



## PROVIDER ALERT

**Extended Incedo System Downtime: July 15**

**July 13, 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 am to 10:00 am EDT on Saturday, July 15, 2023.**

Information relating to this weekend's scheduled update will be posted on the Optum Maryland website, [here](#), by Monday, July 17.

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