



## PROVIDER ALERT

### Incedo Provider Portal: Update Scheduled

July 9, 2021

#### **Target Audience: All Providers**

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, July 10, 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.**

In addition to other technical enhancements included with this update, which will be communicated separately, the following item is outlined for providers:

#### **Zero Units on Authorization Request will Generate Error Message**

**Background:** Prior to this update, an authorization could be entered with zero units associated with it, which may have ultimately resulted in claim denial.

**Resolution:** To reduce unnecessary claim denials, an error message will display when a user attempts to enter an authorization with zero units. The user will not be able to save or proceed with the authorization entry until an appropriate value is entered in the "Units" field.

#### **"Alt + S" Function to Save CMS 1500 Form**

**Background:** On completion of the CMS 1500 form, providers needed to scroll back up to the top of the form to click the "Save" button.

**Resolution:** This update introduces a keyboard shortcut to save the user time, by pressing the "Alt" and "S" keys to save the CMS 1500 form upon completion. The "Save" button will still be located at the top of the screen, however users will now have a faster option to "save" the form.

Information relating to the Incedo Provider Portal can be found on the Optum Maryland website, [here](#).

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