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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 Providers who don't enroll or have out of date information may not be paid for services to Maryland Medicaid recipients. Review these tips (.pdf) for getting started and for additional resources. Enroll or update your information at eprep.maryland.health.gov.

Provider Services Update

Starting January 1, 2021, MPC is offering enhanced and improved services to providers. You should have received a notice in the mail about upcoming changes to services including claims submission and provider portal access. Check out MPC's upcoming changes at <https://mpcmedicaid.com/providers/>.

Maryland Health Connection Open Enrollment - Medicaid Enrollment Is Year Round

Reminder: Tell your patients about the Maryland Health Connection as they may qualify for Medicaid benefits or other benefits and may apply year round for coverage. Go to <https://www.marylandhealthconnection.gov/> to learn more.

USE MDH's Eligibility Verification System (EVS)

Provider should check MPC member eligibility using MDH's EVS at each Patient Visit to ensure MPC coverage of services.

Flu/COVID-19

Maryland Physicians Care (MPC) reaches out to members annually to remind them to get their free flu shot. Whether it's during an office visit or over the phone, join us in encouraging them by taking the following steps:

- Make a strong recommendation. Research shows patients are more likely to get a flu shot when their doctor recommends it.
- Address questions and concerns. Discuss safety, effectiveness, side effects, and misconceptions. Sometimes people are nervous to ask.
- Highlight the positives. Getting a free flu shot can protect patients and those around them, help reduce community spread, and can decrease severity of illness if patients do get sick.
- Help make a plan. Ask patients where and when they will get a flu shot if they haven't yet. Consider keeping a list of local resources to help them know where

to go.

- Remind them about COVID-19 safety measures. With COVID-19 still in our communities, remind patients to practice social distancing (staying at least six feet away from people not in your household indoors and outdoors when possible), wear a mask when out in public, and avoid large gatherings.



Breast Cancer Screening and COVID-19

A recent study published in JAMA showed that due to screening cancellations and delays during the COVID-19 pandemic, new diagnoses of breast cancer have fallen by as much as 52% since February 29, 2020. As a result, a surge of cases, possibly more complex due to later detection, is expected in the coming months and years. It is more important now more than ever to continue to refer members for breast cancer screening, especially if they are at higher risk. Additionally, patients with previously canceled appointments should be reminded to reschedule to prevent any delay in possible early detection of breast cancer.

Meeting Appointment Accessibility Standards

Are your patients able to obtain services when they are needed? Availability is key to member care and treatment outcomes.

MPC monitors the availability of our network practitioners quarterly using the accessibility requirements set forth in applicable regulatory and accrediting standards. Annual results are reviewed and analyzed to ensure adequate appointment availability with the goal of providing timely access to health care services for MPC members.

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

Note: MPC members are guided to schedule an appointment with their primary care physician following any emergency room, urgent care, or inpatient stay.

Type of Appointment	Scheduling Time Frame
Emergency Care	Same day
Urgent Care	Within 48 hours
Routine Care	Within 30 days of request
New Member	Within 90 days of enrollment
Routine Pregnancy Care	Within 10 days of request
Well Child Care	Within 30 days of request

Member Survey Results are Available!

The Consumer Assessment of Healthcare Provider and Systems (CAHPS®) Survey is an anonymous survey that asks health plan members about their experience with their healthcare, including their experience with the care and service provided by their providers. Physicians and office staff are critical drivers of performance on the Health Plan CAHPS® survey.

The 2019 and 2020 CAHPS® Survey Summary Results are available on the website at <https://www.marylandphysicianscare.com/providers/medical-management/quality-management.html>. Provider specific results are not available as the survey is anonymous. However, if you would like additional result detail or have questions about the survey or findings, please contact Customer Services at 1-800-953-8854 and ask for the Quality Improvement Department.

Use of Opioids and Pain Management

MPC continues to work with the Maryland Department of Health to reduce the prevalence and incidence of opioid dependence and overdose in our communities. Together with our provider partners, we have made great strides toward ending the epidemic.

We encourage our providers first to consider alternatives to prescribing opioids. Be sure to discuss the risks of opioids with your patients and share the decision making with your patients. To help manage the decision to prescribe opioids, please reference the guidelines and tools created by the CDC.

Behavioral Health and Substance Use Disorders

MPC covers primary care behavioral health services including the assessment, clinical evaluation, and referral for additional services. Opiate overuse continues to be a national healthcare challenge; providers are encouraged to access resources at the Behavioral Health Administration website, <https://bha.health.maryland.gov/pages/index.aspx>. The CDC recommends expanding the use of non-opioid therapies for chronic pain. Primary Care Providers should evaluate the member prior to writing a prescription for a controlled substance using the Screening, Brief Intervention and Referral to Treatment (SBIRT) tool. This is an evidence-based tool to assist members who may benefit from a substance use program. More information regarding the SBIRT may be found at: <https://bha.health.maryland.gov/Pages/Community-Prevention-Services.aspx>. Members identified using the SBIRT should be referred to the Maryland Medicaid ASO, Optum Maryland at (800) 888-1965. Members in need of behavioral health services should be referred to the Local Core Service Agency.

Providers must ensure that all regulatory requirements are followed regarding the release of information for substance use services per 42 CFR Part 2.

Family Planning Benefits for MPC Members

MPC covers comprehensive family planning services such as:

- Office visits for family planning services;
- Laboratory tests including pap smears;
- All FDA approved contraceptive devices; methods and supplies;
- Immediate Postpartum Insertion of IUDs
- Oral Contraceptives (must allow 12 month supply to be dispensed for refills);
- Emergency contraceptives and condoms without a prescription;
- Voluntary sterilization procedures (Sterilization procedures are not self-referred; member must be 21 years of age and must use an in-network provider or have authorization for out of network care.)

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, on line information via the MPC website, and secure member portal, MPC provides member access to the KRAMES Library, a search engine that provides Health Sheets on over 4,000 topics and over 33,000 medications.

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
- Referring provider and contact information

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 here to view the list of medications.](#)

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

Health Education Requests:
1-800-953-8854

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 occurs 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 them
- 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 don’t need to give us your name or contact information to report fraud and abuse, but if you do, we’ll 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 correct 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 <https://www.marylandphysicianscare.com> and click on the Fraud and Abuse tab at the top 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 is 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.