



## PROVIDER ALERT

### Incedo Provider Portal: Update Scheduled

May 28, 2021

**Target Audience: All Providers**

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system (Release 6.4), targeted for release Saturday, May 29, 2021. While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 5:00 am to 9:00 am EDT.**

In addition to other technical enhancements included with this update, the following item is outlined for providers:

#### **Availability of Authorization Plans by Provider Type**

**Background:** When a provider inputs an authorization request in the Incedo Provider Portal, they are able to choose from a drop-down list of all authorization plans, including those that are not appropriate to their provider type. This may lead to the provider selecting an incorrect authorization plan.

**Resolution:** When the provider enters an authorization request, the system will display only the plans that are appropriate for selection for the provider's provider type.

- Please note, while the bulk of these changes were implemented, providers may see additional small changes in the coming weeks.

Information relating to the Incedo Provider Portal can be found on the Optum Maryland website, [here](#).

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