



Firstname Lastname
Address
Address

Notice Date
Date

RE: Changes to Enhance Program Administration

Dear Provider:

As a valued Maryland Physicians Care (MPC) Network Provider, you support our commitment to serving our community by delivering covered services to our Members. As one of the largest Managed Care Organizations (MCO) for Maryland's HealthChoice program, we continue to look for opportunities to better serve our Network Providers and Members. Effective July 1, 2017, we are pleased to announce that MPC will be making some changes to program administration.

What Will Remain the Same

- MPC provider network and your existing contract
- Current MPC provider and member toll free phone and fax numbers
- Website at www.MarylandPhysiciansCare.com
- Claims EDI clearinghouses available (MPC payer id remains the same)
- MPC DentaQuest and Superior Vision benefit managers
- MPC drug formulary
- MPC prior authorization requirements

What Will Change (effective 7/1)

- MPC program administration
- Mailing address for paper claims, provider reconsiderations and appeals (after 7/1) to PO Box 5080, Farmington, MO 63640-5080
- Mailing address all other correspondence including credentialing (after 7/1) to 1201 Winterson Rd, 4th Floor, Linthicum Heights, MD 21090
- Electronic Fund Transfer (EFT) and Electronic Remittance Advices (ERA) will move to PaySpan; the current Virtual Credit Card (VCC) program will not be continued
- Express Scripts (ESI) will be the MPC Pharmacy Benefit Manager
- National Imaging Associates (NIA) will provide high end radiology authorization
- Start Smart For Your Baby will replace Small Miracles
- Utilization Management Guidelines-Interqual replaces Milliman
- Enhanced functionality on secure provider web portal including ability to submit, review and adjust claims. You will need to re-register at: www.MarylandPhysiciansCare.com

In the upcoming weeks, you will receive educational and process collaterals, including written documentation, and updated website links which outline these changes. You will also be included in on-site and Web-based training sessions. A Quick Reference Guide is attached for your convenience. Dedicated MPC representatives will be available to personally visit with you and your staff. We are here to guide you through these changes and answer your questions. You can contact us at **1-800-953-8854**.

For dates of service prior to 7/1/2017, please continue to submit claims to:
Maryland Physicians Care, MCO Claims, P.O. Box 61778, Phoenix, AZ 85082-1778