

A Guide to the ASO Transition: How to Obtain Initial Incedo Log-in Credentials

Providers must obtain Incedo log-in credentials to register in the [Incedo Provider Portal](#). Credentials are received after providers complete the **required** [Optum Maryland Provider Survey](#).

Who Needs to Complete a Survey/Receive a log-in credential?

- Providers must complete a survey for every unique Tax Identification Number (TIN) and provider type:
 - Each TIN in your organization
 - Every provider/service type provided **UNDER THAT TIN**
 - Provider locations are not a consideration for filling out surveys

- Three Examples:
 1. An individual provider with one TIN who offers two types of service should fill out the survey two times, one for each service type.
 2. A large organization with three TINs and each TIN refers to subsidiaries that offer a combination of four types of service should fill out 12 surveys. Each TIN requires a separate survey, and a large organization **must fill out a survey for every unique combination of a TIN and service type**, regardless of whether the services offered under different TINs are the same.
 3. If you are enrolled in Medicaid only as a rendering provider, not receiving direct payments, then you do not need to fill out a survey. Your group practice or program that is associated with the group practice or program's TIN, once registered, will add you as a user to their account.
- **Each survey response will receive exactly ONE initial log-in credential that can be used to add other users.**

How Will Log-in Credentials Be Distributed?

- **Providers will receive two emails:**
 - The first email will include your username.
 - The second email will include a temporary password and instructions for the first log-in. ***Read the instructions carefully.***
- If you have taken the survey and have not received the emails, be sure to check your SPAM or JUNK email folders. If the emails are not there, use the special email address below to contact the Optum Maryland administrative team.

Is There Anything Else I Should Know?

- **Providers who have received their Incedo log-in credential can log on to the Provider Portal.** The Incedo Provider Portal is designed to work with the Google Chrome browser. Chrome can be obtained from Google by [clicking here](#).

- Optum will match provider files to the surveys they receive and will contact providers in the event more clarification is needed to ensure they are appropriately registered in the Optum portal.

For questions about the registration survey, please email omd_providerregistration@optum.com.
For questions about the log-in credentials, please email omd_incedo_admin@optum.com.

Optum Maryland_021120_FINAL

Updated: 4/12/24