

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 23, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 11-23-22: [Update: Temporary Change to Authorization Submission Window](#)
- 11-22-22: [Incedo System Downtime - November 22](#)

Incedo Fixes

A "hotfix" released to the Incedo system on November 22, resolved the following issues that had been affecting use of the Incedo Provider Portal:

Authorization Requests:

- When clicking the "Process" button, providers should no longer receive the warning: "*Object reference not set to an instance of an object.*"
- Providers should now be able to successfully attach PDFs (up to 5 MB) to authorization requests.

These issues are believed to be resolved. If you continue to experience any of the issues listed above, please contact Optum Maryland Customer Service at 1-800-888-1965.

Training Opportunities

Although there are no training events for the rest of the month of November, the Optum Maryland [December Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission - Incedo Provider Portal

Tuesday December 6, 10:00-11:00 a.m., EST

To Register, Click [Here](#).
Next Session: January 2023

Authorization/Service Request - Incedo Provider Portal

Tuesday December 6, 2:00-3:30 p.m., EST

To Register, Click [Here](#).
Next Session: January 2023

Happy Thanksgiving!

The next Bulletin will be sent during the week of November 27.

Thank you,

Optum Maryland Team