



PROVIDER ALERT

Incedo Provider Portal: Issue Identified

September 22, 2022

Target Audience: All Behavioral Health Providers

Optum Maryland is aware of an issue that impacted some providers on September 16, 2022, when using the Incedo Provider Portal (IPP).

At approximately 12:45 pm EDT, on September 16, some IPP users received an error message when attempting to submit an authorization. This issue was initially resolved at 2:38 pm and then intermittently resurfaced later in the day. This issue was finally resolved at 6:00 pm on September 16.

No further issues have been reported. However if you experience an issue when attempting to enter authorizations, please contact Optum Maryland Customer Service at 1-800-888-1965.

We apologize for any inconvenience this issue caused.

Thank you,

Optum Maryland Team