



PROVIDER ALERT
Incedo Provider Portal: Update Scheduled
January 15, 2021

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system, targeted for release Saturday morning, January 16, 2021. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on January 16 while the update is made.**

This update will address the issue outlined below.

1. Issue: When a participant had an open and active unfunded span and needed to request uninsured span coverage, the Incedo system would not automatically create and approve that span.

Resolution: The Incedo system will now automatically create and approve an uninsured span when requested if the participant has an active unfunded span assuming other eligibility criteria are met.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,
Optum Maryland Team