



PROVIDER ALERT

Extended Incedo System Downtime – December 16

December 15, 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 10:30 a.m., EST on Saturday, December 16, 2023.**

When logging into the IPP for the first time following this update, providers should clear their cache.

Information relating this weekend's scheduled update will be posted on [this webpage](#) by Monday, December 18.

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