

PROVIDER ALERT
Assisted Reconciliation 5 (Denial) Reports
May 21, 2021

Target Audience: Providers who enter claims directly into Incedo

Optum Maryland is aware of an issue affecting a number of the Assisted Reconciliation Reports (ARE) 5 (i.e., Denial report), released on May 7, 2021. **Providers who directly enter claims into the Incedo Portal** received a report which contained “Incedo Member IDs” and “Patient Medicaid IDs” that did not match the participant’s name indicated on the report.

Optum Maryland has produced corrected ARE 5 reports, which will be delivered to impacted providers only, into the Download folder within the Incedo portal on May 21, 2021 (today).

Providers should disregard the original ARE 5 report. Instead, please use the report labeled “20210521” within the file name.

Providers can access these reports by:

- Logging in to the Incedo Provider Portal and going to the “Downloads” screen
- In the “Downloads” folder, you will see all items that have not yet been downloaded (downloading means clicking on the file and opening/saving it)
- There is a checkbox to display items already downloaded. This checkbox defaults to “unchecked” and will only show new items that have not been downloaded. Check the box to view all items; both new and those already downloaded

Please note, this issue affects only those providers who enter claims directly into the Incedo portal, and only the “Incedo Member ID” and “Patient Medicaid ID” numbers are affected.

If you have questions about the information in this alert, please contact Optum Maryland Customer Services at 1-800-888-1965.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.