



There is still time!! Optum Maryland recognizes that the upcoming transition is a major change for the provider community. Based on your feedback, we are extending the time period for completing the provider survey until December 31st. Optum will continue to issue registration credentials (token/Unique Incedo ID) beyond December 31st, however, completion of the Optum survey by December 31st will ensure that you are able to access the Incedo Provider Portal on January 1st.

The link below connects to the Optum Maryland Survey. The token/password is required to log in to the new Incedo Provider Portal for claims submission, eligibility verification, authorization requests, access to required forms, etc. Providers will receive one token per Provider Type associated with their tax ID number. Failure to complete the survey will result in delays to your Provider Connect registration, **without which you cannot be paid.**

Survey link: https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV_eDUREdSUWai9xRP.

Important information you need to know about obtaining tokens:

- **Completing this survey is required** for you to receive your Incedo log-in credentials for the Provider Connect system. You can access the survey [here](#). A pop-up window appears when the survey is completed with the message: "Thank you, your survey has been submitted." This window may not appear if your browser pop-ups turned off.
- **Providers receive one token for each of their provider types.** For example, if a provider is a psychiatrist and a psychologist, they should complete a separate survey for each provider type and two separate tokens would be issued.
- **One survey should be completed for each provider type under the same tax identification number.** Tokens are assigned based on the unique combination of one provider type and one tax identification; locations are not a consideration for assigning tokens.
- **Providers will receive two emails.** Emails containing tokens will be sent to providers in groups, two to three times each week through January 31, 2020.
 - The first email will be instructions on how to access the secure email and proceed with registration. **Read the instructions carefully.**
 - The second, secure email will include **both the Incedo Unique ID and the tokens.** Accessing the secure emails will require the additional steps outlined in the instructions in the first email.
 - If you have taken the survey and not received the tokens, be sure to check your SPAM or JUNK email folders. If the emails are not there, contact the individual below.
- The Incedo Provider Connect system is designed to work with the Google Chrome browser and is best suited to access the system. Chrome can be obtained from Google at Chrome can be obtained from Google at <https://www.google.com/chrome/>.

For questions or issues associated with obtaining tokens or registering on the Provider Connect system, **contact Nicole Fleming at Optum (nicole.fleming@optum.com, 443-896-0505).**

Important Reminder: The Maryland Department of Health regularly updates the information on the ASO Transition webpage – health.maryland.gov/mdh-aso-transition.

Please **email Marylandproviderrelations@Optum.com** with questions regarding the survey or contact us at **866.336.9370**.