PROVIDER ALERT
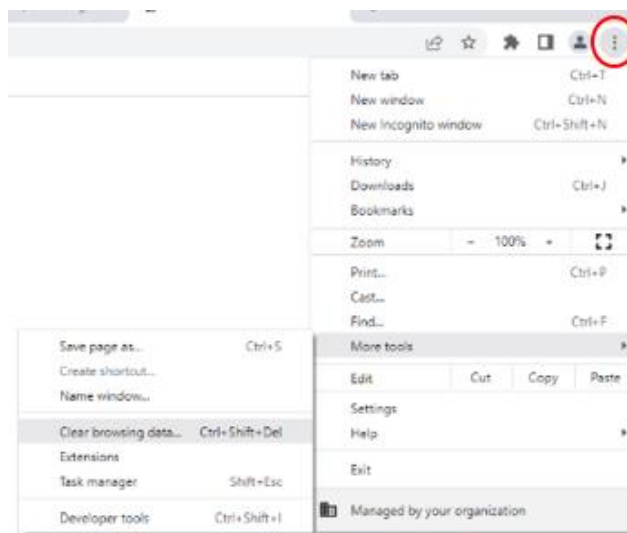
TONIGHT: Scheduled Incedo System Downtime

October 28, 2022

Target Audience: All Behavioral Health Providers

Following the 7.0 upgrade from the weekend, providers have reported several system issues. Optum Maryland has scheduled an urgent update to the Incedo Provider Portal (IPP) to take place **tonight** – October 28, 2022.

While the update is in progress, the IPP will be unavailable from 8:00 pm to 10:00 pm EDT on Friday, October 28, 2022.

- As communicated in the provider alert dated October 27, 2022, there will be additional Incedo system downtime from 5:00 am – 9:00 am, EDT for routine maintenance on Saturday, October 29.

- To maximize system performance following this weekend's planned updates, we advise providers to "clear your cache" before opening the IPP for the first time.

  o Clearing the cache removes saved website data and helps online applications run more smoothly. To clear your cache, click on the icon circled in red below, and navigate to "More Tools" > "Clear Browsing Data" > Select "All time."

Optum Maryland will communicate further about the status of system issues early next week, following the weekend's system updates.

Thank you,

Optum Maryland Team