



# 1<sup>st</sup> Quarter Provider Forum

March 18, 2021

# Agenda



## **Operation Updates – Adrienne Bennett, Sr. Director, Provider Management Lashobie Avery, Provider Relations Manager**

- What new on the Web Portal?
- Authorization Code Checker
- Appeal Request Form
- Physical Therapy
- Provider Data Integrity
- E-Prep

## **Quality Improvement /HEDIS Outreach – Sammi Turner, Quality Improvement Manager**

- MPC Member communication strategy
- MPC interventions
- Outreach events and campaigns

## **Pharmacy Updates – Dr. Jonathan Keyser, Director of Pharmacy**

## **COVID 19 Vaccinations & Asthma – Dr. Bruce Vanderver, Chief Medical Officer**



**Operation Updates**

# What's New on the Web Portal

- Print EOB
- Print Member Rosters
- Submit /Check Authorizations



# Printing EOBs



Home

User Management

Eligibility

Claims

Resources

Web Portal Admin Job Aid

Home

Claims Search

Please note claims in the Pending/In Process status may contain remark codes that are subject to change and should not be considered final until the claim has reached the Finalized/Payment status.

This page does not pre-populate all available claims. You'll need to input search criteria in at least 1 field below.

Search

Patient/Subscriber Information

First Name

Last Name

Medicaid ID (123456789)

DOB (mm/dd/yyyy)

Gender

Claim Information

Provider Last Name

Claim #

Claim Type

Claim Status

Clear

Show Related Claims

5

# Printing Member Rosters

[Home](#) [Claims ▾](#) [Authorizations ▾](#) [Eligibility ▾](#) [Tools & Resources ▾](#) [User Account ▾](#)

[Member Eligibility Search](#)  
[PCP Panel Roster](#)


## Welcome

Welcome to Maryland Physicians Care's provider portal for inquiries regarding claims with dates of service on or after 1/1/21.

## Plan Messages

For inquiries regarding dates of service before 1/1/21, please visit MPC's website for alternative link.

## Contact

A photograph of two healthcare professionals, a woman and a man, both wearing white lab coats and stethoscopes. The woman is on the left, smiling, and holding a clipboard. The man is on the right, also smiling.

» [Related Documents](#)

# Submit/Check Authorizations

## Authorizations Drop-down

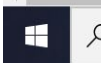
### Submit/Check Auths

This feature will direct you to the prior authorization submission tool, Identifi, where you can submit prior authorizations and review the status of existing prior authorizations.

Authorizations ▾

Elig

Submit/Check Auths



# Authorization Code Checker



We are currently updating the MPC Medicaid Pre-Authorization Tool. Therefore, a small amount of codes are not in the tracker. Please contact Clinical Review at 800-953-8854 option 2 then 4, if the code is not found.

## MPC Medicaid Pre-Authorization Tool

Enter the code of the service you would like to check:

Check

Non-participating providers require prior authorization for **all** services except for emergent and self-referred services. For non-participating providers, learn how you can [become an MPC provider](#).

*Disclaimer: All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this does NOT guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding, and billing practices. If you are uncertain that prior authorization is needed, please submit a request for an accurate response.*

For specific details about authorization requirements, please refer to our [Quick Reference Guide](#).



# Prior Authorization Request Form

Effective 4/1/2021, the following Prior Authorization Form will be required for all prior authorization submission. Request received without the form will be rejected.

UM Department Phone #: 800-953-8854

MARYLAND  
physicians care  
MANAGED CARE ORGANIZATION

Inpatient Admission Notification Fax #: 1-800-385-4169  
Post Discharge Services UM Fax #: 1-833-424-8013  
Scheduled Inpatient & Outpatient Services & Transplant Request Fax #: 1-800-953-8856

Requestor's Contact Name: Requestor's Phone #:

**Patient Information:**

\*Name: \*DOB:  
\*Patient ID #: \*Patient Phone #:  
\*Service Is: ☐ Elective / Routine ☐ Expedited / Urgent  
**Note:** Select Expedited/ Urgent to prevent serious deterioration in health or jeopardize ability to regain maximum function.  
(For Claim Denial or Prior Authorization Denial, please submit an Appeal through Customer Service at 1-800-953-8854)

**\*Service Type Requested:** Please review plans benefit prior to request

Inpatient	Outpatient	Other
<input type="checkbox"/> Emergent Inpatient <input type="checkbox"/> Concurrent Review <input type="checkbox"/> Surgical Procedures <input type="checkbox"/> Elective Admission <input type="checkbox"/> Skilled Nursing Facility <input type="checkbox"/> Acute Rehab <input type="checkbox"/> Maternity <input type="checkbox"/> NICU Stay <input type="checkbox"/> Transplant	<input type="checkbox"/> Surgical Procedure <input type="checkbox"/> Chiropractic Services <input type="checkbox"/> Cochlear Implants <input type="checkbox"/> Hyperbaric Oxygen Therapy <input type="checkbox"/> Intensive Cardiac & Pulmonary Rehab <input type="checkbox"/> Podiatry Services <input type="checkbox"/> Sleep Study <input type="checkbox"/> Transplant Evaluations <input type="checkbox"/> Bariatric Surgery	<input type="checkbox"/> Home Health /Home Infusion/ IVT <input type="checkbox"/> Private Duty Nursing <input type="checkbox"/> Hospice Care <input type="checkbox"/> Hearing Aids/ Cochlear Implants <input type="checkbox"/> DME/Prosthetics/Orthotics <input type="checkbox"/> High Cost Medication <input type="checkbox"/> Voluntary Sterilization  <input type="checkbox"/> Other: _____

**Procedure Information:**

\*ICD 10 Diagnosis: Diagnosis Description:  
\*CPT/HCPC Code & Description (Include Unit of Measure / Frequency for supplies):  
\*Date(s) of Service: # of Units or Visits:

**Provider Information:**

**Requesting Provider** Is this the patient's Primary Care Physician? ☐ Yes ☐ No  
\*Name: \*NPI: TIN:  
\*Phone: \*Fax:  
\*Address:

**Rendering Provider** ☐ Same as the Requesting Provider  
If Requesting and Rendering providers differ, complete section below  
\*Name: \*NPI: \*TIN:  
\*Phone: \*Fax:  
\*Address:

**Facility** ☐ N/A  
\*Name: \*NPI: \*TIN:  
\*Phone: \*Fax:

# Physical Medicine – Chiro



The screenshot shows the Magellan Healthcare website. At the top, there is a navigation bar with links: Home | NIAhealthcare.com | Help | Contact Us. Below this is a secondary navigation bar with links: Sign In, Authorizations, Join The Network, Solutions, Resources, and About. The main content area features a large image of a healthcare professional smiling. To the right of the image is a 'RadMD Sign In' box with a 'Sign In' button and a 'New User' link. Below the image is a text block describing RadMD as a user-friendly, real-time automated tool for advanced imaging, cardiac, physical medicine, and other specialty procedure authorizations. At the bottom, there are three columns: 'News & Alerts' with a link to 'News from NIA', 'More Online Tools' with links to 'Clinical Guidelines', 'Clinical Tip Sheets and Checklists', and 'State Authorization Requirements', and 'References' with links to 'Model of Care Training', 'State Assignments Contact List', and 'How to Join the Network'.

Home | NIAhealthcare.com | Help | Contact Us

Magellan HEALTHCARE

Sign In Authorizations Join The Network Solutions Resources About

**RadMD Sign In**

For URGENT/EXPEDITIOUS please contact the tool plan of the patient in

Sign In New User

**Track an Authorization**

Authorization Tracking

RadMD is a user-friendly, real-time automated tool that gives instant access to advanced imaging, cardiac, physical medicine and other specialty procedure authorizations. RadMD provides information in an easily accessible digital format. It is available 24/7, except during bi-weekly maintenance periods after hours. Whether submitting authorizations or checking the status of ordered procedures, you will find RadMD to be an efficient, easy-to-navigate resource.

**News & Alerts**

+ News from NIA

View our recent news releases

**More Online Tools**

- Clinical Guidelines
- Clinical Tip Sheets and Checklists
- State Authorization Requirements

**References**

- Model of Care Training
- State Assignments Contact List
- How to Join the Network

Physical therapy services rendered by chiropractors on or after March 1, 2021 will require authorization.

Prior authorization can be initiated through the website [www.RadMD.com](http://www.RadMD.com) or calling NIA's Call Center at 888-424-4836.

# Provider Data Integrity

Accurate online directories are key to ensuring members have access to accurate information about network providers. The Provider Directory is your free advertisement, it allows members to search for unique data elements such as languages spoken, ethnicity, office hours and handicap accessibility.

**REMINDER: Contact us with any changes to your demographic information or provider group composition within ten days of the change.**

# e-Prep Enrollment

Not Enrolled in ePREP? Here's What to Do

Visit the MDH ePREP website and do the following:

1. Create a user profile
2. Create and/or join a business profile
3. Confirm provider type and association with MPC
4. Complete the ePREP application
5. Complete ePREP revalidation every 5years



**Quality Improvement/HEDIS Outreach**

# Value-Based Purchasing 2021

Value-based purchasing is a Pay for Performance Model of care. The state of Maryland uses HEDIS measures as well a custom measure to monitor the performances of the Maryland Medicaid MCO's

2021 VBP Measure	2021 Benchmarks		Variance from 2020 to 2021	
	Neutral	Incentive	Neutral	Incentive
SSI Adult	84%	87%	No change	No change
SSI Child	84%	87%	No change	No change
Asthma Medication Ratio	66%	71%	No change	No change
Breast Cancer Screening	71%	75%	↑1%	↑1%
CDC - HbA1c Control (<8%)	57%	64%	↑3%	↑2%
Lead Screening	67%	72%	↑1%	No change
Prenatal and Postpartum Care	80%	83%	N/A	N/A
No Benchmarks for 2021 refer to 2020				
Adolescent Well-Care (age 12-21 years)	66%	71%	NA	NA
Well-Child 15 months (6+ visits)	71%	76%	NA	NA
Controlling Blood Pressure	60%	66%	NA	NA



# Value-Based Purchasing

Information reflects NCQA HEDIS Measure Year (MY) 2020 Technical Specification and is used only as a reference to assist in improving your practice's HEDIS/VBP rates. For additional measures and information, please go to <https://www.marylandphysicianscare.com/providers/resources/#hedis-tip-library>

Measure	Requirement	CPT
Breast Cancer Screening (BCS)	Women 52 - 74 years of age as of December 31, 2021, who had at least one mammogram between October 1, 2019 and December 31, 2021 Exclusion: Bilateral Mastectomy	77055-77057, 77061-77063, 77065-77067
Lead Screening	<b>All members born in 2020</b> (not based on risk), <b>must complete a lead test before the end of 2021</b> . Testing can occur as early as 9 months of age	Only one code will meet compliance 83655
SSI Child- Birth to age 20 SSI Adult- 21-64	All members receiving Social Security Income should complete at least one Ambulatory Care Visit with PCP. This can be sick or well. No substance abuse, ED visits count	Any Ambulatory Care visit code or well visit code. Also Urgent Care S9083, S9088
Asthma Medication Ratio	Members must fill controller medication routinely (encourage 90-day fill). Ratio of controller to reliever medication of $\geq 0.50$ is required.	Pharmacy claim based
Postpartum	Deliveries that had a postpartum visit on or between 7 days and 84 days after delivery	57170, 58300, 59430, 99501
HbA1c Control	The last reading in the measurement year must have value of $<8$	Lab based

# MPC Interventions

Interventions	Details
<ul style="list-style-type: none"> <li>Text messaging/letter/calls</li> </ul>	Multi-modal communication platform to engage membership into care- First quarter outreach includes: Postpartum, Breast Cancer Screening, and W15 (Lead and immunizations)
Alegis Telehealth	Alegis is currently providing outreach to members who have not engaged with PCP or Health Care in 2020 (Approximately 2,000 members). Alegis provides telephonic outreach to include scheduling for a telehealth well assessment visit.
Remote Access Scheduling- Providers who grant MPC remote access scheduling	MPC will provide targeted outreach for Value-based purchasing Gaps in Care. Outreach includes telephonic/text/calls and scheduling directly to PCP office. Scheduled to resume in March
Clinic Days	MPC works with participating radiology centers to close gaps in care for Breast Cancer Screenings. Currently MPC has 51 events scheduled through out areas in Maryland for the 2021 CY. Members who attend are offered-round trip transportation and a gift card. Members are eligible for gift card if they go on their own and complete as well. This is claim based and gift cards will be mailed. BCS=\$150.00 VISA card
Health Fairs	Events are currently on hold. MPC will continue to collaborate with Community Stakeholders and will resume events when safe to do so



# Clinic day Schedule February-June

February				
<b>American Radiology (Fleet St- Baltimore City)</b>	Saturday	2/27	8a – 1:30	25
March				
<b>Advanced Radiology (Dundalk- Baltimore County)</b>	Thursday	3/11	1P – 4P	15
<b>American Radiology (Fleet St-Baltimore City)</b>	Saturday	3/27	8a – 1:30	25
April				
<b>Hagerstown Diagnostic Imaging (Washington County)</b>	Tuesday	4/6	3:30 – 7:30	22
<b>Seton Imaging (Baltimore City)</b>	Saturday	4/10	9a – 12:45p	12
<b>(mini) Seton Imaging (Baltimore City)</b>	Wednesday	4/14	8:30a – 10a	7
<b>Medical Park Community Radiology (Silver Spring)</b>	Saturday	4/17	8a – 12:15	18
<b>American Radiology (Fleet St-Baltimore City)</b>	Saturday	4/24	8a – 1:30	25
May				
<b>JH White Marsh (Baltimore County)</b>	Tuesday	5/4	1P – 3:45P	12
<b>Rockville Community Radiology (PG County)</b>	Saturday	5/8	8:30a – 12:15	16
<b>(mini) Seton Imaging (Baltimore City)</b>	Wednesday	5/12	8:30a – 10a	7
<b>Seton Imaging (Baltimore City)</b>	Saturday	5/15	9a – 12:45p	12
<b>American Radiology (Fleet St- Baltimore City)</b>	Saturday	5/22	8a – 1:30	25
June				
<b>Hagerstown Diagnostic Imaging (Washington County)</b>	Tuesday	6/8	3:30 – 7:30	22
<b>Seton Imaging (Baltimore City)</b>	Saturday	6/12	9a – 12:45p	12
<b>(mini) Seton Imaging (Baltimore City)</b>	Wednesday	6/16	8:30a – 10a	7
<b>Greenbelt Community Radiology (PG County)</b>	Saturday	6/19	8:30a – 11:45	14
<b>American Radiology (Fleet St-Baltimore City)</b>	Saturday	6/26	8a – 1:30	25

# Contact Information



Any Questions regarding HEDIS/Member Outreach, please feel free to contact:

Sammi Turner M.B.A., D.H.A  
Quality HEDIS Manager  
MCI-MCMI for Maryland Physicians Care  
Email: [Sturner@MPCmedicaid.com](mailto:Sturner@MPCmedicaid.com)  
Office: 443-412-8287  
Cell 410-412-0394

# HEDIS Annual Project



- Why is it important to plans and providers
  - Effectiveness of Care
  - Access/Availability of Care
  - Experience of Care
  - Utilization and Risk Adjusted Utilization
  - Measures Collected Using Electronic Data Systems

# How can Provider Sites Help



- Medical records are collected by Maryland Medicaid Plans 2/01/2021-05/07/2021
- Medical Records are requested for CY 2020 Dates of Service
- MPC will fax request to practice sites- Fax will include directions and member identification.
- Please include Patient Identifier- to include name and DOB. The recommendation is to have patient identifier on all pages. If this is not possible name and DOB on first page, all other pages must include name.
- All Medical Records must be received and reviewed by 05/07/21. Please send the records as soon as fax is received. Any delays could result in a failure to the project
- Medical Records can be faxed, mailed, or MPC can arrange for pick up at site location

# Contact Information



**Secure Fax Line- 855-946-1758**

HEDIS Manager  
Coordinator (Medical Records)

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HEDIS Project

Amanda Hart

410-412-9718



## Pharmacy Updates

Jonathan Keyser, PharmD, MBA  
Director of Pharmacy

# Pharmacy Overview

1. P&T Formulary Updates

2. Website Updates

3. 90-Day Prescription Fills

# Pharmacy Update - Formulary

## I. P&T Formulary Updates:

### A. Medications added to formulary from 02/2021 P&T Committee Meeting:

- a) Adakveo (crizanlizumab): added to formulary w/PA
  - Indicated for the reduction in frequency of vaso-occlusive crises in sickle cell disease
- b) Sevenfact (Factor VIIa): added to formulary w/PA
  - a) Indicated for the treatment and control of bleeding episodes in hemophilia A and B with inhibitors
- c) Ztlido (lidocaine) 1.8%: added to formulary
  - Indicated for the treatment of post-herpetic neuralgia (PHN)



# Pharmacy Update - Website

## I. Approved Drug Benefits – Prior Authorization

### A. Pharmacy PA Fax Forms

- a) Searchable database for pharmacy benefit medications that are reviewed by our pharmacy benefit manager (PBM), Express Scripts (ESI)

### A. MPC Medical Drug Benefit (Buy & Bill)

- a) Searchable database for the clinical criteria for the medications that are reviewed by MPC under the medical benefit

# Pharmacy Update – 90-Day Benefit

## I. 90-Day Prescription Fills: Asthma Management

- A. MPC offers 90-day supplies for asthma controller medications
- B. Providers are encouraged to write 90-day supply prescriptions for our formulary controller medications
- C. Many of our formulary controller medications do not require prior authorization

# Pharmacy Update – 90-Day Benefit

## Preferred Asthma Controller Medication List

Brand Name	Generic Name	Available Strengths	Dosage Forms	Prior Auth Needed?
<b>INHALED CORTICOSTEROIDS **ONLY**</b>				
budesonide	(budesonide)	0.25 mg/2 ml; 0.5mg/2 ml; 1mg/2 ml	nebulizer solution	No
ARNUITY ELLIPTA	(fluticasone furoate)	50 mcg, 100 mcg, 200 mcg	inhaler	No
QVAR	(beclomethasone dipropionate)	40 mcg, 80 mcg	inhaler	No
FLOVENT HFA	(fluticasone propionate)	44 mcg, 110 mcg, 220mcg	inhaler	Age restriction; for ages 1 – 7
<b>INHALED CORTICOSTEROIDS COMBINATION</b>				
fluticasone-salmeterol	(fluticasone-salmeterol)	55-14; 113-14; 232-14 mcg, 100-50; 250-50; 500-50 mcg	inhaler	No
WIXELA INHUB	(fluticasone propionate/salmeterol)	100-50; 250-50; 500-50 mcg	inhaler	No
<b>LEUKOTRIENE RECEPTOR ANTAGONIST (LTRA)</b>				
montelukast	(montelukast sodium)	4 mg, 5mg, 10 mg	chewable tab, tablet, granule	No
zafirlukast	(zafirlukast)	10 mg, 20 mg	tablet	No



Covid-19 Vaccinations

# COVID Vaccinations

## 3 COVID Vaccinations have received FDA Emergency Use Authorization

Manufacturer	Type of Vaccine	Administration	Approved Ages
Pfizer	mRNA	2 doses, 3 weeks apart	16+
Moderna	mRNA	2 doses, 4 weeks apart	18+
Johnson and Johnson	Modified-Adenovirus	1 dose	18+

All three vaccines show high efficacy, even against COVID variants

Side effects and adverse reactions on par with Flu vaccination

None of the vaccines can cause Covid infection

- Patients cannot spread Covid from a vaccine

Vaccinated patients can still get COVID, so they should continue to take precautions

The best predictor of a patient's likelihood of getting vaccinated is a healthcare provider's recommendation.

This is true for all vaccines!

A reminder: All vaccinations **MUST** be recorded in ImmUNET.

This includes Covid-19 vaccinations.

There is no option for patients to opt-out.

Information on registering for ImmUNET is available on the MPC Coronavirus webpage:

[https://mk0marylandphysm418.kinstacdn.com/wp-content/uploads/2021/03/ImmuNet\\_COVID19-Vaccine-Registration-Guide-02112021-I.pdf](https://mk0marylandphysm418.kinstacdn.com/wp-content/uploads/2021/03/ImmuNet_COVID19-Vaccine-Registration-Guide-02112021-I.pdf)



Please encourage your patients to get vaccinated as soon as they are eligible.

Maryland is vaccinating group IC currently. Current status is available at:

<https://covidlink.maryland.gov/content/vaccine/>



Asthma Update

Guidelines for the Diagnosis and Management of Asthma (EPR-3)  
was released in 2007 by the NHLBI

Asthma Management Guidelines: Focused Updates 2020 was released in December 2020

First major update to the guidelines in 13 years!

1. Reinforce use of inhaled corticosteroids (ICS)
2. Long term asthma management: Long acting antimuscarinic agents (LAMA) with ICS
3. Reduce indoor asthma triggers with one or more methods
4. Immunotherapy for those with allergic asthma
5. Fractional exhaled nitric oxide (FeNO) test when asthma diagnosis is unclear
6. Bronchial Thermoplasty (BT) for selected adults with persistent asthma

Full Guidelines are found at:

<https://www.nhlbi.nih.gov/health-topics/all-publications-and-resources/2020-focused-updates-asthma-management-guidelines>

MDH has condensed the recommendations:

<https://mk0marylandphyssm4I8.kinstacdn.com/wp-content/uploads/2021/03/2020-NIH-Asthma-Update-Summary.pdf>

Reminder: Can write for 90-day scripts for formulary asthma controller medications.

90-day asthma scripts have been associated with increased compliance.  
Increased compliance has been associated with improved outcomes.



**Thank you for joining!**