

Incedo Provider Portal

Quick Reference Guide

Please view the following steps necessary for submitting attachments up to 2MB in size within the Incedo Provider Portal. If the attachments you wish to submit are larger than 2MB, please fax the information to 1-844-887-9875.

- 1. Bypass the "attach a document" section within tab #2 (Define Service Defaults)
- 2. Submit request by selecting 'process' as the last step to enter the authorization

ncedo	Stewart, Walter (1	14) (00/19/1930		🛔 Provider 👻	🚨 Membershij	• 🔹 Authorization	→	🔓 File Transfer 🕶	🛓 Vidjaya (iPC) Sast
Current Member: :	Stewart, Walter (114) ((08/19/1938)							
Notes									
Select Request Criteria	2 Define Service Defaults	3 Update Services	4 View Request Summary						
Request Summary									
Service Request for (08/19/1938)	r Member: Stewart, Walte	er (114)							Process Print
Requesting Provide	10				Rendering Pro	wider:			
Robertson, Bob Insurance:									
Medicaid / Medic	aid (12/20/2010- 12/31/201	99)							
Clinical form - Ut (final_save) View Form	lization Management - UM	l-Full Initial Rev	ew (FIR) - 12/26/2019 5-01:36	PM - Sastry, Vidjaya (IPC)					
Services:									
Service			Proc/HCPCS/Rev Code	Service Dates	Units	Place of Service			
MH - Inpatient S	Services - 99223-Initial	Hosp Care -	,99223	12/30/2019 - 01/28/2020	5				
Modifiers:									

3. Next screen automatically appears

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4. Scroll down and click the 'edit' button under 'service request summary'

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Filter By						
ID SR ID	Start Date:	End Date	Priority Select One	Clinical Determination	Appeal Status:	•
Provider	Insurer:	Service:				Procedure Code
Select One *	Select One *	Select O	ne			Select One
Status. Select One •	Reason Select One		Notification Status Select One	Pre-Auth: Select One	•	٥
Service Requests	h # Auth Approval #	Auth Status	Provider Site		Phone	Procedure
26978 26203 A20190	126385	In-Process	Robertson Boh - 567 Hill !	treet Baltimore MD 21206	(In Natural) 555-555-5555	19223 - MH-IP Swis-99223-Initial Hosp Care - Atte
26305 25530 A20190	025712	In-Process	Robertson, Bob - 567 Hill 5	treet, Baltimore, MD 21206	- (In Network) 555-555-5555 H	12023 - SE-Supported-H2023-Supported Employn
26239 25464 A20190	025645	In-Process	Robertson, Bob - 567 Hill S	treet, Baltimore, MD 21206	- (In Network) 555-555-5555 5	9211 - MH - Outpatient Services - 99211-Evaluati
24119 23350 A20190	023512	In-Process	Robertson, Bob - 567 Hill S	treet, Baltimore, MD 21206	- (In Network) 555-555-5555 \	V5000 - 1915(i)-OP-NoA-W5000-Respite Care In
24118 23349 A20190	023511	In-Process	Robertson, Bob - 567 Hill S	treet, Baltimore, MD 21206	- (In Network) 555-555-5555 5	7151 - ABA-ABA-97151-Behavior Identification as
24117 23348 A20190	023510	In-Process	Robertson, Bob - 567 Hill S	treet, Baltimore, MD 21206	- (In Network) 655-655-6555 S	97151 - ABA-ABA-97151-Behavior identification as
23958 23209 A20190	023363	In-Process	Robertson, Bob - 567 Hill 5	treet, Baltimore, MD 21206	- (In Network) 555-555-5555 S	0791 - MH-OP-A-90791-Psychiatric Diagnostic In
20523 19817 A20190	019957	Denied	Robertson, Bob - 567 Hill S	treet, Baltimore, MD 21206	5- (In Network) 555-555-5555 9	0834 - MH-OP-A-90834-Individual Psychotherapy
19936 19230 A20190	019365	In-Process	Robertson, Bob - 567 Hill S	itreet, Baltimore, MD 21206	- (In Network) 555-555-5555 S	9211 - MH - Outpatient Services - 99211-Evaluati
19929 19228 A20190	019362	In-Process	Robertson, Bob - 567 Hill :	street, Baltimore, MD 21206	6- (In Network) 555-555-5555 9	99223 - MH-IP Svcs-99223-Initial Hosp Care - Atte
			Page a	of 2 ++ ++ 10 •		View 1 - 10 of 16
Service Request Summary						

5. Click the '+' icon to add an attached document

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Service Requests							
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Attached Documentation							
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6. Follow process for each document needed for the request



7. Attachment will appear

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Filter By						
Service Requests						
Service Request Summary						
Service Request Type: Pre-cert Contact Phone / email:	Priority: Standard	*	Coordinator.	Contact Name:		×
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Notification Status: Clinical Clinical Extension Granted Notes: Attached Documentation File Name ÷	Determination: Reason Description	Determination By:	Credentials:	Attached By	Attached	

8. Click the 'save' icon (disk icon) after attaching all documents

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Service Requests					
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Service Request Type Pre-cert Contact Phone / email Notification Status: Clinical f Clinical f Clinical f Extension Granted	Priority: T Standard Determination: Reason	Credentals:	Contact Name:	L	BX
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Attached Documentation					

You're all set. Your authorization is submitted with document attached.