



Quick Reference Guide

for MPC Providers

Managed Care That's Easy to Manage.



Helpful Information at Your Fingertips

If you have questions or need additional information, contact **MPC Provider Services** at **1-800-953-8854, Option 3**, or reach out to your Provider Relations Representative.

Provider Relations

MPC providers have designated Provider Relations Representatives based on the practice/group location. This specialist will be your primary contact with MPC and will keep you updated on any policy changes. To find your Provider Relations Representative, visit the territory contact list found at mpcMedicaid.com/pr.

Translation Services

Providers may contact **MPC Provider Services** at **1-800-953-8854**, which will link to a translation service (telephonic only).

About MPC

Maryland Physicians Care (MPC) is a locally managed care organization owned by Ascension Saint Agnes, Holy Cross Health, Meritus Health, and UPMC Western Maryland. MPC administers health care services to Maryland's HealthChoice enrollees. HealthChoice is a program of the Maryland Department of Health.

Maryland Physicians Care (MPC)

Phone: 1-800-953-8854

Fax: 1-866-333-8024



Ways to Connect with MPC



PHONE **1-800-953-8854, Option 3**

- Contact Customer Service
Monday-Friday
8 am - 5 pm, EST
- Claim Status
- Request Provider Education or
Orientation Session
- Network Participation
- Member Eligibility



WEBSITE **mpcMedicaid.com/providers**

- Provider Manual
- Provider Forms
- Guides and FAQs
- Prior Authorization Checker Tool
- Health Plan News
- Clinical Guidelines
- Change or Update Demographic Information



SECURE PORTAL **mpcMedicaid.com/login**

- Member Eligibility
- PCP Verification
- PCP Panel Lists
- Submit, Inquire, or Correct Claims
- Submit Authorization/Check Status



Medical Management

Scheduled Inpatient and Outpatient Prior Authorization

Fax: 1-800-953-8856

Notice of Admission

Fax: 1-800-385-4169

Concurrent Review/Clinical Information

Fax: 1-877-535-0591

Special Needs Coordinator

Fax: 1-844-284-7698

Verify and submit authorizations through

mpcMedicaid.com/login

Specialty Services

High Tech Radiology Imaging - National Imaging Associates (NIA)

Phone: 1-800-424-4836 | radmd.com

Non-Emergent Medical Transportation (NEMT)

Phone: 1-800-953-8854

Routine Vision Services - Superior Vision

Phone: 1-800-428-8789

Dental Services - DentaQuest (21 and older)

Phone: 1-800-685-1150

Healthy Smiles Program (under 21 and pregnant women)

Phone: 1-855-934-9812

Pharmacy Services - Express Scripts

Phone: 1-800-753-2851

Fax: 1-877-251-5896

RxBIN: 610084

Claims Payment

MPC uses InstaMed to provide free Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).

To register, visit instamed.com/eraeft or call **1-866-945-7990**.

Manage Claims

Submit claims for free through MPC's secure web portal: mpcMedicaid.com/login

Electronic Clearinghouse Emdeon
Payor ID - 76498
Phone: 1-866-506-2830

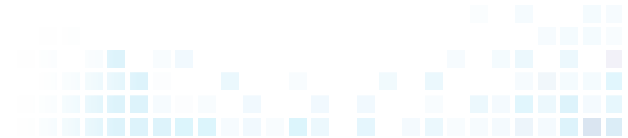
Mail paper claims to:
Maryland Physicians Care
P.O. Box 21099
Eagan, MN 55121

Authorization Requests

Submit authorizations for free through MPC's secure web portal: mpcMedicaid.com/login

Fax: 1-800-953-8856
Phone: 1-800-953-8854

Any claims, regardless of dates of service, can be submitted and reviewed at mpcMedicaid.com/login using the same user name and password.



Submit Appeals

Appeals must be submitted within 90 days of the claim remittance advice, or it will be denied for timely submission.

Complete Appeal Form at
mpcMedicaid.com/providers/forms.

Fax: 1-833-656-0648

Mail form and medical records for claims to:

Maryland Physicians Care

P.O. Box 1104

Portland, ME 04104

Member Pre-Service Appeal

MPC requires a formal written request to reconsider a medical decision. Medical records should be attached.

Complete Appeal Form at
mpcMedicaid.com/providers/forms.

Fax: 1-866-831-0790

Mail or fax form and documentation:

Maryland Physicians Care

Member Appeals

P.O. Box 893

Portland, ME 04104

Please note that member consent is required.



Member ID Card



Member ID #000000000000

Date of Birth 00-00-0000

Member Name Last Name, First Name MI

Sex X

PCP Last Name, First Name

Effective Date 00-00-0000

PCP Phone 000-000-0000

Member Services 1-800-953-8854

HealthChoice Enrollee Help Line 1-800-284-4510

RxBIN 610084 RxCN PRODURI

RxGRP RX8809

Pharmacist Use Only 1-800-922-1557

www.MarylandPhysiciansCare.com



EXPRESS SCRIPTS®

THIS ID CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.

MEMBERS: If you have a medical emergency, please call 911. Call your PCP within 48 hours. Outside of Maryland, only medical emergencies are covered.

For non-emergency issues, talk to an ER doctor using our free MyVirtualMPC telehealth service. Visit www.MyVirtualMPC.com to sign up today.

To verify member eligibility or request an outpatient prior authorization, call 1-800-953-8854 or go to our secure online web portal at www.MarylandPhysiciansCare.com.

Prior authorization is required for selected outpatient services and all inpatient admissions within 24 business hours of admit. To notify of an admission, fax to 1-800-385-4169. To request an outpatient service, fax to 1-800-953-8856.

Adult Dental Services

1-800-685-1150

Vision Services

1-800-428-8789

EDI/EFT/ERA please visit 'For Providers' at
www.marylandphysicianscare.com
EDI claims - Please submit using payer ID (76498)

Send Medical claims to: Maryland Physician's Care is a Maryland HealthChoice MCO.
HealthChoice is a program of the Maryland Department of Health (MDH).

Maryland Physicians Care P.O. Box 21099, Eagan, MN 55121



MPC Provider :
Quick Reference Guide

7





Maryland Physicians Care will go **ABOVE & BEYOND**
to answer your questions and make
Managed Care That's Easier to Manage.

1-800-953-8854 | mpcMedicaid.com