



PROVIDER ALERT

Multi-factor Authentication is Coming to Incedo

April 10, 2024

Target Audience: All Behavioral Health Providers

Optum Maryland is working with the Maryland Department of Health (MDH) to activate Multi-factor authentication (MFA) for Incedo users. Multi-factor authentication is an increasingly common feature of online applications which enhances login security for application users and aligns with best practices.

This functionality will be required for all Incedo users. To ensure success, a selected group of providers have been invited to participate in a pilot testing program. Following the pilot test period during the weeks of April 13 and April 20, all users will go live on **April 27, 2024**.

An overview of what to expect is given below, but further, detailed communications and live training events will be provided prior to the MFA go-live.

What does this mean for me – an Incedo user?

The first time you login to Incedo following this update, you will be asked to set up MFA by selecting one of three possible validation methods:

- SMS text to your cell phone
- Voice call to your phone, or;
- Use of an authenticator app

After completing authentication, you will be prompted to change your password.

When will this happen?

All users will go-live on April 27, following a pilot test period during the weeks of April 13 and April 20. Go-live is contingent upon a successful pilot testing program. This functionality will not go live without confirmation that testing was successful and that any noted errors have been addressed.

What should I do to prepare?

No provider action is required at this time. Please continue to look out for provider communications as more information on timing and training opportunities will be shared shortly.

- Optum will speak to this functionality at the **Provider Council Meeting** which will be held on **Friday, April 12, 2024, at 10:00 a.m., EDT**. We encourage providers to attend by [registering here](#).

Will there be training and support once this goes live?

Yes. The enrollment process for MFA is self-guided and quite intuitive. However, to offer further support to Incedo users prior to go-live, Optum will provide:

- Live webinars beginning on April 16 to demonstrate MFA - please see dates and times on the [Provider Training calendar](#),
- a walkthrough video,
- a step-by-step guide, and
- a frequently asked questions (FAQ) document.

In addition, providers may direct MFA-related questions or issues to Optum's [email box](#), or to Optum Maryland Customer Service, which has a team dedicated to support providers with MFA concerns and questions as needed.

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