



PROVIDER ALERT

Scheduled Incedo System Downtime – March 23, 2024

March 21, 2024

Target Audience: All Behavioral Health Providers

As part of its commitment to continuous improvement, Optum Maryland has scheduled an update to the Incedo Provider Portal (IPP). While the update is in progress, **the IPP is expected to be unavailable from 5:00 a.m. to 11:00 a.m., EDT on Saturday, March 23, 2024.**

When logging into the IPP for the first time following this update, providers should clear their cache.

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