



## PROVIDER ALERT

**Scheduled Incedo System Downtime – November 4**

**November 1, 2023**

**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 8:00 a.m., EDT on Saturday, November 4, 2023.**

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