



January 7, 2022

Maryland Physicians Care (MPC) understands the impact the current COVID-19 surge is having on the health care community globally, and the significant impact it is having on our Maryland hospitals and skilled nursing facilities (SNF). We sincerely thank all our provider partners and applaud the heroic efforts the health care community has shown in the face of this ongoing pandemic.

To ease the administrative burden and support the efficient discharge planning process to free up needed hospital beds, MPC is making the following changes to our utilization management processes. These changes are effective immediately and will remain in effect through February 15, 2022. MPC will continue to monitor the ongoing status of the current COVID surge and will extend these provisions as appropriate.

Prior Authorization for Elective Procedures

- Authorizations will be issued for 120 days as opposed to 60 days currently allowed.

Inpatient Concurrent Review

- Hospitals will have up to three business days to notify MPC of an admission as opposed to the 1 business day standard requirement
- IP concurrent review will request clinical information every 3 days as opposed to daily reviews
- Medical necessity criteria will still need to be met for all admissions and ongoing stays

Discharge planning

- No PA will be required for admissions to par SNFs. MPC will automatically approve 5 SNF days at level 1 for admissions to par facilities. The SNF will need to send clinical information and treatment plans by day 3. Upon review, based on medical necessity, the member could receive a higher LOC which would be back dated to the date of admission. If the admission does not meet medical necessity criteria, the SNF will be given 2 days to coordinate the appropriate d/c plan. MPC's Medical Management team is available to assist with coordination.
- If there are no SNFs available, admin days can be authorized if referrals are made twice a week as opposed to 5 days/week.
- MPC will automatically authorize 3 visits from a home health agency to support IP discharges to home. Either the hospital or home health agency will need to request an auth, however, clinicals will not need to be supplied – just notification. After three visits, clinical review will be required.

- Post Discharge Services: UM Fax #: 1-855-905-5936, should be utilized to expedite requests. This line is monitored and processed Mon-Fri, 8-5. Most requests will be handled same day.

Acute interfacility transfers

- In accordance with our standard policy, transfers from one acute inpatient facility to a par acute inpatient facility does not require an auth, just notification for UM and discharge planning purposes.

MPC's Management Team is here to help. Should you experience difficulties or delays, please contact a member of our Medical Management team and they will work to resolve your issue. Their contact information is below.

- Mary Leitch, mleitch@mpcmedicaid.com, VP Medical Management, 443-926-3111
- Elizabeth (Dodee) Foster EFoster@mpcmedicaid.com (Director), 410-412-9727
- Gail Runge-Bowen gbowen@mpcmedicaid.com (Manager), 410-412-9084
- Erin Shifflett eshifflett@mpcmedicaid.com (Care Coordinator Team Lead), 410-412-9087

We know this has been a long hard effort and thank you again for all that you are doing for MPC's members and the community at large.

Sincerely,



G. Bruce VanDerver, MD
Chief Medical Officer