



PROVIDER ALERT

**Scheduled Incedo System Downtime – December 21,
2024**

December 19, 2024

Target Audience: All Behavioral Health Providers

The Incedo Provider Portal is expected to be unavailable from **5:00 a.m. to 8:00 a.m., EST** on **Saturday, December 21, 2024**, while system maintenance is completed.

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