



PROVIDER ALERT

Quick Reference Guide for Adding Attachments in Incedo Provider Portal

January 24, 2020

We are aware that providers are experiencing issues when trying to attach required clinical documents in the Incedo Provider Portal using the "attach button" during the authorization request (e.g., treatment plans, Certificate of Need). Please follow the steps outlined in the [Quick Reference Guide](#) (QRG) to assist with this process. If the attachment is LESS THAN 2MB, please follow the steps outlined in the QRG. If the attachment is MORE THAN 2MB, please fax the document to 1-844-887-9875.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8:00 a.m. - 6:00 p.m. and can be reached at 1-800-888-1965. The clinical night staff will be available after office hours and holidays for crisis and emergency services.

You may also email us at marylandproviderrelations@optum.com

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