Provider

NEWSLETTER

maryland physicians care
Medicaid with a Heart

EDITION 1, 2022

Table of Contents

Maryland Physicians Care will offer a $100 gift card to MPC members who become fully vaccinated between December 15, 2021, and March 31, 2022.

To qualify for the gift card, MPC members must:
- Be 12 years old or older
- Have received the full vaccination dosage between December 15, 2021, and March 31, 2022

What does "fully vaccinated" mean? For this program, you are considered fully vaccinated when:
- You receive the second dose of a two-dose vaccine series (Pfizer or Moderna), or
- A single dose of a single-dose vaccine (Johnson & Johnson).

To qualify for the gift card, MPC members must submit a redemption form on the MPC website. MPC will verify that the member qualifies and is fully vaccinated before sending the $100 gift card. **NOTE: Completion of the redemption form does not guarantee a gift card.**

Patient COVID Vaccination Roster

Primary care providers can access this report through MPC's Provider Portal or by request via MPC Provider Relations. This will assist practices with knowing the vaccination status of their patients.

Per the Maryland Department of Health (MDH), registration with ImmuNet is required to administer the COVID-19 vaccination. Your practice must be registered with ImmuNet. Please refer to Coronavirus Information for Providers for information regarding registration, COVID-19 vaccines, and the MDH Quick Reference Guide for COVID-19 Vaccine Registration & Ordering.

For more information about discussing the vaccine with patients, please see MDH's Vaccine Communications and Outreach Strategies in Primary Care toolkit.

Getting a free flu shot can protect patients and those around them, help reduce community spread, and decrease the severity of illness if patients do get sick.

PROVIDER NOTICE:
MEMBER BENEFITS REDETERMINATION NEEDED

HELP MPC MEMBERS RENEW MEDICAID BENEFITS and keep their health coverage with MPC. Due to the Public Health Emergency (PHE) Maryland Medicaid has extended coverage to all enrollees, which must occur in early 2022. MPC is alerting all its enrollees to renew their benefits now to avoid any interruption of health benefits coverage.

You can do this by reminding all your patients with MPC to renew their benefits by visiting Maryland's Health Connection or calling 855-642-8572. Please visit MPC Renew Membership for renewal information to assist your patients.

MPC would like to partner with you to ensure that our members and your patients complete the Medicaid benefits renewal "redetermination" process timely to avoid any interruptions with their access to care. Primary care providers (PCP) may request their patient roster to outreach patients to renew their Medicaid benefit. As a primary care provider, we would like to provide you a monthly list of members that are assigned to your practice and are approaching their redetermination date. You could use this information to encourage these members to take the appropriate actions to prevent disruption of their benefits. This monthly file would include members that will be disenrolled in the following month if action is not taken. For more information, please contact your Provider Relations Representative.

Practitioner's Credentialing Rights

Upon request, practitioners have the right to review their information obtained during the credentialing/ recredentialing process. This includes information from any outside primary source utilized for credentials verification. Examples of areas where variations may differ between the information received during the credentialing or recredentialing process and the information submitted by the provider include but are not limited to actions on a license, malpractice claims history, and/or board certification.

To obtain a copy of this information, practitioners can contact MPC's Provider Credentialing Department at 1-800-953-8854. Please note that MPC is not required to make references, recommendations, or peer-review protected information available.

If the information obtained through the credentialing/ recredentialing process varies substantially from that submitted in the practitioner's application, the provider credentialing coordinator notifies the practitioner via a letter of the discrepancies, allowing them the opportunity to review and, if necessary, correct erroneous information.

Practitioners have ten business days from the date of receipt of the letter to respond to the discrepancies. Rebuttals must be submitted in writing to the Provider Credentialing Department for review.

Upon request, the practitioner has the right to receive status updates of his/her credentialing or recredentialing application by contacting MPC's Provider Credentialing Department. MPC will respond to such requests verbally and/ or in writing within seven business days of recommendation by MPC's governing body. Information that may be shared with practitioners includes information obtained from any outside source, except for references, recommendations, or other peer-review protected information.

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.

For more information about pre- and post-natal care, please visit the HealthChoice Provider Manual. Referrals to Case Management are effortless – 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 a member regarding the referral would be helpful, though not required

Information can be called-in, faxed, or emailed:
Toll-Free: 1-800-953-8854 or 443-300-7325
Fax: 81-844-284-7698
Email: MBU-MDMedicaidSpecialNeeds@marylandphysicianscare.com

Asthma **Management**

One of the best ways to manage asthma is to create and complete asthma action plans. These can help members identify symptoms of asthma attacks, what triggers their asthma, and when to use their medications. MPC mails educational material to members diagnosed with asthma, stressing the importance of controller medication adherence, and encouraging them to schedule an appointment to update their Asthma Action Plan.

It is our goal to support your efforts in caring for MPC members. The Global Initiative for Asthma's 2021 "Global Strategy for Asthma Management and Prevention" report states, "Treatment with regular daily low dose ICS [Inhaled Corticosteroids], with as-needed SABA [Short-Acting Beta Agonist], is highly effective in reducing asthma symptoms and reducing the risk of asthma-related exacerbations, hospitalization, and death."

To further support this recommendation, we have made a list of preferred inhaled corticosteroid medications and Leukotriene Receptor Antagonist alternatives. These medications do not require prior authorization and are eligible for a 90-day supply. Click to view the MPC Preferred Asthma Controller Medication List.

MPC **Provider** Portal

The MPC Provider Portal is your one-stop online tool for managing user accounts and accessing eligibility and claims data. You can also access the Gaps in Care and COVID vaccination reports. If you haven't created an account already, go to our secure portal and start today.

What can I do on the portal?

✔ Check the status of claims

✔ Check member's eligibility

✔ View your Remittance Advices

✔ Request prior authorization

✔ View the COVID vaccination report

✔ View the Gaps in Care report

✔ And much more

>>>>>>> **Protect Your Privacy! Always log off and close your browser windows.** <<<<<<<

Create your account today!

MPC Correct Coding Corner:

URGENT CARE BILLING REQUIREMENTS

- If the group is registered in ePREP as provider practice type 99, the group NPI can be submitted as the rendering provider on the claim.
- If the group is NOT registered as provider practice type 99, the individual rendering provider NPI must be submitted.

AMBULATORY SURGICAL CENTERS (ASC) BILATERAL PROCEDURES BILLING

- ASCs must bill bilateral procedures on two separate lines using modifier RT & LT. Following Medicare guidelines, modifier 50 is not payable.

NON-PATIENT LABS NON-COVERED (TYPE OF BILL 14X)

Maryland Physicians Care (MPC) does not accept bill type 141, non-patient laboratory. Therefore, hospital-based laboratories are not payable as reference laboratories. **Please use MPC participating free-standing laboratories to process specimens.** Effective April 15, 2022, hospital-based laboratory claims with bill type 141 will be denied.

RADIOLOGY SERVICES IN A NON-REGULATED FREESTANDING FACILITY

As a reminder, Maryland Physicians Care requires radiology services be performed in a non-regulated freestanding facility. Services rendered outside of a non-regulated freestanding facility will require preauthorization.

Maryland Physicians Care allows reimbursement for new, rented, or used equipment billed with the appropriate modifiers. The modifiers must be billed in the primary or first modifier field to determine appropriate reimbursement:

- Modifier NU: new equipment
- Modifier RR: rented equipment
- Modifier UE: purchase of used equipment

These modifiers are appropriate for durable medical equipment, prosthetics, and orthotics. They are not appropriate for supplies unless required by law.

Health & Wellness Education

Maryland Physicians Care (MPC) wants to help our members make healthy choices for a happy life. As a provider, you are in the perfect position to offer members credible, evidence-based health information. We have several tools and resources available to members for this wellness journey.

If there is a specific topic you would like your patient to learn more about, please complete the **online Health Education Request form**.

MPC participates in local events, and our staff is available to provide support to community groups, organizations, and schools upon request. We can also provide printed brochures on specific chronic conditions or diseases to our members.

Maryland Healthy Kids Program / EPSDT

In Maryland, the preventative care component of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program is known as the Healthy Kids Program. These health care services allow for early identification and treatment of health problems before becoming medically complex and costly to treat. The Maryland Healthy Kids Program is developed by the Maryland Department of Health (MDH) in conjunction with other state departments and closely correlates with the American Academy of Pediatrics Periodicity Schedule. Additional Healthy Kids Program information can be found on the MDH Website.

MDH conducts an EPSDT medical record review each year for compliance with the periodicity schedule. This year's review may be completed as a desktop review by Qlarant. MPC encourages, and MDH requires, all providers' participation and cooperation by responding timely to record requests for faxed or mailed-in records. Please ensure that all medical records are complete, inclusive of lab and immunization records.

EPSDT Regulatory Updates

MDH began requiring the following elements be included in a well-child visit in CY 2019:

- Recorded Developmental Surveillance/History (0-20 years of age)
- 9-11 year Dyslipidemia Lab Test
- 18-21 year Dyslipidemia Lab Test
- 24 month Anemia Test
- 3-5 year Anemia Test

LEAD SCREENING

The Maryland Department of Health (MDH) provides the following guidance to health care providers regarding blood lead testing for children in Maryland. It includes a recent change to the reference value for blood lead announced by the U.S. Centers for Disease Control and Prevention (CDC), re-emphasizes the importance of blood lead testing considering the impact of COVID-19, and the availability of new resources for health care providers in managing children with lead exposures.

Clinical Guidance on New CDC Blood Lead Reference Level

Following the recommendations of the federal Lead Exposure and Prevention Advisory Committee (LEPAC), the CDC announced in an October 28, 2021 press release that it was updating its blood lead reference value (BLRV) from 5 micrograms/deciliter ($\mu g/dL$) to 3.5 $\mu g/dL$. This change reflected improvements in blood lead levels in children across the country. MDH is now recommending that providers follow this guidance in clinical practice. Providers should manage children according to the CDC's recommended actions based on blood lead level, which provides detailed guidance on clinical actions for a given blood lead level. MDH emphasizes the importance of obtaining a confirmatory venous sample at the recommended time interval for capillary specimens performed as point of care (POC) tests, as well as a follow-up blood lead test at the recommended interval or sooner to ensure that there is no ongoing lead exposure. Schedules for testing can be found at CDC - Lead - Recommended Actions Based on Blood Lead Levels.

MDH and the Maryland Department of the Environment (MDE) remind providers that **there is no change at this time in the legal definition of elevated blood lead level in Maryland, which remains 5 $\mu g/dL$.** MDE continues to notify parents, property owners, and local health departments about children with blood lead levels of 5 $\mu g/dL$ or greater and continues to conduct environmental investigations for those children. **Thus, providers must follow up on children with blood lead levels of 3.5 - 4.9 $\mu g/dL$ to ensure their blood lead levels do not increase, indicating ongoing exposure.**

Impact of COVID-19 on Lead Testing

The COVID-19 pandemic has resulted in a nearly 17% drop in testing children in Maryland for lead poisoning from the calendar year 2020 compared to 2019.

Fewer children saw their physicians for blood lead testing, completing well child check-ups, and updating their immunizations. Health care providers are reminded that Code of Maryland Regulations 10.11.04 requires licensed health care providers to test all children ages 1 and 2 years (12 and 24 months) for lead, either by a capillary test or a venous blood draw.
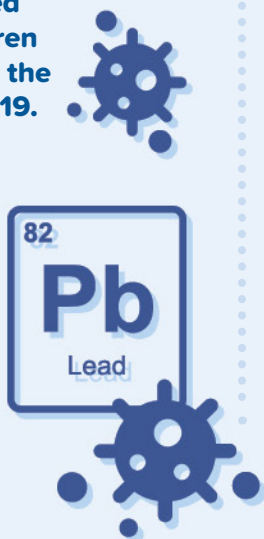
Availability of New Resources in Managing Children with Lead Exposures

MDH, MDE, and the Maryland Commission on Lead Poisoning Prevention also remind Maryland's health care providers and parents that there are new state resources and services for children with lead poisoning, including home visiting programs to help parents and families, and funding to remove lead from homes at no cost to families. Providers who refer children to these programs should contact MDH at 1-866-703-3266.

Fraud and Abuse

MPC needs your help to prevent fraud and abuse!

We encourage you to report anything suspicious you may have seen. You may report fraud and abuse without the fear of reprisal by calling MPC's Compliance Hotline at 1-866-781-6403 or visiting MPC Fraud & Abuse.

The Provider Web Portal

Enroll in the Provider Portal to view, submit, and adjust claims for service dates after 1/1/21!

- Easily check patient eligibility
- View, manage, and download your patient list
- 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

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Click to create your account today!

VISIT OUR WEBSITE

FIND INFORMATION ON:

- Quality Improvement Program
- Population Health Management Programs
- Case Management Programs
- 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
- Provider Manual
- Member Handbook
- Provider Directory
- Credentialing Rights

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
1-800-953-8854

CASE MANAGEMENT
1-800-953-8854

HEALTH EDUCATION REQUESTS
1-800-953-8854

Keep Us Informed

Maryland Physicians Care wants to provide the best care we can to our members. That means it's important for us to know if you plan to move, change phone numbers, or change your network status.

Call **1-800-953-8854** to update or verify your contact information or status. You can also check your information on the secure MPC Provider Portal. Please let us know at least 30 days before you expect a change to your information.

Enroll in ePREP

Are you enrolled in the electronic Provider Revalidation and Enrollment Portal (ePREP)? ePREP is a requirement for Maryland Medicaid providers. It is a one-stop shop for provider enrollment, re-enrollment, revalidation, information updates, and demographic changes. Please ensure you are enrolled and that your information is consistently kept up to date. Providers who do not enroll or have outdated information may not be paid for services to Maryland Medicaid recipients. Review these **TIPS** for getting started and for additional resources. Enroll or update your information at **eprep.maryland.health.gov** .

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