



## **PROVIDER ALERT**

**Incedo Log-on Issue: Identified and Resolved**

**March 28, 2023**

**Target Audience: All Behavioral Health Providers**

We are aware that providers experienced issues with the Incedo Provider Portal (IPP) starting today around 10 a.m. EST. Providers reported having difficulty with logging in and experienced slow response times. Additionally, some providers reported receiving a '500 error' when uploading documents. These issues are believed to be resolved as of 4 p.m., EDT.

If you continue to experience any issues, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team