



2nd Quarter Provider Forum

June 17, 2021

Agenda



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

- Claims Updates
- Electronic Claims Submission
- Provider Data Integrity
- Member Tools
- ImmuNet Requirement
- Provider Manual

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

Pharmacy Updates – Dr. Jonathan Keyser, Director of Pharmacy

COVID 19 Vaccines – Dr. Bruce Vanderver, Chief Medical Officer



Operation Updates

Claims Update



Effective 6/14/21

- All paper claims should be mailed to: PO Box 21099, Eagan, MN 55121
- Use MPC Payer-Id 76498 for claims submitted to the Emdeon Clearinghouse

Effective 6/30/21

- Please note that the provider portal housing 2020 date of service and prior claims closes on 6/30/21
- Any inquiries after this date should be made with Provider Services at MPC Provider Services at 1-800-953-8854, Option 3, or reach out to your local Provider Relations Representative.
- Providers have 180 days from the service date to submit electronic or paper claims to MPC for reimbursement.

Electronic Claims Submission

Electronic Clearinghouse Emdeon

Payor ID – 76498

Phone: [1-866-506-2830](tel:1-866-506-2830)

Benefits of Submitting Electronically

- ✓ Cut down on paperwork
- ✓ Increase accuracy and cut down on **claim** rejections
- ✓ Decrease overhead costs and staff time
- ✓ Ability to confirm a payer's receipt of a claim through electronic reports
- ✓ Expedited claims processing turnaround and potential payment time frame
- ✓ Improve the practice's accounts receivable

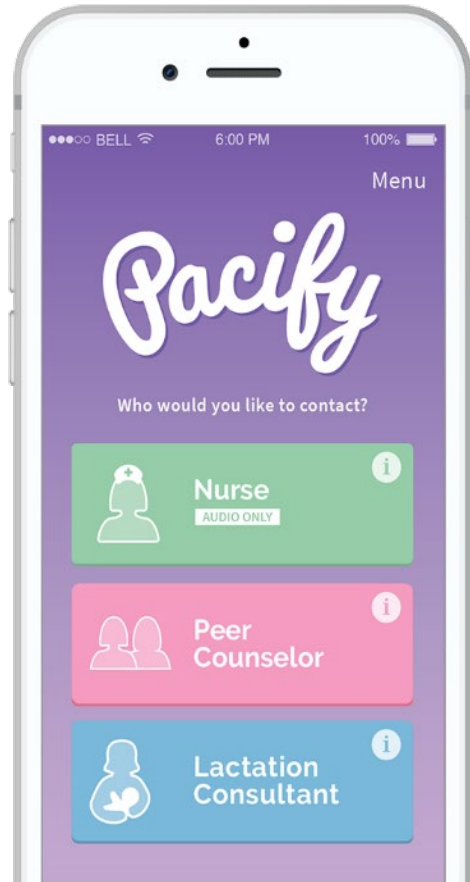


Provider Data Integrity

Please contact us within ten days whenever you have changes to your demographic information, member use this information to search for providers that meet their unique needs. Accurate online directories are key to ensuring members have access to accurate information about network providers.



Member Tools - Pacify



Pacify connects pregnant and new moms with:

- Lactation Consultants: Available 24/7
- Maryland Physicians Care Case Managers: Available 8-5 M-F

All services are available at the touch of a button! There are no appointments required, and members can call as much as needed.

CONNECT TO A DOCTOR IN SECONDS

Skip the waiting room and text a local doctor for free with MyVirtualMPC.

Member Tools – My Virtual MPC

ImmuNet Requirements

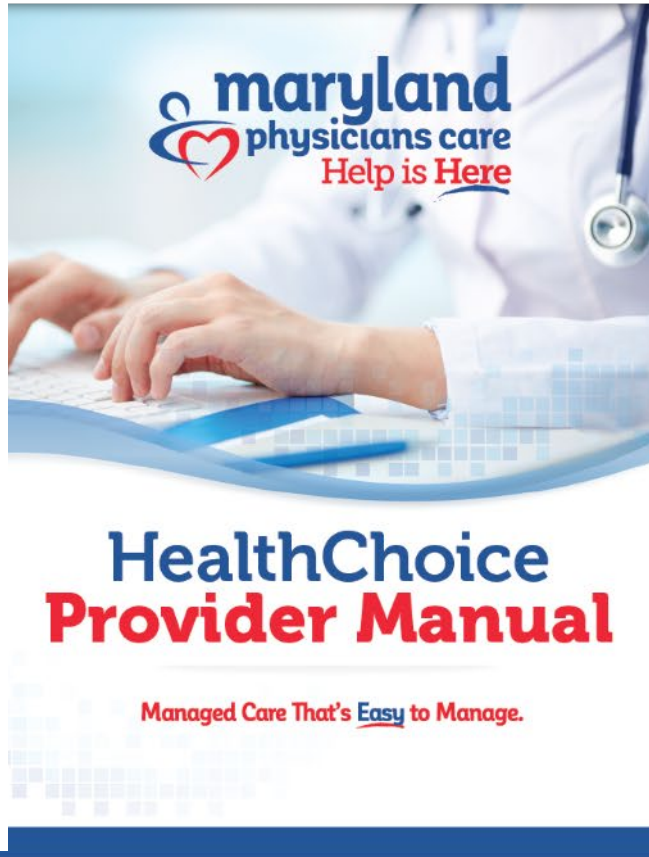
Per Maryland Department of Health (MDH), registration with ImmuNet is required to administer the COVID-19 vaccination. It is essential that your practice is registered with ImmuNet. MDH also requires All COVID Vaccination administrations must be reported to ImmuNet timely.



Provider Manual

Need to know something? Check out the Provider Manual!

The Provider Manual is a comprehensive resource for questions about covered services, specific treatment protocols, or how claims are handled. Go to our website www.mpcmedicaid.com and click on Provider Resources.



SECTION I. INTRODUCTION

SECTION II. OUTREACH AND SUPPORT SERVICES, APPOINTMENT SCHEDULING, EPSDT AND SPECIAL POPULATIONS

SECTION III. MEMBER BENEFITS AND SERVICES

SECTION IV. PRIOR AUTHORIZATION AND MEMBER COMPLAINT, GRIEVANCE AND APPEAL PROCEDURES

SECTION V. PHARMACY MANAGEMENT

SECTION VI. CLAIMS SUBMISSION, PROVIDER APPEALS, MCO QUALITY INITIATIVES AND PAY-FOR-PERFORMANCE

SECTION VII. PROVIDER SERVICES AND RESPONSIBILITIES

SECTION VIII. QUALITY ASSURANCE MONITORING PLAN AND REPORTING FRAUD, WASTE AND ABUSE



MPC's Diabetes Prevention Program

MPC's **Diabetes Prevention Program** is a proven program that has been shown to prevent or delay type 2 diabetes in high-risk patients.

Eligibility:

- Members aged 18-64 years old
- Members with BMI \geq 25kg/m² **and**
- Elevated blood glucose or history of gestational diabetes mellitus (GDM)
 - Fasting glucose 100-125 mg
 - Plasma glucose measured 2 hours after a 75 mg glucose load of 140 – 199 mg/dl
 - A1C level 5.7 – 6.4
 - Clinically diagnosed GDM during a previous pregnancy

MPC's Diabetes Prevention Program

Where Can Members Receive Services:

- Taylored4Life – on site and virtual
- Continuum – on site and virtual
- Well Doc – virtual only
- Calvert County Health Department – on site
- St. Agnes – on site
- Cecil County Health Dept - on site
- Garrett County Mem Hosp – on site
- Canary Health – virtual only

Next Steps:

1. Identify members that meet the DPP criteria
2. Request blood work, if necessary to confirm criteria is met
3. Refer members to a DPP provider. Links for providers can be found on the MPC website



Quality Improvement/HEDIS Outreach

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.

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	77061-77063, 77065-77067
Lead Screening	All members born in 2020 (total population-not based on risk) must complete a lead test before the end of 2021. 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 to 64 years of age	All members receiving Social Security Income should complete at least one Ambulatory Care Visit wit PCP. This can be sick/well/urgent care. ED visits/Mental Health/Substance Abuse will not meet compliance	Any Ambulatory Care Visit Code or well visit code Urgent Care visit codes: S9083, S9088
Asthma Medication Ratio	Members must fill controller medication routinely (encourage 90-day fill). Ratio of controller to reliever medication ≥ 0.50 is required.	Pharmacy claim based
Postpartum	Deliveries that had a postpartum visit on or between 7days and 84 days after delivery	57170,58300, 59430,99501
HbA1c Control	The last reading in the measurement year must have value <8 .	Lab Based

Pediatric Well Visit Measures



Measure	Requirement	CPT
Well Child Visits the first 30 months of life (W30)	<p>Members who turned 15 months old during the measurement year and had six (6) or more comprehensive well-child visits with a PCP during their first 15 months of life.</p> <p>Members who turned 30 months old during the measurement year and had at least two (2) or more comprehensive well-child visits with a PCP between 15 months and 1 day to 30 months of life.</p>	<p>Administrative/Claims only</p> <p>99381: Preventive visit new patient age: <1 year</p> <p>99382: Preventive visit new patient age: 1 to 4 years</p> <p>99391: Preventive visit established patient age < 1 year</p> <p>99392: Preventive visit established patient age: 1 to 4 years</p>
Well Child Visit (WCV)	Members 3-21 years of age who had at least one comprehensive well-visit with a PCP or an OB/GYN practitioner during the measurement year.	<p>New: Administrative only</p> <p>99382: Preventive visit new patient age: 1 to 4 years</p> <p>99383: Preventive visit new patient age: 5 to 11 years</p> <p>99384: Preventive visit new patient age: 12 to 17 years</p> <p>99385: Preventive visit new patient age: 18 to 39 years</p> <p>99392: Preventive visit established patient age: 1 to 4 years</p> <p>99393: Preventive visit established patient age: 5 to 11 years</p> <p>99394: Preventive visit established patient age: 12 to 17 years</p> <p>99395: Preventive visit established patient age: 18 to 39 years</p>
Weight Counseling for Children (WCC)	<p>Members 3-17 years of age who had an outpatient visit with a PCP or PB/GYN and evidence of the following during the measurement year:</p> <ul style="list-style-type: none"> • BMI percentile documentation • Counseling for nutrition • Counseling for physical activity 	<p>BMI Percentile- ICD-10-Z68.51-Z68.54</p> <p>Nutritional Counseling- CPT 97802-97804, Z71.3</p> <p>Physical Activity Counseling- ICD-0-Z02.5, Z71.82</p>

Provider Portal for HEDIS Updates

Coming Soon!!!! Self Service Gaps In Care Reports

HEDIS Tip Library- Updated Tip Sheet Available. Tip sheet will provide you with information on the abbreviations for Gap in Care reports. Tip sheet can be retrieved at: [Provider Resources - Maryland Physicians Care](#)

Quality of care is measured through the Healthcare Effectiveness Data and Information Set (HEDIS). The following HEDIS Tip Sheets have been created to reflect NCQA HEDIS 2020-2021 Technical Specifications and may be used as a reference to help you increase your practice's HEDIS rates. Please note that Maryland Physicians Care does not advise providers on which codes to use. Please always follow the State and CMS billing guidance to ensure the codes are covered prior to submission.

Provider Portal Communication

Email Communication- Tuesday June 8, 2021, sites may have received an email from ProviderNotifications@evolenthealth advising new “Gaps in Care” report. This was sent on behalf of Maryland Physicians Care (MPC). MPC is working with our partner Evolent Health to deliver these reports monthly and will update the messaging for future communications.

Reports will upload to the Provider Portal Monthly and can be retrieved here: [Maryland Physicians Care - Portal \(valence.care\)](#)- Log in with Username and Password. If you are not registered you will not receive communication. If you would like to register, please reach out to your Provider Rep.

How to read the gaps in care report:

1. Columns X through BJ represent an abbreviation of the HEDIS measure (see TIP sheet)
2. A “0” in the column indicates member has an open gap in care that needs to be closed
3. Note: Gaps in care data is subject to claims lag, i.e., if claim was not received prior to monthly run, the gap will show as “0” until claim receipt
4. “NULL” represents the member has no gap in care for that measure

Gaps In Care Report via the Portal

Login to the Portal



Requests - Service project x Maryland Physicians Care - Admin x +

mpmdportal.valence.care/Router.jsp?source=PasswordExpirationSSO&component=PasswordExpired&action=Submit&home

Apps PSD Log in - Servic... Provider Information Provider Resources https://myapps.pay... Login - Caesars Ent... Provider Lookup Everwell 2.0 Sign In - SRFax.com... Public Reports - SQ... NPPES NPI Registry Identifi - Login google translate ... Reading list

maryland physicians care | Administrator Portal
Medicaid with a Heart

Welcome [FAQ](#) | [Sign Out](#)

[Home](#) [User Management](#) [Eligibility](#) [Claims](#) [Resources](#) [Web Portal Admin Job Aid](#)

Welcome

Welcome to the Maryland Physicians Care Admin Portal. For information about the portal, please see the Job Aid located in your menu bar.

Contact

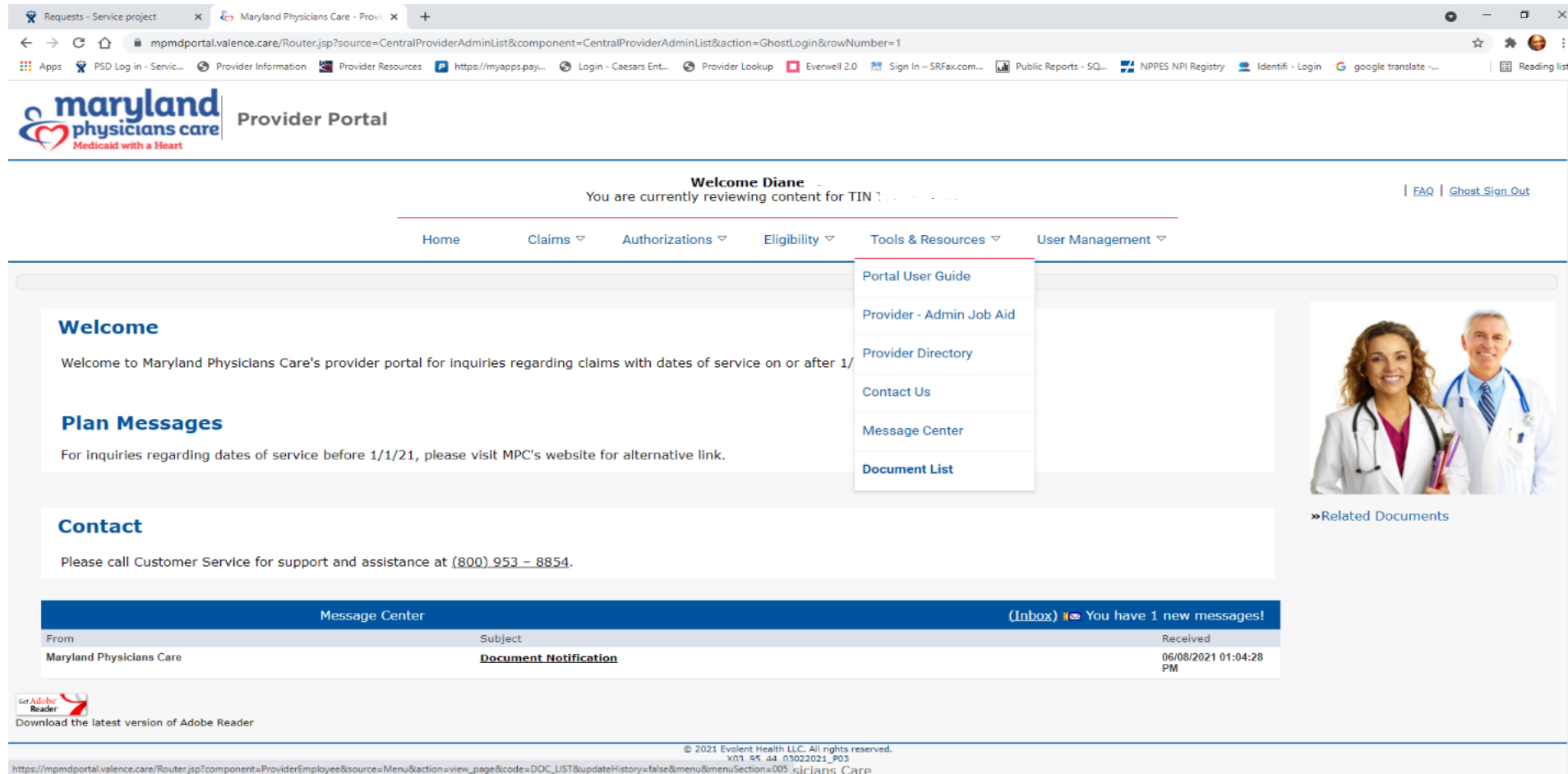
Customer Service (800) 953 - 8854.

Download the latest version of Adobe Reader

[» Related Documents](#)

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X03_95_44_03022021_P03
Maryland Physicians Care

Click on “Tools & Resources” and then “Document List”.



The screenshot shows the Maryland Physicians Care Provider Portal. The browser address bar displays the URL: `mpmdportal.valence.care/Router.jsp?source=CentralProviderAdminList&component=CentralProviderAdminList&action=GhostLogin&rowNumber=1`. The page header includes the Maryland Physicians Care logo and the text "Provider Portal". A welcome message for "Diane" is displayed, along with a navigation bar containing links for Home, Claims, Authorizations, Eligibility, Tools & Resources, and User Management. The "Tools & Resources" dropdown menu is open, showing options: Portal User Guide, Provider - Admin Job Aid, Provider Directory, Contact Us, Message Center, and Document List. The main content area features a "Welcome" section, a "Plan Messages" section, and a "Contact" section. A "Message Center" section at the bottom shows a message from "Maryland Physicians Care" with the subject "Document Notification" received on 06/08/2021 at 01:04:28 PM. A footer section includes a copyright notice for 2021 Evolent Health LLC and a link to download the latest version of Adobe Reader.

Welcome Diane
You are currently reviewing content for TIN 1000000000

[FAQ](#) | [Ghost Sign Out](#)

Home Claims Authorizations Eligibility **Tools & Resources** User Management

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
Please call Customer Service for support and assistance at (800) 953 - 8854.

Message Center (Inbox) You have 1 new messages!

From	Subject	Received
Maryland Physicians Care	Document Notification	06/08/2021 01:04:28 PM

Get Adobe Reader
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https://mpmdportal.valence.care/Router.jsp?component=ProviderEmployee&source=Menu&action=view_page&code=DOC_LIST&updateHistory=false&menu&menuSection=005 sicians Care

A blank form will appear, you **MUST** click “Search” to display the report.

Requests - Service project x Maryland Physicians Care - Prov... x

mpmdportal.valence.care/Router.jsp?source=DocumentList&component=Document2&code=DOC_UST&targetLink=true

Apps PSD Log in - Servic... Provider Information Provider Resources https://myapps.pay... Login - Caesars Ent... Provider Lookup Everwell 2.0 Sign In - SRFax.com... Public Reports - SQ... NPES NPI Registry Identifi - Login google translate ... Reading list

This page displays documents uploaded for you by Maryland Physicians Care. Clicking the document name will download or open the document in a new tab.
This page does not autopopulate with results. Click the search button to see your related documents.

Search

Title

Description

File Detail Category

PCP Location

State

Date Range From to

Member Information

Clear

Medicaid ID (123456789)

First Name

Last Name

Search

Results

Export

Filename/URL	Date	File Detail Category	Description	PCP Location	State
<p>© 2021 Evlent Health LLC. All rights reserved. X03_95_44_03022021_P03 Maryland Physicians Care</p>					

The report will display at the bottom of the screen under “Results”.

Requests - Service project x Maryland Physicians Care - Provi x +

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Apps PSD Log in - Servic... Provider Information Provider Resources https://myapps.pay... Login - Caesars Ent... Provider Lookup Evenwell 2.0 Sign In - SRFax.com... Public Reports - SQ... NPPES NPI Registry Identifi - Login google translate ~... Reading list

This page does not autopopulate with results. Click the search button to see your related documents.

Search

Title

Description

File Detail Category

PCP Location

State


Date Range From to

Member Information

Medicaid ID (123456789)

First Name

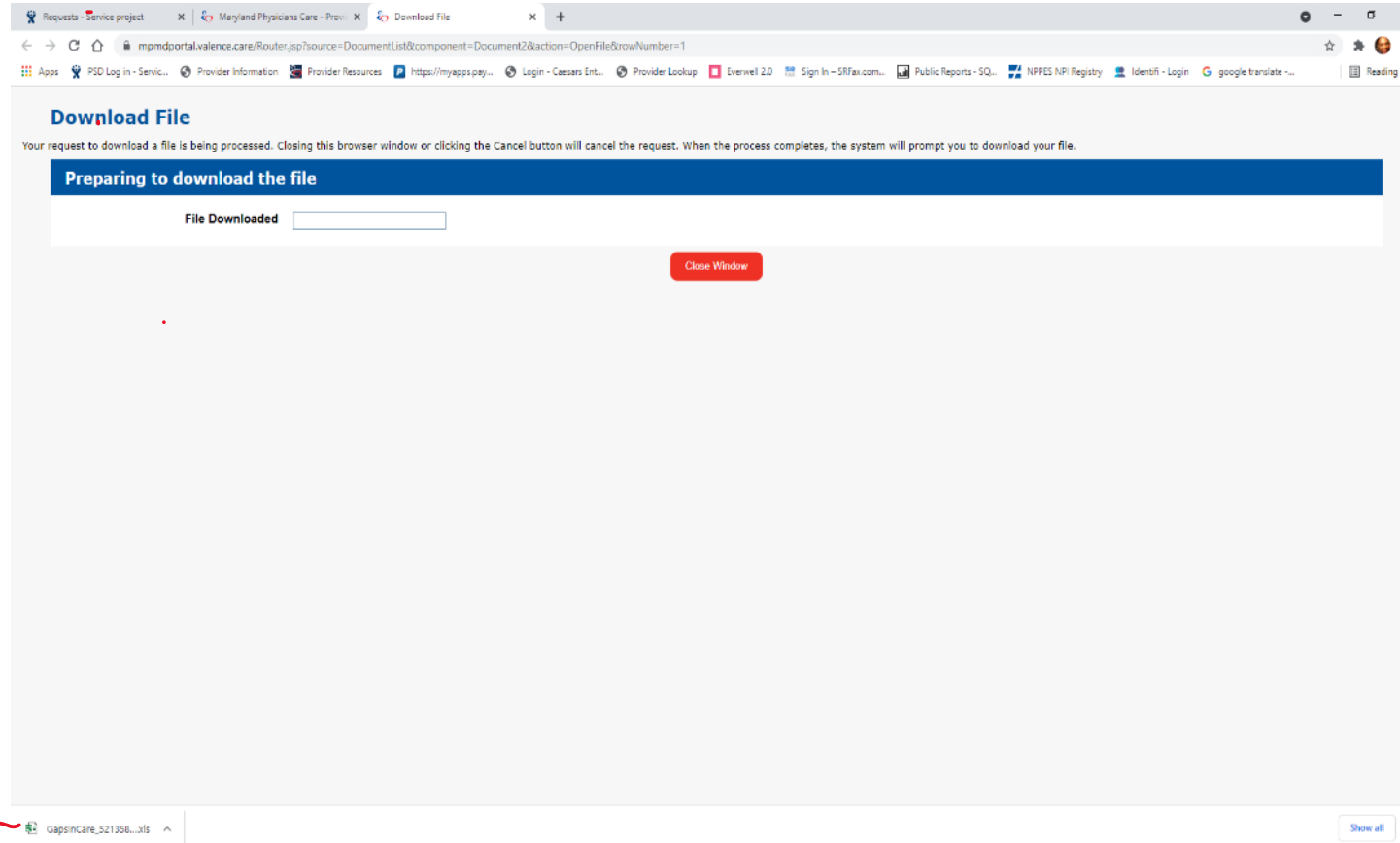
Last Name

Results							<input type="button" value="Export"/>
Title	Filename/URL	Date	File Detail Category	Description	PCP Location	State	
 HEDIS Gaps In Care Report - 5/28/2021	GapsInCare_521358241_20210528.xls	06/08/2021	HEDIS Gaps In Care Report				

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X03_95_44_03022021_P03
Maryland Physicians Care

Click on the icon in front of the report's name to display the report. Clicking on "Export", will result in an empty file displaying.



Current Initiatives



WCV: Opportunities to complete Pediatric Well Visits. MPC can participate in Clinic days, Back to school Days, Mass Vaccination Immunizations passport to good health days

W15/Immunizations/Lead- Live telephonic outreach to all members who remain non-compliant. Members are contacted to educate importance of 6+ well visits and are offered scheduling assistance- calls are made in conjunction with text- 9 months, 12 months, 15 months of age

BCS- Live telephonic Outreach to assist in scheduling Breast Cancer Clinic days.

Member Communication- Sample Text

Hello from Maryland Physicians Care. Congratulations on your new baby. Please set up a postpartum care visit for a date that is between 1-12 weeks after your delivery. We will mail you a \$50.00 VISA gift card for completing the visit. Call 410-412-8280 if you have any questions.

Hello "Insert member name" from Maryland Physicians Care. Did you know having a well visit every year with your doctor is the first step in managing your own health. Your doctor can provide screenings and review your history during well visits. Take control today. Call and schedule your well visit to good health.

Hi from Maryland Physicians Care! Doctors recommend regular mammograms. This is an x-ray that helps doctors find & treat breast cancer early.
Complete your mammogram by 12/31/21 and we will mail you \$150 VISA gift card. If you need help, call 410-412-8280.

Hi, this is Maryland Physicians Care. Babies need 6 check-ups with their doctor in their first 15 months. The doctor will check on your baby's growth & give them needed shots. Please call your child's doctor to schedule their next appointment

(Milestone text starting at 1 month of age-15 months. Text go out every 2 month. Educating on well visits, immunization, and lead testing)

Hi, this is a reminder from Maryland Physicians Care. You have an appointment on ##date## at ##time##. Our clinic is located at ##address##. You'll receive your gift card for attending! Can you attend? Please reply YES or NO

BCS Clinic day Schedule

July-September

New for 2021
Expanded
Locations:
PG County,
Montgomery
County, Allegany
County

July		
Advanced Radiology (Glen Burnie)	Wednesday 7/7	3p–6p
Seton Imaging	Saturday 7/10	9a–12:45p
(mini) Seton Imaging	Wednesday 7/14	8:30a–10:45
Prince Frederick American Radiology	Saturday 7/17	8a–12
American Radiology (Fleet St)	Saturday 7/24	8a–1:30
(mini) Seton Imaging	Wednesday 7/28	8:30a–10:45
Greenbelt Community Radiology	Saturday 7/31	8:30a–11:45
August		
Hagerstown Diagnostic Imaging	Tuesday 8/3	3:30–7:30
Seton Imaging	Saturday 8/7	9a–12:45p
(mini) Seton Imaging	Wednesday 8/11	8:30a–10:45
Advanced Radiology (Dundalk)	Thursday 8/19	1p–4p
Clinton Community Radiology	Saturday 8/21	8a–12:15
(mini) Seton Imaging	Wednesday 8/25	8:30a–10:45
American Radiology (Fleet St)	Saturday 8/28	8a–1:30
September		
Seton Imaging	Saturday 9/4	9a–12:45p
(mini) Seton Imaging	Wednesday 9/8	8:30a–10:45
UPMC Diagnostic Ctr Western MD	Thursday 9/9	1p–4p
UPMC Imaging (Western MD)	Thursday 9/10	
JH White Marsh	Tuesday 9/14	1p–3:45
American Radiology (Fleet St)	Saturday 9/25	8a–1:30

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
Office: 443-412-8287
Cell 410-412-0394



Pharmacy Updates

Formulary Updates: 2nd Quarter 2021

2Q 2021				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
GILENYA (fingolimod)	Neurologic Agent	Removed from formulary	May 2021	AUBAGIO
BREO ELLIPTA (<u>fluticasone</u> furoate- vilanterol)	Pulmonary anti- inflammatory/Beta-Agonist combo	Removed from formulary	May 2021	Fluticasone-salmeterol
TRULANCE (<u>plecanatide</u>)	Gastrointestinal agent	Removed from formulary	May 2021	AMITIZA
AMITIZA (<u>lubiprostone</u>)	Gastrointestinal agent	Added to formulary; No PA	May 2021	N/A
SPIRIVA (<u>tiotropium</u> bromide)	Inhaled Long-Acting Muscarinic Antagonist	Removed from formulary	May 2021	INCRUSE ELLIPTA
SPIRIVA RESPIMAT (<u>tiotropium</u> bromide)	Inhaled Long-Acting Muscarinic Antagonist	Removed from formulary	May 2021	INCRUSE ELLIPTA



COVID Vaccinations
June 27, 2021

COVID-19 Vaccines

3 options available in the US

	Ages	Injections
Pfizer	12+	2 doses
Moderna	18+	2 doses
J&J	18+	1 dose

Vaccination Rates



Approximately 60% of Marylanders have received at least one vaccination injection

Rate of vaccination is leveling off

The vaccination rate in Medicaid is significantly lower

- Younger population (many are still not eligible for vaccination)
- Lower health literacy levels
- More accessibility issues

Vaccine Hesitancy

Concern about vaccine safety

Disbelief in Covid-19 and its risks

Distrust in medical system

Lack of access to vaccinations

There is a lot of false information out there!

Risks Remain



The mortality rate is declining, but significant hazards remain

- Delta variant is more contagious, and possibly more serious
- The hospitalization rate among 12 – 49-year-olds is increasing
- Long Covid

Long COVID

Multiple different symptoms and presentations

Probably not a single condition, but several different, related ones

- Tiredness or fatigue
- Difficulty thinking or concentrating (sometimes referred to as “brain fog”)
- Loss of smell or taste
- Difficulty breathing or shortness of breath
- Joint or muscle pain
- Depression or anxiety

Occurs in 15-30% of patients

Appears to be more common in 25-45-year-olds

Vaccination Locations



There are multiple places to get COVID vaccines in Maryland

Most pharmacy chains are offering vaccines

Most hospitals are running clinics as well

The mass vaccination clinics are closing in the next few weeks

If you are not giving the vaccine, please encourage your patients to get it.

Provider encouragement for the vaccine is the greatest predictor of getting vaccinated!



Thank you for joining!