



PROVIDER ALERT

Incedo Provider Portal Upgrade and FULL DAY Downtime: October 22, 2022

October 13, 2022

Target Audience: All Behavioral Health Providers

As part of its commitment to continuous improvement, Optum Maryland has scheduled an upgrade of the Incedo Provider Portal (IPP), to take place on Saturday, October 22, 2022.

While the update is in progress, **the IPP is expected to be unavailable from 5:00 am to 11:59 pm EDT on Saturday, October 22, 2022.**

This significant upgrade of the IPP framework will:

1. Enhance performance of the system.
2. Enable faster loading of information.
3. Fix many system defects.
4. Streamline the process for implementing system updates and fixes, with fewer periods of downtime.

The current IPP version 6 will be upgraded to IPP version 7. Following this deployment, you may notice a 'cosmetic' change when you log into the portal. However, you will still find everything located exactly where it was prior to the upgrade.

You may experience some initial slowness when loading pages ***for the first time*** after this deployment. Subsequent loading of pages will be faster.

Detailed information about individual items included on this upgrade will be posted to [this webpage](#) on maryland.optum.com by Monday, October 24. Please check this webpage for information about the changes you will notice in the system following this upgrade.

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