



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 30, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 11-30-22: [Provider Council Meeting - December 9](#)
- 11-30-22: [Incedo Portal System Downtime - December 3](#)

Incedo Fixes

Most of the more critical issues affecting Incedo Provider Portal (IPP) users that arose from the upgrade of Incedo to version 7.2 on October 22 are now considered resolved. Additional fixes for several issues that do not directly affect providers' ability to input authorizations will continue to be deployed over the coming weeks and Optum Maryland will continue to monitor system performance.

As of this communication, some providers continue to experience duplicated pending authorizations, and others are reporting system performance slower than optimal levels with authorizations appearing "in process" rather than being accepted. These issues are all being addressed aggressively; the "in process" issue automatically resolves itself by the end of the day.

If providers encounter major issues when using the IPP they should report these to the Optum Maryland call center at 1-800-888-1965.

Training Opportunities

The Optum Maryland [December Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission - Incedo Provider Portal

Tuesday December 6, 10:00-11:00 a.m., EST

To Register, Click [Here](#).
Next Session: January 2023

Authorization/Service Request - Incedo Provider Portal

Tuesday December 6, 2:00-3:30 p.m., EST

To Register, Click [Here](#).

Next Session: January 2023

Uninsured Eligibility

Thursday December 8, 10:00-11:30 a.m., EST

To Register, Click [Here](#).

Next Session: February 2023

News and Reminders

1. The deadline for providers to make lump sum payments is **December 1st**.
2. The ABA Independent Learning Guide (ILG) has been updated. For more information, click [here](#).

The next Bulletin will be sent during the week of December 4.

Thank you,

Optum Maryland Team