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PROVIDER ALERT

Use of Single Incedo Login Credential by Multiple Individuals

May 9, 2024

Target Audience: All Incedo Users

Since Multi-Factor Authentication (MFA) was activated for all Incedo users on April 27, 2024, it has been noted that a number of provider organizations are using a single Incedo login credential which is shared by multiple staff members.

Sharing one login between staff members presents a security risk to the provider organization and participant data. To comply with the MDH Information Security Policy, the State of Maryland Information Technology (IT) Security Manual, and HIPAA regulations, which state; "*Under the Security Rule, covered entities, regardless of their size, are required, under § 164.312(a)(2)(i) to 'assign a unique name and/or number for identifying and tracking user identity'*" **all users of the Incedo system must have their own, individual login credential, which is not shared with others.**

- If you need to enable individual users in Incedo, you should contact your system administrator to have individual accounts enabled. Instructions for adding users are given in the "Managing Users in the Incedo Provider Portal" training video.
- If a system administrator is leaving the organization, a new system administrator should be identified and set-up prior to the outgoing administrator leaving.

Providers who continue to share a single login credential between multiple staff members risk having their Incedo account deactivated.

If you need assistance with enabling new users, please contact omd_Incedo_admin@optum.com.

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

Thank you,

Optum Maryland Team