



PROVIDER ALERT

500 & 502 Connectivity Issue: Identified

October 11, 2023

Target Audience: All Behavioral Health Providers

Around 11:00 a.m., EDT, today, Providers reported difficulty with logging into Incedo Provider Portal (IPP) and are experiencing slow response times. Additionally, some providers have reported receiving 500 (generic performance issues caused by a timeout to perform a specific task) and 502 (connectivity issues either between servers or with the internet service provider) error codes. We are investigating these reported issues.

We are sorry for any inconvenience this is causing and will provide an update daily or more frequently as updates become available, until the issue is resolved.

As we are working to resolve this issue, please contact Optum Maryland customer service at 1-800-888-1965 for any problem requiring urgent assistance.

Thank you,

Optum Maryland Team