



4th Quarter Provider Forum

December 17, 2020

AGENDA

Operations Update – Adrienne Bennett, Sr. Director, Provider Management Lashobie Avery, Provider Relations Manager

- Upcoming changes for the “New Year”
- Provider Relations is expanding
- New Member ID Cards are coming

Quality Improvement /HEDIS Outreach – Sammi Turner, Quality Improvement Manager

- MPC Member communication strategy
- MPC interventions
- Outreach events and campaigns

Pharmacy Policy Review – Dr. Jonathan Keyser, Director of Pharmacy

PROGRAM ADMINISTRATION IMPROVEMENTS

Maryland Physicians Care's enhancements to program administration will mean you, as an MPC Provider, will have:

- ☑ increased support from our field-deployed team of provider relations staff
- ☑ a single online platform to securely submit, review, and adjust claims,
- ☑ care management programs for high-risk patients to improve outcomes
- ☑ a new website for an exceptional online experience

. . . all to make healthcare easier, better, and more efficient.

PROGRAM ADMINISTRATION CHANGES CONTINUED

Claims Changes on and after January 1, 2021

Paper Claims Mailing address: PO Box 21099, Eagan, MN 55121

MPC Payer ID# 76498 for claims submitted to the Clearinghouse

Electronic Fund Transfer (EFT) and Electronic Remittance Advices (ERA) moving to InstaMed

Maryland Physicians Care Landing Page – www.mpcMedicaid.com

January 1, 2021

Managed Care Will Be Easier To Manage.

Contact Us



MPC is enhancing its program administration effective 1/1/21.

This website will be updated weekly and you will receive useful guides by mail. Please check back for additional information, including your



CHANGES EFFECTIVE 1/1/21:



MPC payer id of 76498 for claims submitted to the Clearinghouse (with dates of service 1/1/21 and after)



Mailing Address for All Authorization Requests

(1/1/21 and after):
PO Box 893, Portland, ME 04104



Mailing Address for Paper Claims

(dates of service 1/1/21 and after):
PO Box 21099, Eagan, MN 55121

PROGRAM ADMINISTRATION CHANGES CONTINUED

Authorizations and Appeals

Mailing address for all authorization requests (eff: 1/1/21)

PO Box 893, Portland, ME 04104

Mailing address for all provider claims appeals and medical records for claims (eff: 1/1/21)

PO Box 1104, Portland, ME 04104

FAX numbers for authorizations and claims appeals will remain the same

National Imaging Associates (NIA) expanded scope reviewing authorization for outpatient cardiac procedures and outpatient rehab (physical, occupational, and speech therapy services)

MPC continues to require certain laboratory/radiology procedures to be done in non-regulated space. If done in regulated space, authorization will now be required

What Will Remain the Same

- MPC provider network and your existing contract
- Current MPC Provider and Member toll free phone and fax numbers
- MPC DentaQuest Adult Dental, ESI Pharmacy, and Superior Vision benefit managers
- Oncology and radiation oncology requests will continue to require an Evisi code
- Open authorizations as of 1/1/21 will not need to have an additional authorization requested (1/1/21 or after)

PROVIDER RELATIONS IS EXPANDING

- More Representatives
- Smaller territories
- Better response
- Supported by the Maryland Physicians Care Landing Page

MEMBER MAILING – NEW CARDS

- New cards will be mailed to all MPC members starting in December
- Make sure you collect the new cards to get updated claims and authorization addresses



PROVIDER DIRECTORY ACCURACY

- Important data elements besides specialty, addresses, and phone numbers
 - Languages spoken
 - Ethnicity
 - Office Hours
- Please contact us with any changes to your demographic information or provider group composition within ten days. This will allow us to provide accurate information to our members.

Remember: The Provider Directory is your free advertising that allows members to search for a provider who meets their needs, including cultural and physical accessibility standards.



Quality Improvement/HEDIS Outreach

MPC Member Communication- 4th Quarter

Hi##FirstName## from Maryland Physicians Care. It's time for your check up with your doctor. Go to your doctor, Urgent care or attend a free telehealth (a call from your home) for your check-up October 1st-Dec 31st, we will mail you a \$100.00 Visa gift card! Call Alegis 1-877-663-4333 to schedule or call us at 410-412-8280. If you have completed this service thank you.

You may be eligible for a \$50 to \$150 Gift Card. You received a letter by mail. You may earn the reward each month a controller medication is filled for select medications October-December. Controller medications help improve Asthma. Ask your doctor about 90-day refill options. For questions, please call 410-412-8280.

Hi from Maryland Physicians Care! Your doctor recommends a regular A1C test - a simple blood test that helps control diabetes. If you go to your doctor's and complete HbA1c testing October 15th- Dec 31st, we will mail you a \$50.00 gift card. Call 410-412-8280 for questions

Hi from Maryland Physicians Care. Complete a Mammogram on your own October 10th – December 31st and we will mail you a \$150.00 VISA gift card or attend a MPC clinic day and get your VISA card the same day. Call us and we can help 410-412-8280.



Value-based Purchasing 2021 Measures

Measure	Disincentive	Neutral	Incentive
Ambulatory Care Visits for SSI Adults	≤ 83%	84-86%	≥ 87%
Ambulatory Care Visits for SSI Children	≤ 83%	84-86%	≥ 87%
Asthma Medication Ratio	≤ 65%	66-70%	≥ 71%
Breast Cancer Screening	≤ 70%	71-74%	≥ 75%
Comprehensive Diabetes Care- HbA1c Control	≤ 56%	57-63%	≥ 64%
Lead Screenings for Children - Ages 12 to 23 Months	≤ 66%	67-71%	≥ 72%
Prenatal and Postpartum Care	≤ 79%	80-82%	≥ 83%

MPC 2021 Planned Interventions

Interventions	Details
Text messaging/letter/calls	Multi-modal communication platform to engage membership into care
Home Visits- Due to COVID restrictions, expanded services to include tele-health are offered to the MPC population with no coverage area restrictions. Tele-health visits will continue to the SSI Adult/SSI child populations	Alegis will re-evaluate home visits to unengaged members for SSI Adult, Lead, and HbA1c testing Jan/Feb. Coverage areas: Baltimore/Central MD, PG and Montgomery Counties
Remote Access Scheduling- Providers who grant MPC remote access scheduling	MPC will provide targeted outreach for Value-based purchasing Gaps in Care. Outreach includes telephonic/text/calls and scheduling directly to PCP office. For more information, please call Sammi at 410-412-0394.
Clinic Days- Will continue in 2021 for BCS, HbA1c, Lead, SSI populations	MPC will continue to offer the BCS populations \$150 incentive for completion of mammograms during scheduled clinic days. Incentives for HbA1c, Lead, SSI TBD
Health Fairs-MPC did place a hold on Health Fairs. The plan is currently evaluating the best approach to modify/ resume clinic days for the rest of CY 2021. Resume date: TBD- planning for Summer or Fall of 2021	Large events (200-400 members) that include external stakeholders: Health Departments, providers, and community resource vendors. Goal is to close gaps in care, provide health education and address socio-economic disparities

MPC developed a text campaign for post-partum populations. Members will receive a text 7-10 days after delivery and again at 49 days if they remain non-compliant. MPC is offering a \$50.00 incentive to total population completing the PPC visit.

7-10-day text

Hello from Maryland Physicians Care. Congratulations on your new baby. Please set up a postpartum care visit for a date that is between 1-12 weeks after your delivery. We will mail you a \$50.00 VISA gift card for completing the visit. Call 410-412-8280 if you have any question.

49-day text

Hello from Maryland Physicians Care. We will mail you \$50.00 VISA gift card for completing your post-partum appointment by 12 weeks post-partum. We offer a free tele-health. Please call 1-877-663-4333 to schedule an appointment.

W15 Milestone Text Campaign

MPC will continue to provide a milestone text campaign. The campaign will provide a series of education text on “What to expect at your baby’s Visit with their Pediatrician”

- 1 month – Visit Reminder
- 2 months – Visit Reminder & Tips
- 4 months – Visit Reminder
- 6 months – Visit Reminder & Barriers
- 9 months - Immunizations & Lead
- 12 months - Immunizations & Lead
- 15 months – Completing 6th Visit



Pharmacy Policy Review

Pharmacy Policy Review Updates

Effective 01/01/2021:

- Partnership with Evolent Health will begin and contract with Centene will end
- Due to this transition, MPC evaluated the medications currently being reviewed by Centene and our PBM
- The medications with utilization criteria will now be reviewed by Evolent Health and Express Scripts
- The medication lists have been divided into two categories:
 - Medications obtained by members in an outpatient retail setting that can be self-administered – Express Script
 - Medications administered by a healthcare professional – Evolent Health

Pharmacy Policy Review Updates

Medications that will now be reviewed by Express Scripts starting 01/01/2021:

- List below contains the new medications that will be reviewed by Express Scripts and are additions to the list of medications currently reviewed by Express Scripts

Actemra	Betaseron	Emgality	Fuzeon	Increlex	Lovenox	Nucala
Acthar Gel	Boniva	Enbrel	Genotropin	Juxtapid	Makena	Nuplazid
Ampyra	Cellcept	Enteragam	Gilenya	Kalydeco	Mircera	Nutropin
Apokyn	Cerdelga	Epogen	Glatopa	Keveyis	Moderiba	Ocaliva
Aranesp	Cimzia	Extavia	Granix	Kineret	Mulpleta	Ocrevus
Arcalyst	Copaxone	Fasenra	Haegarda	Kitabis Pak	Myfortic	Olumiant
Arixtra	Cystagon	Firazyr	Humatrope	Korlym	Neulasta	Omnitrope
Avonex	Dibenzyliline	Forteo	Humira	Kuvan	Neupogen	Omontys
Azasan	Doptelet	Fragmin	Illaris	Kynmobi	Nityr	Oralair
Benlysta	Emflaza	Fulphila	Ilumya	Lupron	Norditropin	Orencia

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Orenitram	Procysbi	Retacrit	Stelara	Tymlos	Zemplar
Orfadin	Prograf	Ribapak	Stimate	Tyvaso	Zilretta
Orkambi	Promacta	Ribasphere	Strensiq	Uptravi	Zinbryta
Otrexup	Pulmozyme	Saizen	Symdeko	Veletri	Zomacton
Oxervate	Rasuvo	Sandimmune	Takhzyro	Ventavis	Zortress
Palyenziq	Rebetol	Sandostatin	Taltz	Vibativ	
Pegasys	Rebif	Serostim	Tavalisse	Xeljanz	
Pegintron	Relistor	Siliq	Tecfidera	Xolair	
Praluent	Remodulin	Simponi	Tobi	Zarxio	
Procrit	Repatha	Somavert	Tremfya	Zavesca	

Pharmacy Policy Review Updates

Medications that will now be reviewed by Evolent Health starting 01/01/2021:

- List below contains a snapshot of most of the medications reviewed by Evolent Health
- Hepatitis C medications will also be reviewed by Evolent Health using MDH guidelines


Advate	Biolon	Cyclosporine	Exondys 51	Gammaked	Humate-P	Krystexxa
Adynovate	Bivigam	Cytogam	Eylea	Gammaplex	Hyalgan	Lemtrada
Afstyla	Botox	Desferal	Fabrazyme	Gattex	Hylenex	Leukine
Aldurazyme	Brineura	Durolane	Feiba	Gamunex	Inflectra	Lucentis
Alphanate	Ceprotrin	Dysport	Feraheme	Gel-One	Ixinity	Lumizyme
Alphanine SD	Cerezyme	Elaprase	Fibryga	Gelsyn-3	Jivi	Macugen
Alprolix	Cinryze	Elitek	Flebogamma	Genvisc 850	Kalbitor	Mitosol
Aralast NP	Coagadex	Eloctate	Flolan	Glassia	Kanuma	Mononine
Benefix	Corifact	Entyvio	Gamastan S-D	Healon	Kcentra	Myobloc
Berinert	Cuvitru	Euflexxa	Gammagard	Hizentra	Kogenate ES	Naglazyme

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Novoeight	Ozurdex	Reclast	Simulect	Tretten	Vpriv
Novoseven	Panhematin	Recombinate	Sodium Hyaluronate	Triluron	Wilate
Nplate	Prialt	Remicade	Soliris	Trivisc	Xeomin
Nulojix	Privigen	Renflexis	Somatuline Depot	Tysabri	Xiaflex
Nuwiq	Profilnine SD	Revcovi	Spinraza	Vimizim	Xyntha
Obizur	Prolastin	Rhophylac	Supartz	Visco-3	Zemaira
Ocrevus	Prolia	Riastap	Supprelin LA	Visudyne	
Octagam	Provisc	Rixubis	Synvisc	Vitrase	
Onpattro	Radicava	Ruconest	Thrombate	Vonvendi	
Orthovisc	Rebinyn	Signifor	Thymoglobulin	Voraxaze	

Don't forget to  us out at

www.mpcMedicaid.com

Thank you for your attendance!

