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Keep us informed.

Maryland Physicians Care wants to provide the best care we can to our members. That means it is important for us to know if you plan to move, change phone numbers, or change your network status. Call 1-800-953-8854 to update or verify your contact information or status. You can also check your information on our secure provider portal at MarylandPhysiciansCare.com. Please let us know at least 30 days before you expect a change to your information.



COVID-19 Vaccination Update

Per Maryland Department of Health (MDH), registration with ImmuNet is required to administer the COVID-19 vaccination. It is essential that your practice is registered with ImmuNet. Please refer to MPC Website at [Coronavirus Information for Providers - Maryland Physicians Care](#) for information regarding registration and COVID-19 vaccines and the MDH Quick Reference Guide for COVID-19 Vaccine Registration & Ordering.

Maryland is now in Phase 3 for COVID vaccination availability; this means all

Marylanders 16 and older may pre-register for the vaccination. Please let patients know to call Maryland GoVax at 855-634-6829 or visit [Maryland GoVAX](#) for information on mass vaccination site registration. For more information and locate COVID-19 vaccination sites, visit [Coronavirus - Maryland Department of Health - Vaccine](#).

Also, by getting a free flu shot, patients can protect themselves and those around them, help reduce community spread, and can decrease the severity of illness if patients do get sick.



IMPORTANT NOTICE: Provider Manual Update

Please review the updated [Maryland Physicians Care Provider Manual](#). Updates are found in Sections III, IV, VI, and VII.

Member Benefit Redetermination

Your patient's medical benefits through HealthChoice will expire if the patient does not redetermine their benefits annually. **Please remind them of this when communicating with them.**

Medicaid benefit redetermination can be completed in several different ways:

- Online at www.marylandhealthconnection.gov.
- Use the free mobile app, **Enroll MHC**.
- By calling the **Maryland Health Connection Call center at (855) 642-8572**.
- In-person at their local **Health Department, local Department of Social Services, or regional Connector Entity**.



My MPC Source

Welcome to the new MPC Provider Portal, a unique online tool for managing user accounts and accessing eligibility and claims data. Create an account on our secure portal to get started today.

Protect Your Privacy!
Always log off and close all your browser windows.



Asthma Management

One of the best ways to manage asthma is to create and complete asthma action plans. These can help members identify symptoms of asthma attacks, what triggers their asthma, and when to use their medications.

MPC recently mailed educational material to members stressing the importance of controller medication adherence and encouraging them to schedule an appointment to update their Asthma Action Plan.

It is our goal to support your efforts in caring for MPC members. The Global Strategy for Asthma Management and Prevention 2020 Report states, "Treatment with regular low dose ICS [Inhaled Corticosteroids], with as-needed SABA [Short-Acting Beta Agonist], is highly effective in reducing asthma symptoms and reducing the risk of asthma-related exacerbations, hospitalization and death."

To further support this recommendation, we have made a list of preferred inhaled corticosteroid medications and Leukotriene Receptor Antagonist alternatives. These medications do not require prior authorization and are eligible for a 90-day supply. Click to view the list of medications.

[MPC Preferred Asthma Controller Medication List](#)

Maryland Healthy Kids Program / EPSDT

In Maryland, the preventative care component of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program is known as the Healthy Kids Program. These health care services allow for early identification and treatment of health problems before becoming medically complex and costly to treat.

The Maryland Healthy Kids Program is developed by the Maryland Department of Health (MDH) in conjunction with other State departments and closely correlates with the American Academy of Pediatrics Periodicity Schedule. Additional Healthy Kids Program information can be found on the MDH Website.

MDH conducts an EPSDT medical record review each year for compliance with the periodicity schedule. This year's review will be completed as a desktop review by QIarant. MPC encourages all provider's participation and cooperation by responding timely to record requests for faxed or mailed in records. Please ensure that all medical records are complete, inclusive of lab and immunization records.

Infancy and Early Childhood

The Maryland Healthy Kids Preventative Health Schedule recommends regular checkups in infancy and early childhood, complete immunization series, and lead screening at 12 and 24 months. Be sure patients have:

- At least six visits before the 15th month of life
- Completed immunizations, as shown in the Recommended Childhood Immunization Schedule
- Lead screening in the second year of life (12-23 months)

Maryland Healthy Kids Program / EPSDT

CONTINUED

Lead Screening

The 2016 Maryland Department of Health updated guidelines now list ALL zip codes as 'high risk'. Current guidelines include routine blood lead testing for ALL children at 12 and 24 months, regardless of residence or health care coverage. The guidelines also include completion of a lead screening risk assessment (questionnaire) for all children at each well visit interval between ages six months through six years of age with earlier or additional testing as indicated.

Geographic Variation

The link below shows the at-risk zip codes for Maryland. The Baltimore region, Eastern Shore, and Western Maryland have the highest concentration of at-risk zip codes. <https://geodata.md.gov/leadtarget/>

Race Disparities

Race disparities exist in blood lead testing as well as in the rates of elevated blood lead levels. While our data are incomplete, evidence in testing disparities by race exists. Across Maryland, 56.9% of children received a blood lead test in their second year of life. African American/Black children were almost nine percent (9%) less likely to have received a blood lead test in their second year of life than White counterparts, even though African American children are at higher risk for lead exposure.

Provider Talking Points

Primary Care Providers are the greatest influence on a caretaker's decisions regarding the care of their children. It is important to remind parents and guardians that:

- No amount of blood lead is safe
- Lead is found in all areas of Maryland, from many different sources
- A blood lead test is the only sure way to know whether a child has been exposed to lead
- All Maryland Children should have a blood lead test at 12 and 24 months or earlier based on lead risk assessment.

Call to Action: Point of Care Testing

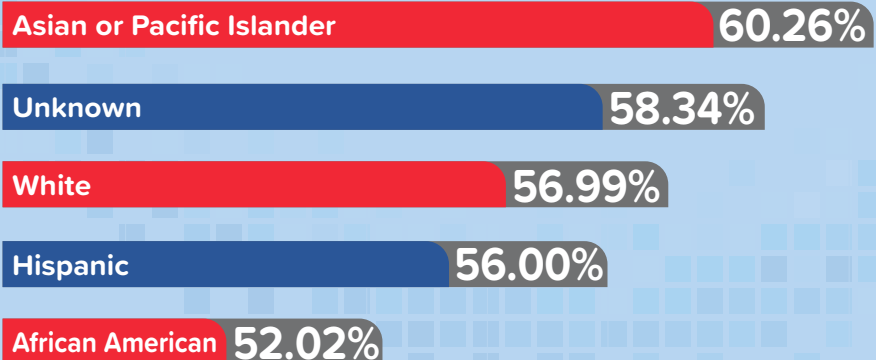
The likelihood of getting a blood lead test is much higher when providers use Point of Care (POC) testing. POC Testing provides:

- The convenience of in-office testing
- The ability to provide immediate feedback, and
- The ability to perform a capillary blood draw, rather than a venous sample

What are the advantages of point of care lead testing?

POC lead testing saves the patient and provider time, shortens the time needed to get a test result back to the patient, and eliminates the need for subsequent follow-up visits. More importantly, it increases the likelihood that a test is carried out as the patient does not need to go to a lab for additional services. For many practices, it is easily incorporated into the child's well-child visit with minimal effort. Perform the test, get the results, and discuss results all in one visit!

Percentage of MPC Children Screened for Lead in Second Year of Life, By Race



Pharmacy vs. Medical Rx Benefit Overview



Effective January 1, 2021, MPC adopted a list of medications that would be reviewed under the medical benefit and medications that would be reviewed under the pharmacy benefit.

Pharmacy Benefit

- Administered by our pharmacy benefit manager (PBM), Express Scripts (ESI)
- Most medications in the pharmacy benefit are self-administered by member or caregiver
- The table below highlights several of the medications requiring prior authorization that have been transitioned from MPC to ESI for review in 2021
- Providers should call ESI at 1-800-753-2851 to initiate a prior authorization and/or reference the approved drug benefits on our website for additional information: [Medication – Prior Authorization - Maryland Physicians Care](#)

Medications Reviewed by ESI Effective 01/01/2021

MEDICATION (GENERIC)	MEDICATION (GENERIC)
Acthar gel (corticotropin)	Makena (hydroxyprogesterone caproate)
Actemra (tocilizumab) – IV & Subq	Nucala (mepolizumab)
Benlysta (belimumab) – IV & Subq	Orencia (abatacept) – IV & Subq
Cimzia (certolizumab)	Praluent (alirocumab)
Copaxone/Glatopa (glatiramer)	Repatha (evolcumab)
Enbrel (etanercept)	Siliq (brodalumab)
Fasenra (benralizumab)	Simponi (golimumab) – IV & Subq
Growth Hormone Products (somatotropin)	Stelara (ustekinumab) – IV & Subq
Humira (adalimumab)	Strensiq (asfotase alfa)
Ilumya (tildrakizumab-asmn)	Xolair (omalizumab)

Medical Benefit

- Medications that are normally administered by a healthcare provider in the outpatient setting
- MPC will continue to perform the reviews on the majority of medical benefit medications
- The table below contains many of the common medications requiring prior authorization that have been transitioned or kept under review by MPC as of 2021
- Providers are encouraged to fax their prior authorization requests using the Medical Rx Coverage Determination form to 1-800-953-8856

Medications Reviewed by MPC Effective 01/01/2021

MEDICATION (GENERIC)	MEDICATION (GENERIC)
Adakveo (crizanlizumab)	Lucentis (ranibizumab)
Botox, Dysport, Myobloc (botulinum products)	Prolia (denosumab)
Entyvio (vedolizumab)	Ocrevus (ocrelizumab)
Eylea (aflibercept)	Spinraza (nusinersen)
Hyalgan and Gel-One (hyaluronic acid products)	Tysabri (natalizumab)
Remicade, Inflectra, Renflexis (infliximab products)	Zolgensma (onasemnogene abeparvovec-xio)

Health Education Resources and Referrals



Improving health literacy among members is crucial in motivating and empowering members to participate in self-care and comply with treatment plans. MPC provides health education to members in several ways. In addition to mailings, member newsletters, the member handbook, the secure member portal, MPC provides online information via the MPC website.

Providers may also make a referral to MPC to assist in providing or linking members to health education resources. Call 1-800-953-8854.

Provide the following information:

- **Member Name**
- **DOB**
- **Medicaid Number**
- **Reason for the referral**
- **A good contact number for member**

Your Credentialing Rights

Credentialing protects our members by ensuring that providers meet state and federal regulatory requirements and accreditation standards. During the credentialing and recredentialing process, Maryland Physicians Care obtains information from outside sources such as State licensing agencies and the National Practitioner Data Bank. If any information gathered as part of the primary source verification process differs from data submitted by the practitioner on the credentialing application, Maryland Physicians Care will notify the practitioner in writing and request clarification.



Practitioner applicants will have ten business days from the receipt of written notification to respond to the discrepancies. Rebuttals must be submitted in writing via email to marylandphysicianscarecredentialing@evolenthealth.com for review. If additional information or clarification is received, the Credentialing Department will include the additional information submitted by the practitioner in the credentialing platform and will present the file to the Credentialing Committee for review.

Practitioners have the right to:

- Be informed about the status of the credentialing application upon request.
- Review primary source materials collected during the credentialing process, except for references, recommendations and peer-review protected information.
- Ask questions about the credentialing process at any time.
- Receive information in response to their requests for credentialing application status within ten business days via email. Providers can learn more by contacting Provider Services at 1-800-953-8854.



VISIT OUR WEBSITE

FIND INFORMATION ON

- Quality improvement program
- Population Health Management Programs
- Case management programs
- 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
- Member handbook
- Provider directory
- Credentialing rights

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

WHO TO CALL

PROVIDER SERVICES

Claims, status, network participation, member eligibility, etc.

1-800-953-8854

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

1-800-953-8854

HEALTH EDUCATION REQUESTS

1-800-953-8854



Provider NEWSLETTER

Fraud and Abuse

MPC needs your help to prevent fraud and abuse! We encourage you to report anything suspicious you may have seen. You may report fraud and abuse without the fear of reprisal.

Fraud and abuse occur when someone gives false information to receive health care benefits and/or services. Examples of fraud and abuse include:

- Someone using an ID card that does not belong to him/her.
- Under-reporting income and insurance or resources and assets.
- Billing for services or supplies that were not provided.
- Providing unsolicited supplies to beneficiaries.
- Misrepresenting a diagnosis, a beneficiary's identity, the service provided, or other facts to justify payment.
- Prescribing or providing excessive or unnecessary tests and services.
- Selling prescription medications or making changes to a written prescription.

Ways to report fraud and abuse to MPC:

You do not need to give us your name or contact information to report fraud and abuse, but if you do, we will keep it confidential. It is important that you give us as much information as you can when you report fraud and abuse because it will help us do a complete and thorough investigation. You can report fraud and abuse in the following ways:

- **CALL** MPC's Compliance Hotline at 1-866-781-6403 and leave a detailed message.
- **GO ONLINE** at [Fraud & Abuse - Maryland Physicians Care](#) to complete the Fraud and Abuse Form.
- **WRITE** to the Compliance Officer at MPC, 1201 Winterson Road, 4th Floor, Linthicum Heights, MD 21090

Fraud and abuse are against the law. MPC reports all suspected incidences of fraud and/or abuse to the Maryland Department of Health, Office of Inspector General for further investigation, which can result in criminal penalties.



Enroll in ePREP

Are you enrolled in the electronic Provider Revalidation and Enrollment Portal (ePREP)? ePREP is a requirement for Maryland Medicaid providers. It is a one-stop-shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes. Please ensure you are enrolled and that your information is consistently kept up to date. Providers who do not enroll or have out-of-date information may not be paid for services to Maryland Medicaid recipients. Review these [TIPS](#) for getting started and for additional resources. Enroll or update your information at eprep.maryland.health.gov.