



## PROVIDER ALERT

Scheduled Incedo System Downtime – November 11

November 9, 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., EST on Saturday, November 11, 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