



Reviewing the appropriate use of resources

Maryland Physicians Care has utilization management and claims management systems to identify, track and monitor care provided to our members. Utilization management (UM) care criteria cover preventive care, emergency care, primary care, specialty care, acute care, short-term care, maternity care and ancillary care services. Maryland Physicians Care uses nationally recognized criteria (such as InterQual) if available for the specific service; other criteria are developed internally through a process that includes the review of scientific evidence and input from relevant specialists.

UM decision-making is based only on appropriateness of care and service and the existence of coverage. Maryland Physicians Care does not reward providers, practitioners or other individuals for issuing denials of coverage or care. Denials are based on lack of medical necessity or lack of covered benefit. Financial incentives for UM staff do not encourage decisions resulting in underutilization of services.

To help us make appropriate UM decisions, providers should submit complete clinical information with the initial request for a service or treatment. If a denial of coverage or care is issued, providers have the opportunity to discuss the denial decision with a physician or another appropriate reviewer at the time of notification of an adverse determination.

Providers may request UM criteria pertinent to a specific authorization, or speak to a UM representative, at any time by contacting the UM Department at **1-800-953-8854**.

How we measure quality

Maryland Physicians Care strives to provide quality healthcare to our members as measured through HEDIS quality metrics.

HEDIS, the Healthcare Effectiveness Data and Information Set, is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) that allow direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee composed of purchasers, consumers, health plans, healthcare providers and policymakers.

HEDIS allows for standardized measurement and reporting and accurate, objective side-by-side comparisons. Learn more at ncqa.org.

Please note the HEDIS measures highlighted on the next pages regarding child and adolescent health visits and lead screening.



HEDIS for well-child visits

Several HEDIS measures cover issues related to child well visits. These include:

- **Well-Child Visits in the First 15 Months of Life:** Assesses children who had up to six well-child visits with a primary care practitioner (PCP) during their first 15 months of life.
- **Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life:** Assesses children ages 3 to 6 who received one or more well-child visits with a PCP in a year.
- **Adolescent Well-Care Visits:** Assesses adolescents and young adults ages 12 to 21 who had at least one comprehensive well-care visit with a PCP or an OB/GYN in a year.
- **Children and Adolescents' Access to Primary Care Practitioners:** Assesses children and young adults ages 12 months to 19 years who had a visit with a PCP.

Guidelines for well-child care

Maryland Physicians Care reminds parents that children should have a well-child visit every year and that routine health screenings and needed immunizations can help ensure children are healthy and developing normally.

For children under age 21 who are enrolled in Medicaid, services are provided through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit, which requires preventive, dental, behavioral health, developmental and specialty care.

The American Academy of Pediatrics offers guidelines for caring for infants, children and adolescents through **Bright Futures**, a health promotion and prevention initiative. These guidelines include health promotion and anticipatory guidance, disease prevention and early detection of disease, and development and behavioral health screenings.

Under Medicaid rules, states must develop a periodicity schedule for recommended care. States may elect to use the **Recommendations for Preventive Pediatric Health Care periodicity schedule** developed by Bright Futures or a different periodicity schedule developed by a recognized medical organization.

In October 2018, Bright Futures released the second edition of its Bright Futures Tool and Resource Kit, a compilation of current forms and materials related to preventive health supervision and health screening for infants, children and adolescents. The toolkit is designed to accompany the organization's guidelines.

Our members' satisfaction matters

To provide the best care, Maryland Physicians Care surveys our members annually about their healthcare experiences. Because you and your staff are such an integral part of our members' healthcare experiences, we share the results with you. The survey results show how members feel about care they receive

from our providers and service they receive from the health plan.

Maryland Physicians Care uses the results to help improve care. With your assistance, providers can improve survey results by focusing on customer service year-round, improving communication and helping

members feel connected to their providers and the health plan.

Results were gathered using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. In addition, Maryland Physicians Care submits survey results to the NCQA to meet accreditation requirements.



Visit our website

Find information on:

- Quality improvement program
- Case management program
- Disease management program
- Clinical practice guidelines
- Utilization management, including decision-making criteria, affirmative statement and staff availability
- Pharmacy and prescription drug management
- Benefits and coverage
- Member rights and responsibilities
- Protected health information use and disclosure
- Provider manual
- Provider directory

If you do not have internet service, you can reach us by phone (numbers listed in “Who to call”) for more information.

Health checks **for teens**

Just like younger children, teenagers need annual checkups. As children reach adolescence, providers should be aware that their health needs will change. According to the **American Academy of Pediatrics (AAP)**, adolescents and young adults may engage in high-risk behaviors such as:

- Alcohol use, which plays a role in a high number of unintentional injuries, the leading cause of death for this age group
- Use of electronics while driving
- Sexual activity

Many teens also engage in behaviors that can affect their long-term health, including smoking, poor eating habits and a lack of exercise.

To offer complete care to adolescents, providers will need to address not just physical and mental health, but also sexual and social development and risk-taking behaviors. Bright Futures, a health promotion and prevention initiative from the AAP, offers **guidance for providers** with adolescent patients. The guide offers detailed information on changes and challenges faced at different stages of development, breaking teens into three groups: ages 11-14, ages 15-17 and ages 18-21. An annual tobacco, alcohol and drug use risk assessment should begin at age 11, for instance, and screening for depression should begin at age 12.

You can find adolescent preventive care guidelines, along with guidelines for adult and child preventive care and for chronic diseases, at **MarylandPhysiciansCare.com**. Or call **1-800-953-8854** for more information. A copy of the guidelines may be mailed to your office as part of disease management or other quality improvement initiatives. Members also have access to these guidelines.

Adolescent immunization needs

As teen members head off to college, it's important for providers to review necessary immunizations. That's because, as **Consumer Reports** notes, the close quarters of dorm living make diseases much more likely to spread.

Though vaccine requirements differ by college and state, *Consumer Reports* says young adults entering college especially need vaccines for:

- Bacterial meningitis (meningococcal)
- Human papillomavirus (HPV)
- Influenza
- Tetanus, diphtheria and pertussis (Tdap)

Many young adults entering college may have received the necessary vaccinations during childhood. Go to the **Centers for Disease Control and Prevention website** to review an immunization schedule for those ages 18 and younger.

HEDIS

The HEDIS measure **Immunizations for Adolescents** assesses 13-year-olds who had one dose of meningococcal vaccine, one Tdap vaccine and the complete HPV series.

Who to call

Member Services
(benefits, ID cards, appeals, PCP changes, etc.): 1-800-953-8854

DentaQuest (adults only):
1-800-685-1150

Healthy Smiles Dental Services:
1-855-934-9812

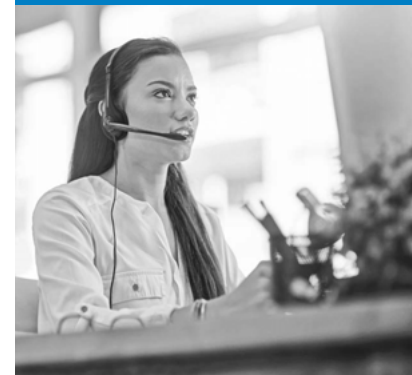
Public Mental Health Services:
1-800-888-1965

Superior Vision:
1-800-428-8789

Utilization Management (UM):
1-800-953-8854—follow prompts to UM

**Case Management/
Disease Management:**
1-800-953-8854

Health Education Requests:
1-800-953-8854



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Meeting **appointment accessibility** standards

Are your patients able to obtain services when they are needed? Maryland Physicians Care monitors the availability of our network practitioners. Availability is key to member care and treatment outcomes.

Maryland Physicians Care follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. We monitor compliance with these standards annually and use the results of monitoring to ensure adequate appointment availability and reduce the unnecessary use of emergency rooms.

Please review the appointment availability standards below. They are also available in the Provider Manual.

Type of appointment	Scheduling time frame
Life-threatening emergency care	Same day as request
Urgent care	Within 48 hours
Routine appointments	Within 30 days of request
General physical examinations and new patient examinations	Within 90 days of date of enrollment unless a shorter time frame would be medically appropriate
Routine pregnancy well care	Within 10 days of request

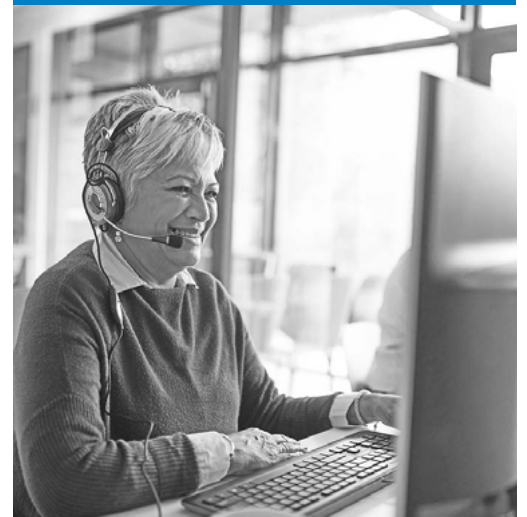
After-hours requirements

Members need to know who to contact after business hours. Providers are required to offer arrangements for access to a covering physician after business hours, or they must have an answering service, triage service or voice message that explains to members how to access urgent and emergency care. This helps ensure our members get the best possible healthcare.

The requirements below ensure that our members have adequate access to needed healthcare services and can access their providers after normal business hours and on weekends.

All primary care provider offices must be available after hours via an answering service, pager or instructions that give the member access to an on-call medical professional. Acceptable options are:

- Answering service
- On-call provider or nurse helpline
- Recorded message; offices using a recorded message must provide a message directing members to call another number to reach a PCP, on-call physician or nurse helpline



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