



## **PROVIDER ALERT**

### **Incedo Provider Portal – Accessibility Issue Resolved**

**April 9, 2021**

Optum Maryland identified an issue affecting the Incedo Provider Portal (IPP) this morning, Friday, April 9, between 10:50 am – 11:40 am. Providers may have received an error message when attempting to log into the IPP.

This issue has now resolved, 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