OPTUM® | Maryland

Downloading Incedo Provider Portal Reports
Quick Reference Guide

This Quick Reference Guide (QRG) explains how to download the COVID-19 reports from the Incedo Provider Portal.

Step 1: Log into the Incedo Provider Portal and enter your username and password.

Important note: Different functions are available based on the privileges assigned to a user role. Only those users with access to the file transfer menu in Incedo will be able to download the reports. This access is available to Providers with administrative or claims access. Please contact your administrator if you have questions.
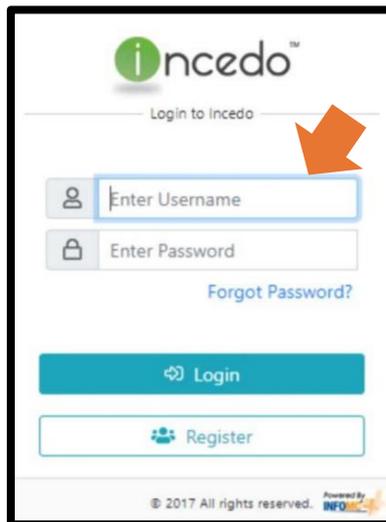
Step 2: Click the "**File Transfer menu**" drop-down button at the top of your screen.

Step 3: Click "**Download**" from the drop-down list.
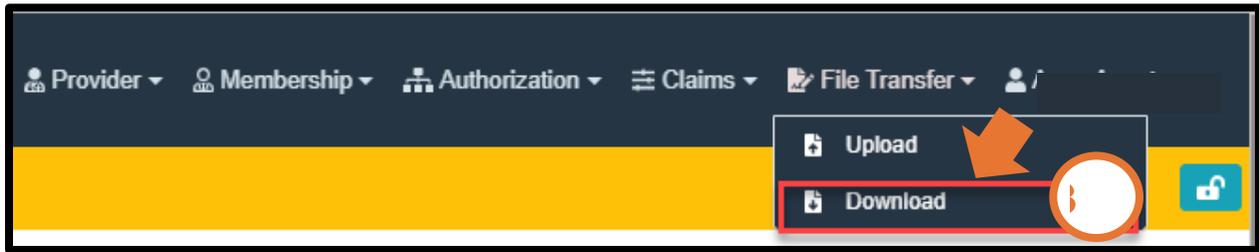
Step 4: Click on the file name to download the file. All available reports are listed on this screen and will show under the "**Download**" section as pictured below.

Important note: To view previously downloaded reports, click on "**Include already downloaded files**."

Step 5: After selecting the file to download, an Excel copy of the report will appear at the bottom of your web-browser window. Click the Excel copy to view and save.

Please note: Depending upon your web browser (e.g., Explorer, Edge, Chrome, Safari, Firefox, etc.), the location of the downloaded report may appear in a different location of the screen. Chrome is highly recommended when using the Incedo Provider Portal.
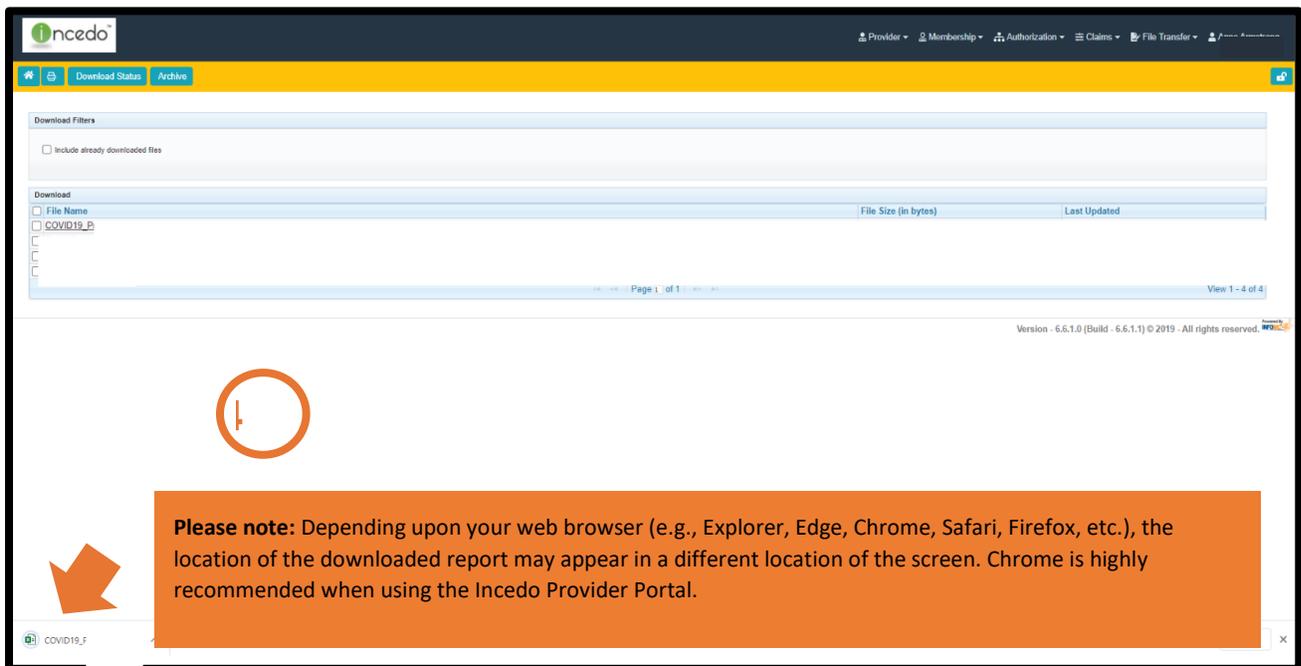
For assistance and questions, please contact Optum Maryland customer service at 1-800-888-1965.

Additional information about navigating the Incedo Provider Portal can be viewed here.