date authorizations and add new authorizations.

If there is an urgent need to end-date an authorization (for example, if you bill daily and do not have sufficient units available) please contact Optum Maryland customer service at 1-800-888-1965 for assistance. You will need the following information:

- SR ID
- End date
- The reason for the end-date, i.e., is it due to exhausted units?

Changes will be effective and visible in the IPP following the system fix. We apologize for the inconvenience caused by this issue.

Thank you,

Optum Maryland Team