



## **PROVIDER ALERT**

**Scheduled Incedo System Downtime – November 16  
and November 18, 2024**

**November 15, 2024**

**Target Audience: All Behavioral Health Providers**

The Incedo Provider Portal is expected to be unavailable from **5:00 a.m. to 8:00 a.m., EST** on **Saturday, November 16, 2024**, while system maintenance is completed.

Additionally, the Incedo Provider Portal is expected to be unavailable from **8:00 p.m. to 11:00 p.m., EST** on **Monday, November 18, 2024**, for completion of system updates.

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