



PROVIDER ALERT

Scheduled Incedo System Downtime

August 13, 2021

Target Audience: All Behavioral Health Providers

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled an update to the system targeted for release Saturday, August 14, 2021. While the update is in progress, **the Incedo Provider Portal is expected to be unavailable from 5:00 am to 9:00 am EDT.**

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team