



A Guide to the ASO Transition:

How to Obtain Tokens to Register in the Optum Portal

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

Who Needs to Fill Out A Survey/Receive A Token?

- Providers must complete a survey for every for every unique combination of Tax Identification Number (TIN) and provider type.
 - Each Tax Identification Number (TIN) in your organization, AND
 - Every Provider/Service Type provided **UNDER THAT TIN**.
 - Provider locations are not a consideration for filling out surveys.
- Two Examples:
 1. You are an individual provider with one TIN who offers two types of service. You must fill out two surveys, one for each service type.
 2. You are a large organization with three TINs, and each TIN refers to subsidiaries which offer some combination of four types of service. You must fill out 12 surveys. Each TIN dictates its own separate set of surveys, and **you must fill out surveys for every unique combination of a TIN and service type**, regardless of whether the services offered under different TINs are the same.
- **Each survey response will yield exactly ONE TOKEN and ONE INCEDO UNIQUE ID.**

How Will Tokens Be Distributed?

- **Providers will receive two emails:**
 - The first email will be instructions on how to access the secure email and proceed with registration. **Read the instructions carefully.**
 - The second, secure email will have **both an Incedo Unique ID and a token**. The Unique ID and token will enable creation of your log-in credentials in registration.
- The emails will be sent out starting the week of December 16. Emails will be sent in groups every few days. They will NOT be sent immediately upon submitting your survey.
- If you have taken the survey and not received the emails, be sure to check your SPAM or JUNK email folders. If the emails are not there, contact the individual below.

Is There Anything Else I Should Know?

- **Providers who have received their Incedo Unique ID and token can log-on to Provider Connect starting the week of December 16.** The Incedo Provider Connect system is designed to work with the Google Chrome browser. Chrome can be obtained from Google <https://www.google.com/chrome/>.
- 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 Optum's system.
- For questions about tokens or registering on the Provider Connect system, **contact Nicole Fleming at Optum (nicole.fleming@optum.com, 443-896-0505).**

Access the latest information and FAQs on the MDH BHASO transition website:

health.maryland.gov/mdh-aso-transition.

Direct transition-related questions to 1-800-888-1965 or mdh.bhasotransition@maryland.gov.