



PROVIDER ALERT

Participant Third-Party Liability Information Discrepancy in Incedo Provider Portal

September 7, 2023

Target Audience: All Behavioral Health Providers

Issue:

Optum Maryland has identified a discrepancy in the Incedo Provider Portal (IPP) in which participant third-party liability/coordination of benefits information is not updating from Medicaid, in some cases. This has resulted in incorrect, outdated information being shown on participant records in the IPP.

Resolution:

Optum Maryland has identified the issue and is working to implement a fix for this issue. We will communicate further with providers when this issue is resolved.

As per best practice, providers should refer to the Electronic Verification System (EVS) - the "source of truth" for Medicaid participant information - for the most accurate and up-to-date participant third-party liability information.

Providers may experience an increase in claim denials due to this issue, as third-party insurance that is "expired" in EVS may still be showing as "active" in the IPP.

- Optum will automatically reprocess these claims after the third-party insurance is corrected within the IPP. No provider action is necessary.

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