

PROVIDER ALERT

Incedo Provider Portal: Authorization Issues Identified

March 31, 2022

Target Audience: All Behavioral Health Providers

Optum Maryland has identified 3 issues in the Incedo Provider Portal (IPP) causing authorization issues.

Issue 1

Outpatient authorizations for which there is another authorization open with another provider are incorrectly saving in “Pended” status after submission.

Service Requests				
SR ID	SR Auth #	Auth Status	Auth Number	Procedure
8819182	A20220505326	Pended		90834 - MH-OP-OPS-A-90834
8819250	A20220505394	Pended		90834 - MH-OP-OPS-A-90834
8819277	A20220505422	Pended		90834 - MH-OP-OPS-A-90834

Resolution:

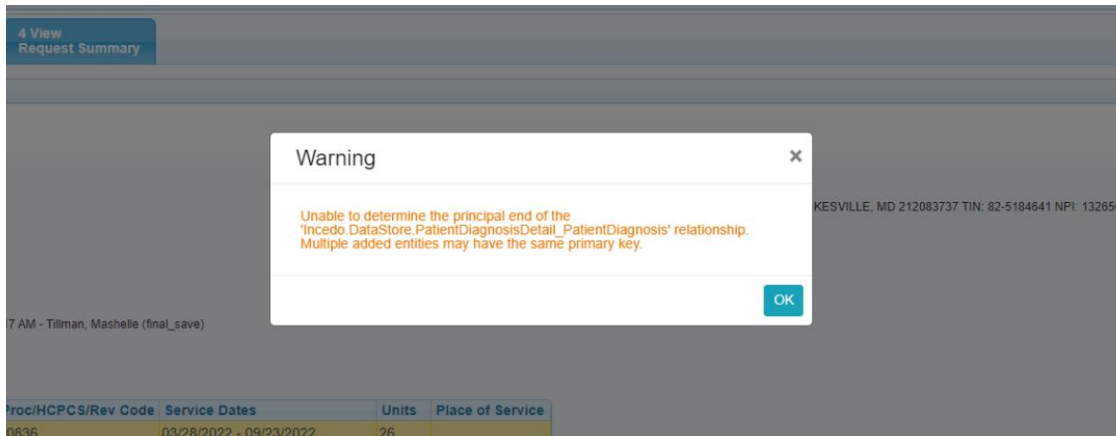
- A fix has been identified and is targeted for implementation on **Saturday, April 2**.
 - Until then, incorrectly pended authorizations will be corrected overnight, and the status will appear as “Approved” in the IPP the following day.

Action Required:

- No provider action is required. Please continue to submit authorizations as usual.

Issue 2

A warning message (shown below) displays when submitting an authorization request in the IPP. This warning prevents the user from continuing and occurs when more than one diagnosis is entered on the authorization request.



Resolution:

- We are currently working on identifying a fix for this issue.

Action Required:

- Until this issue is resolved, providers should enter **no more than one diagnosis** in the authorization request screen. However, on the Clinical form, **ALL** relevant diagnoses should be entered. If these steps are followed, the issue should not occur.

Issue 3

Authorization status for automatically-approved authorizations (such as Outpatient) remains as “In Process” after submission.

Resolution:

- For further details, please see this [document](#).

Action Required:

- The status will update when the user leaves the Authorization screen and returns to it, or when the user clicks “refresh” on this page.

Optum Maryland apologizes for the inconvenience caused.

If you have questions about the information in this alert, please contact Optum Maryland Customer Service at 1-800-888-1965.

Thank you,

Optum Maryland Team.