



Table of Contents

Page 1

COVID-19 Testing
Keep Us Informed

Page 2

Seven Tips to Better Communicate
With Your Patients

Page 3

Care for Persons Living with HIV
Post-Partum and Prenatal Care
Keep Up to Date on Pharmacy
Coverage

Page 4

Special Needs Case Management
Referrals
Using CRISP to Improve Continuity
of Care & Member Satisfaction

Page 5

Self-Service Options Available
Guidelines to Care
Visit our Website
Who to Call

COVID-19 Testing

The State of Maryland releases regular guidance regarding COVID-19. It is important that Marylanders to be tested for COVID-19. The Maryland Department of Health (MDH), under the Governor's Executive Order, initiated a COVID-19 testing campaign with a goal that 10% of Marylanders be tested. Medicaid is assisting in the awareness campaign by engaging our providers and members on the importance of COVID-19 testing.

IMPORTANT: Medicaid COVID-19 Provider Updates

As stated in MDH's Amended Directive and Order Regarding Various Healthcare Matters issued on July 1, 2020, healthcare providers shall order a COVID-19 test for any individual who believes it necessary, regardless of symptoms.

Questions? Contact MPC at 1-800-953-8854, prompt #3 or visit our website. Thank you for your continued support of MPC's members and your community.

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 leave the network. 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.

Seven Tips to Better Communicate With Your Patients

Numerous studies have proven again and again that healthcare providers' ability to communicate effectively is a significant factor in how well a patient adheres to treatment plans, self-manages chronic conditions, and adopts improved health behaviors. In addition, how well a healthcare professional communicates with a patient impacts the patient's perception of the quality of care they are receiving.

There are many reasons that a patient might not understand what their doctor is telling them. Those factors, according to the Centers of Disease Control and Prevention, include:

- The patient's social and/or economic status
- The patient's education level
- The complexity of the treatment and instructions
- Health system variables
- Patient depression or stress
- Physical or financial obstacles to drug or care access
- Poor provider communication

Healthcare professionals can help their patients overcome many of these barriers by utilizing these communication tips from the American Academy of Family Physicians (AAFP):

- **Build rapport with the patient:** Simple actions like walking into the exam room with a smile, calling the patient by name, and sitting at eye level with the patient can help the patient feel more comfortable communicating with you.
- **Don't interrupt the patient:** While it's key to keep the conversation on track, it is also important that you listen to the patient without interrupting to get a fuller picture of what brought the patient in to see you.
- **Ask open-ended questions:** Avoiding questions that have "yes" or "no" answers requires the patient to give you more detail when responding.
- **Empower the patient:** Encourage the patient to participate in the decision-making process by explaining, in simple language, the care or treatment options available.
- **Provide more information:** Use patient-friendly handouts to give the patient more information about the treatment you prescribed and tell them places where they can find more information, such as appropriate websites.
- **Include the patient in the documentation process:** Wait until the end of the visit to write information into patient's chart or EHR, and explain to the patient what you are adding to the record and why.
- **Use the teach-back method:** Asking the patient to explain what you told them in their own words helps the patient to remember your directions and improves compliance with the prescribed treatment plan.



Care for Persons Living with HIV

Incidence of HIV diagnosis continues to decline in Maryland, however high diagnosis rates of HIV still persist in the Baltimore and Washington Metropolitan Statistical Areas. Testing for HIV is a key component to reducing new HIV infections. Additionally, it is important that persons living with HIV/AIDS (PLWHA) are able to access quality primary and specialty care for their own health and the health of their partners. MPC and our providers have special obligations to PLWHA:

- PCPs are required to refer PLWHA to and HIV/AIDS specialist for treatment and coordination of specialty care
- PCPs should offer a diagnostic evaluation service (DES) assessment annually or at the member's request. The DES includes a physical, mental and social evaluation. The member may choose the DES provider from a list of approved locations or can self-refer to a certified DES for the evaluation.
- PCPs are responsible for referring PLWHA to substance use disorder treatment within 24 hours of member's request for services
- PC offers case management for any member with an HIV diagnosis. These services will be provided at the member's consent. Members will be enrolled in case management if requested at any time following an HIV diagnosis.

Please note that as of July 1, 2020, HIV medications have been 'carved-in' to HealthChoice MCOs. Please find our [preferred HIV drug list here](#). Contact information for HIV Case Management Referrals can be found on the following page.

Post-Partum and Prenatal Care

Even in normal circumstances, becoming pregnant, giving birth, and engaging in routine care can be an overwhelming and even dangerous experience. In response to COVID-19, the cautionary measures of health systems nationwide have added an extra layer of anxiety for expectant and new mothers.

Maryland Physicians Care has robust, comprehensive programs to help expectant mothers navigate these systems. As a provider, you are often the first line in engaging members in these programs. A Prenatal Risk Assessment Form should be completed for all pregnant women and sent to our case management team upon confirmation of pregnancy. The contact information can be found on the following page.

Keep Up to Date on Pharmacy Coverage

Maryland Physicians Care is committed to providing appropriate and cost-effective drug therapy to our members. For our Medicaid members, we use a Preferred Drug List (PDL) and update it regularly. A printed copy of the most current PDL includes the procedures for prior authorization and other guidelines, such as step therapy, quantity limits and exclusions. If you have questions about our pharmacy procedures or would like a printed copy of the PDL, please call 1-800-953-8854. You can also view the PDL on our website.

Special Needs Case Management Referrals

For more information about HIV Care, Pre- and Post-Natal Care, and other Special Needs Populations, please visit the HealthChoice Provider Manual on our website.

Referrals to CM are very easy – the only information required for a Case Management Referral is:

- Member Name, DOB, and Medicaid Number
- Reason for the referral
- A good contact number for member
- Whether or not you have spoken with member regarding the referral would be helpful, though not required

Information can be faxed, emailed or called in.

Toll-Free: 1-800-953-8854 ext. 8090650

Fax: 1-844-284-7698

Email: MBU-MDMedicaidSpecialNeeds@marylandphysicianscare.com

Using CRISP to Improve Continuity of Care & Member Satisfaction

The Chesapeake Regional Information System for our Patients (CRISP) is a regional health information exchange (HIE) in Maryland and the District of Columbia.

Features include:

- Up-to-date patient demographic data, allowing for easier patient outreach
- Health records, including histories and physicals, discharge summaries, lab data, and radiology data
- Care team information to help ensure coordination with all entities that have a relationship with a patient — this could include primary care providers, managed care organizations, and care management programs in which the patient is enrolled
- Patient Care Snapshot provides information about interactions with the health care system, including emergency, inpatient, and outpatient environments — this can help identify gaps in care or alert of overuse of emergency services
- Encounter Notification Service (ENS) to alert providers when patients present to the emergency room or are hospitalized, allowing for coordination of care and prompt follow-up after discharge.

Using CRISP improves continuity of care by providing you information from other care team participants. It can also improve member satisfaction ratings. The annual Member Satisfaction Survey includes a question related to how informed your provider seemed about healthcare received from other providers.

MPC strongly recommends you use CRISP in your day-to-day practice. For more information on CRISP, visit <https://crisphealth.org/> or call 1-833-580-4646.

Go to <https://crisphealth.org/resources/training-materials/> for resources and training materials.

Did You Know?

Providers can order Covid-19 tests and view results via the CRISP portal. Go to <https://crisphealth.org/guidance/providers/> for COVID-19 Guidance for Providers.

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

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

Self-Service Options Available

There are many time-saving self-service options available to providers. These tools are especially helpful during this COVID-19 pandemic. Many of our providers have office staff working remotely. Be sure you are registered to use the [secure online web portal](#):

- Easily check patient eligibility
- View, manage, and download your patient list
- View, submit, and adjust claims
- View and submit service authorizations
- Communicate with us through secure messaging
- Maintain multiple providers on one account
- Control website access for your office
- View historical patient health records
- Submit assessments to provide better patient care
- Update provider demographic data

Other Provider Resources Available on the MPC website:

- Coronavirus (COVID-19) updates
- Provider Billing Guidance
- Claims and Appeals Processing Instructions
- Electronic Funds Transfer guidance
- Operational updates

Guidelines for Care

MPC’s Quality Management/Utilization Management Committee consisting of Health Plan and practicing network provider representatives adopt preventive and medical practice guidelines based on the health needs of our membership and opportunities for improvement identified as part of the quality improvement (QI) program. Guidelines are available for preventive services, as well as for the management of chronic diseases, to assist in developing treatment plans for members and to help them make healthcare decisions.

For the most up-to-date version of our provider practice guidelines, go to <https://www.marylandphysicianscare.com/providers/information/practice-guidelines.html> or call 1-800-953-8854.

2020 updates are available for Asthma, Diabetes and COPD at <https://www.marylandphysicianscare.com/content/dam/centene/maryland/pdfs/Medical-Practice-Guidelines.pdf>