OPTUM® | Maryland

# PROVIDER ALERT

## Incedo Provider Portal – Scheduled Update

## April 2, 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, April 3, 2021. While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am, EDT.**

In addition to other technical enhancements included with this update, the following items are specifically outlined for providers:

1. **Residential Treatment Center Claims**

   Issue: On Residential Treatment Center (RTC) claims the last date of service is currently dropped and denied for payment.

   Resolution: This update will resolve this issue and moving forward the last date of service will be paid for RTC claims. Claims dating back to January 1, 2020, that were underpaid for this reason will be reprocessed within 30 days of the update and paid (where appropriate).

2. **Eligibility**

   Issue: Provider request for Non-Medicaid eligibility in Incedo did not display the approval status of the eligibility request. The "Status" field in the "Eligibility" screen in the IPP always displayed the status as "Active" even if the provider's request was actually denied or pending Optum processing. It is important to note that this issue was a display issue only; functionality associated with authorization or claim payment was not impacted.

   Resolution: Following this system update, the "Status" field in the "Eligibility" screen in IPP will reflect one of three status values:

   ● Active:  The provider's request has been approved
   ● Pending:  The provider's request is pending processing by Optum
   ● Denied:  The provider's request has been denied

In addition, a new icon will appear adjacent to the participant name that indicates the approval status. If the user hovers over the icon with their mouse, IPP provides a description of the status. These icons are detailed below:

- Request has been approved and eligibility active: no icon
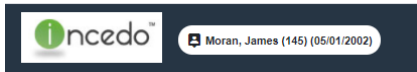


- Request has been denied: red icon



- Request is pending/not processed yet: grey icon



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