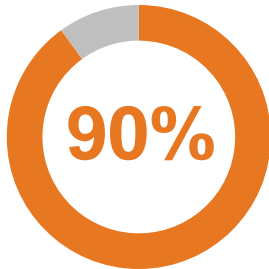


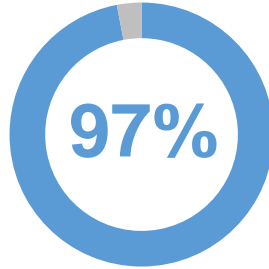
Incedo Provider Portal Testing Progress Bulletin

June 25, 2020

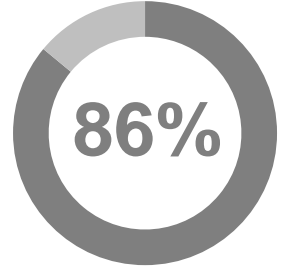
Provider End-to-End Testing



of functionality
tested



of 142 executed test
scenarios worked
successfully



of 29 authorizations
submitted during testing
were successful

Testing started on June 8, 2020

To date, 9 providers have participated in end-to-end testing

Provider Feedback:

- Overall authorization and claims functionality greatly improved
- Provider training opportunities on the Incedo platform identified and implemented
- Providers have made suggestions on system usability enhancements; recommendations will be considered for future releases

What's Next

- Targeting 5 additional providers for testing through July 2
- Additional provider testing being scheduled to focus on functionality not yet tested, which includes:
 - Gambling
 - 1915i
 - MDRN
 - Supported Employment
 - TBS

For any questions, please contact Provider Relations at marylandproviderrelations@optum.com