

## PROVIDER ALERT

### Intermittent Incedo System Downtime and Update on IPP Issues

November 3, 2022

#### Target Audience: All Behavioral Health Providers

As Optum Maryland continues to rectify issues currently impacting the Incedo Provider Portal (IPP), fixes are being identified and prioritized for system implementation.

This means that periods of downtime may need to be scheduled at short notice. These downtime periods are expected to occur intermittently in the evening, over the next week. These downtimes will not occur during business hours and will not begin before 7:00 pm EDT (or before 7:00 pm EST beyond November 5).

A message will be posted to the IPP dashboard and the homepage of [Optum Maryland](#) when these updates are due to take place.

We implemented the latest IPP fixes during the evening of November 1. Providers should now notice:

- Restored functionality for submitting authorizations.
- Restored ability to enter alpha-numeric procedure codes on the CMS 1500 claim form.
- Restored ability to use the tab key to jump between information fields on the Claim Status page.

If you are still receiving errors related to these updates, or have questions about the information in this alert, please contact Optum Maryland Customer Service on 1-800-888-1965.

Thank you,

Optum Maryland Team