



4th Quarter Provider Forum

December 9, 2021

Forum Agenda

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

- Community Health Workers
- Portal Use
 - Member COVID Vaccine Status Report
 - Gaps in Care Report
- Drug Pricing Change
- Prenatal Risk Assessments
- Restarting in-person semi-annual provider visits
- New ICD10 Codes added to Sudden & Serious List
- Reminder claims appeal submissions 90 calendar days from date of denial
- DME rental is considered paid after 12 months

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

Pharmacy Updates – Dr. Jonathan Keyser, Director of Pharmacy

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



Operation Updates

Lashobie Avery, MBA, MHA
Provider Relations Manager

Community Health Workers



- Serve as the local contact point, advocate and resource for MPC members.
- Conduct telephone and home visits to assist in removing barriers to care.
- Provide members with educational materials.
- Participate in health education events in the community.
- Link members to needed services.
- Inform, facilitate, and encourage member's enrollment and participation in appropriate programs and services (i.e., CM programs, CAB meetings, MyVirtualMPC, Pacify, etc.).

RN Care Advisors, Health Educators, Social Workers and Care Coordinators are also available to assist with MPC member needs.

CM Contact Information



- General CM Information:
 - MPCCaseManagement@EvolentHealth.com
 - Phone: 800-953-8854 or 502-221-3213
 - Fax: 844-284-7698 or 866-630-5697
- Manager of Clinical Support:
 - Monica Braun (MBraun@EvolentHealth.com)
- Special Needs Coordinator:
 - Christina Gentile (CGentile@EvolentHealth.com)
- Senior Director of Case Management:
 - Stacey Lee (Slee@EvolentHealth.com)

New on the Provider Portal COVID Vaccination Status Report



We are pleased to announce that a new report is available for you to identify the COVID vaccination status of the members on your panel. If you are administering the COVID vaccine or referring members to be vaccinated, this report can be very helpful.

Login to the provider portal, go to “Tools & Resources” and then click on “Document List”. Click search and your report will be located at the bottom of the page.

Provider Portal Gaps In Care Report

Reading the gaps in care report:

1. Columns X through BJ represent an abbreviation of the HEDIS measure
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



Drug Pricing Change

Maryland Physicians Care has made a business decision to change the drug pricing reimbursement effective October 1, 2021. We will use the MDH Physicians Fee Schedule to source codes and pricing (ASP +6%), however we will continue to honor contractual differentials.

Please continue to submit NDC, NDC units and NDC units of measure although the reimbursement will be based on the HCPCS code.



Prenatal Risk Assessments

Don't forget to complete the Maryland Prenatal Risk Assessment Form, this helps to identify pregnant woman who may benefit from local health department Administrative Care Coordination (ACCU) services and serves as the referral mechanism.



ATTACHMENT V

MARYLAND PRENATAL RISK ASSESSMENT

***REFER TO INSTRUCTIONS ON BACK
BEFORE STARTING***

Date of Visit: ____ / ____ / ____

Provider Name: _____ Provider Phone Number: _____ - _____ - _____

Provider NPI#: _____ Site NPI#: _____

Client Last Name: _____ First Name: _____ Middle: _____

House Number: _____ Street Name: _____ Apt: _____ City: _____ County

(If patient lives in Baltimore City, leave blank): _____ State: _____ Zip Code: _____ Home

Phone #: _____ - _____ - _____ Cell Phone#: _____ - _____ - _____ Emergency Phone#: _____ - _____ - _____

SSN: _____ - _____ - _____ DOB: ____ / ____ / ____ Emergency Contact: _____

Name/Relationship

In-Person Provider Visits

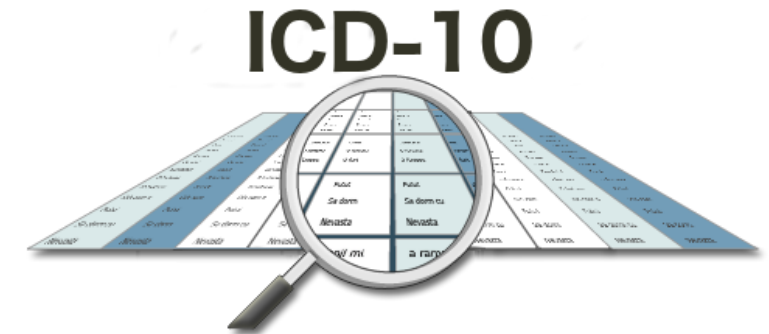


Provider Relations has restarted in-person provider visits, we are practicing all of the safety guidelines set by the CDC.

New ICD10 Codes Effective January 1, 2022

We are adding the following ICD10 codes to the Sudden & Serious List for auto-adjudication effective 01/01/2022.

- G0482 Acute flaccid myelitis
- G9200 Immune effector cell-associated neurotoxicity synd
- G9201 Immune effector cell-associated neurotoxicity synd
- G9202 Immune effector cell-associated neurotoxicity synd
- G9203 Immune effector cell-associated neurotoxicity synd
- G9204 Immune effector cell-associated neurotoxicity synd
- G9205 Immune effector cell-associated neurotoxicity synd
- T40723A Poisoning by synthetic cannabinoids, assault, init
- T40724A Poisoning by synthetic cannabinoids, undetermined,
- S06A0XA Traumatic brain compression without herniation, in
- S06A1XA Traumatic brain compression with herniation, initi
- T40711A Poisoning by cannabis, accidental (unintentional),
- T40712A Poisoning by cannabis, intentional self-harm, init
- T40713A Poisoning by cannabis, assault, initial encounter
- T40714A Poisoning by cannabis, undetermined, initial encou
- T40721A Poisoning by synthetic cannabinoids, accidental (u
- T40722A Poisoning by synthetic cannabinoids, intentional s
- T8082XA Complication of immune effector cellular therapy,



PROVIDER POST-SERVICES APPEALS



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

Fax: 1-833-656-0648

Mail form and medical records for claims to:

Maryland Physicians Care
PO Box 1104
Portland, ME 04104



Please use this form as part of the Maryland Physicians Care (MPC) Appeal process to address the decision made during the request for review process. Do not use this form for first-time claims or corrected claims.

ATTENTION: Do not use this form for provider inquiries, resubmissions or corrected claims. This form is only to be used for appealing denied or partially denied claims.

All Appeal requests must be received within 90 business days from the date of the Medicaid Remittance. All fields below are required. Please note that Claim Numbers are mandatory. Failure to complete the form may result in a delay of your request.

An Appeal is a formal written request to MPC to review and reconsider previously denied service.

Member's Name:	Member's Medicaid Number:
Date(s) of Service:	Control/Claim Number(s):

DME Rentals



Medically necessary durable medical equipment that is approved for rental, will be considered paid for after 12 months and no additional payments will be available.

Questions and Answers

Please post your questions in the
Q&A area of the Webinar!
Thanks



Quality Improvement-HEDIS Outreach

Sammi Turner, Quality Improvement Manager



Mammogram- All non-compliant members who attend a mammogram clinic or attend on their own by 12/31 will receive a \$150.00 gift card

SSI Adult/Child- Any non-compliant member who completes a well visit/sick visit, telehealth visit, or attends a clinic day with MPC by 12/31/21 will receive a \$100.00 gift card

Postpartum- All members who complete their postpartum exam within 1-12 weeks will receive a \$50.00 gift card

AMR- Maryland Physicians Care is encouraging providers to write for 90-day prescriptions for formulary maintenance medications for Asthma.

Lead Testing- Please encourage all members to complete lead testing in the measurement year they celebrate a 1st birthday

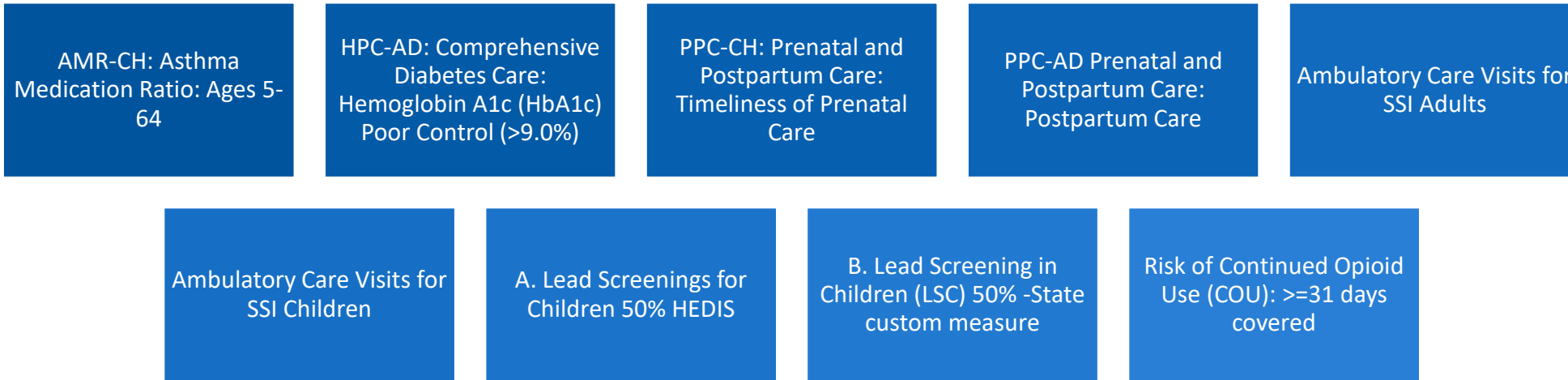
Measure Year (MY) 2021 HEDIS Annual Project



- Medical Record Request- Faxing will begin mid-February 2022
- Please submit requested records within a week of receipt
- **Please FAX records** if possible. **HEDIS Fax 1-855-946-1758**
- If mailing please send via certified mail, UPS, or FedEx to:
 - Maryland Physicians Care
 - 1201 Winterson Rd, 4th Floor
 - Linthicum Heights, MD 21090
- Any questions please contact:
 - Amanda Hart, HEDIS Project Manager at 410-412-9718
 - Brionna Fulton, Sr. HEDIS Coordinator at 410-412-9719

MCO's Performance is based on NCQA
Medicaid HMO benchmarks for HEDIS measures
and MDH Targets for MDH Custom Measures

- Superlative performance- 90th percentile
- Very strong performance-75th-89th percentile
- Strong performance-50th to 74th percentile



2022 PHIP Measures

Measure	Requirement	Incentive
Breast Cancer Screening (BCS)	Women 52-74 years of age as of December 31, 2022, who had at least one mammogram between October 1, 2020, and December 31, 2022 Exclusion: Bilateral Mastectomy	<ul style="list-style-type: none"> Any member who attends a clinic day will receive a \$150.00 gift card
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/Telehealth. ED visits/Mental Health/Substance Abuse will not meet compliance	<ul style="list-style-type: none"> Any Ambulatory Care Visit Code or well visit code Urgent Care visit codes: S9083, S9088 Claim based- Card will when MCO receives claim Any member who is non-compliant that completes a clinic day will receive a \$100.00 gift card Alegis can provide either a telehealth visit or in the home visit for SSI members not engaged in care
Postpartum	Deliveries that had a postpartum visit on or between 7days and 84 days after delivery	<ul style="list-style-type: none"> 57170,58300, 59430,99501 or F Code 0305F Incentive is claim based. Card mails when MCO receives claim Member will receive a \$50.00 Visa gift card <p>Alegis can provide telehealth or in home visit</p>

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
Outreach: 410-412-8280
Cell 410-412-0394

Questions and Answers

Please post your questions in the
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Thanks



Pharmacy Updates

Jonathan Keyser, PharmD, MBA
Director of Pharmacy

Formulary Updates: 4th Quarter 2021

November 2021				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
LO LOESTRIN FE (norethindrone acetate/EE/ferrous fumarate)	<i>Contraceptive</i>	Remove from formulary	01/01/2022	Apri, Balziva, Microgestin FE
NATAZIA (estradiol valerate/denogest)	<i>Contraceptive</i>	Remove from formulary	01/01/2022	Apri, Balziva, Microgestin FE
AZOPT (brinzolamide)	<i>Antiglaucoma</i>	Remove from formulary	01/01/2022	Dorzolamide/Timolol, Latanoprost, Travoprost
COMBIGAN (brimonidine tartrate/timolol maleate)	<i>Antiglaucoma</i>	Remove from formulary	01/01/2022	Dorzolamide/Timolol, Latanoprost, Travoprost
TIMOPTIC (timolol maleate)	<i>Antiglaucoma</i>	Remove from formulary	01/01/2022	Dorzolamide/Timolol, Latanoprost, Travoprost

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COVID Vaccination

Dr. Bruce Vanderver

Chief Medical Officer

Vaccine updates

Continue to be 3 vaccines

Manufacturer	Type	Specifics
Pfizer	mRNA	FDA approved age 16+ EUA ages 5 – 15
Moderna	mRNA	EUA ages 18+
J&J	Adenovirus base	EUA ages 18+

Why is vaccination important?



The Delta variant is the prevalent strain of Covid

- Omicron has been detected in the US
- Very significant risk of reinfection

Delta is 2X as infectious as original Covid

- Also doubles risk of hospitalization

Predilection for children and adolescents

Long term effects continue to mount

Vaccination is effective



Medicaid recipients are 33% less likely to be vaccinated

We all need to encourage vaccination

Vaccine Boosters

FDA has approved Pfizer and Moderna booster shots

Approved for anyone 18 or older

For use >6 months after completion of initial vaccination series

Questions and Answers

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Q&A area of the Webinar!
Thanks



Thank you for joining!