



PROVIDER ALERT

Temporary Extension to the Submission Window for Authorization Requests

November 10, 2022

Target Audience: All Behavioral Health Providers

Due to issues currently impacting the submission of authorization requests in the Incedo Provider Portal (IPP), the window in which authorization requests may be submitted has temporarily been extended from 20 days to 36 days from the start date of the authorization. The authorization submission problems began during a system upgrade on October 22, 2022.

Workarounds have been developed to allow for normal entry of authorizations, and the temporary extension of the authorization window will ensure that providers are not penalized. The extended window will be in effect through November 27th, 2022, and will be readjusted if necessary. Unless otherwise notified, on Monday, November 28th, 2022, the window will revert to the normal 20 days.

- Providers who are unable to attach required supporting forms should use the "Pencil Note" (detailed on page 1 of [this provider alert](#)) to note that they are unable to attach forms.

Optum Maryland apologizes for the inconvenience caused by the upgrade problems.

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