

PROVIDER ALERT

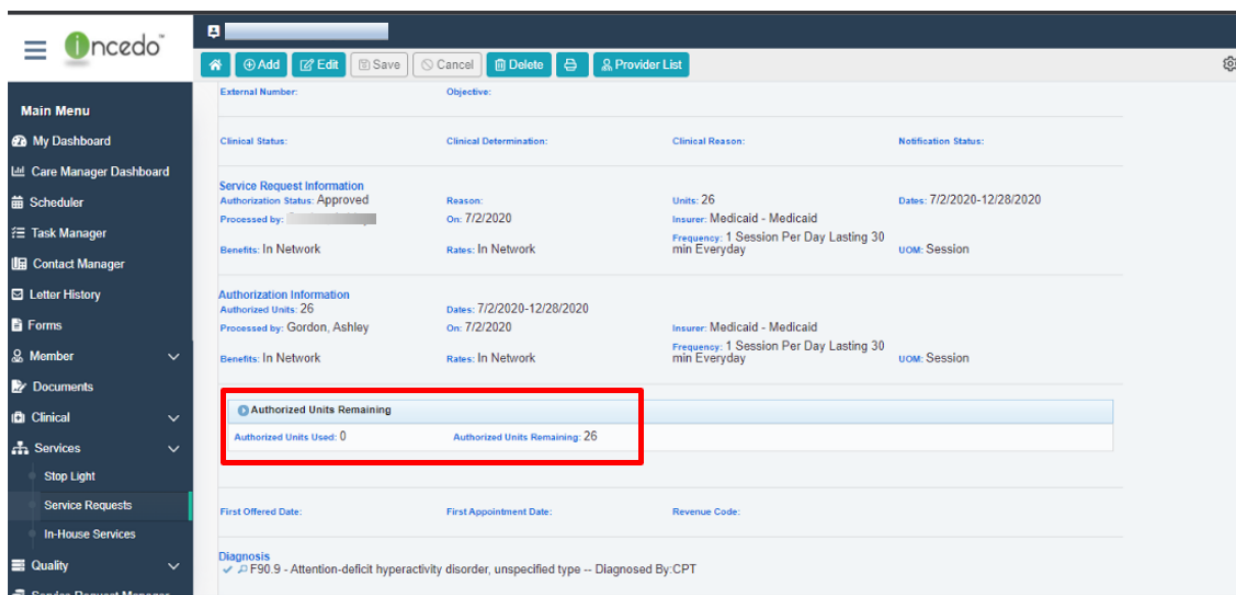
Remaining Authorization Units Feature in Incedo Provider Portal

November 17, 2021

Target Audience: All Behavioral Health Providers

Optum Maryland would like to Inform providers of an update to the Incedo Provider Portal which allows users to view remaining units for an approved authorization line.

As shown in the screenshot below, an icon is now visible underneath the selected authorization line. When clicked, the units will recalculate and display the remaining units..



The screenshot displays the Incedo Provider Portal interface. On the left is a dark sidebar with a 'Main Menu' containing items like 'My Dashboard', 'Care Manager Dashboard', 'Scheduler', 'Task Manager', 'Contact Manager', 'Letter History', 'Forms', 'Member', 'Documents', 'Clinical', 'Services', 'Stop Light', 'Service Requests', 'In-House Services', and 'Quality'. The main content area shows a form for an authorization line. A red box highlights a section titled 'Authorized Units Remaining' which contains two fields: 'Authorized Units Used: 0' and 'Authorized Units Remaining: 26'. Above this section, there are two identical blocks of 'Authorization Information' showing details like 'Authorization Status: Approved', 'Reason: On: 7/2/2020', 'Units: 26', 'Insurer: Medicaid - Medicaid', 'Frequency: 1 Session Per Day Lasting 30 min Everyday', and 'UOM: Session'. The 'Diagnosis' section at the bottom shows 'F90.9 - Attention-deficit hyperactivity disorder, unspecified type -- Diagnosed By: CPT'.

- Units are updated when the icon is clicked.
- Units shown will decrement based on approved claims. Depending on your billing cycle, the remaining units displayed may not match the number you expected.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team