



## **PROVIDER ALERT**

### **Incedo Provider Portal – Authorization Entry Issue Resolved**

**April 30, 2021**

#### **Target Audience: All Providers**

Optum Maryland identified an issue affecting the Incedo Provider Portal (IPP) this afternoon, Friday, April 30, between 12:30 pm – 3:00 pm, EDT. Providers may have received an error message when attempting to enter an authorization request.

The Optum Technical Team has now resolved this issue, and providers may continue to use the IPP as usual.

If you continue to experience issues accessing the IPP, please contact customer services at 1-800-888-1965.

We apologize for the inconvenience caused.

Thank you,

Optum Maryland Team