

# Provider maryland physicians care Medicaid with a Heart


# NEWSLETTER

EDITION 3, 2022

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# MPC NEEDS YOUR HELP!



## HELP YOUR PATIENTS KEEP THEIR MEDICAID COVERAGE WITH MPC.



- 1.** The public health emergency (PHE) will be ending soon.
- 2.** Medicaid coverage may end after the PHE.
- 3.** Help your patients keep coverage with MPC by contacting:
  - a.** Maryland's Health Connection at <https://marylandhealthconnection.gov>
  - b.** Calling 855-642-8572
  - c.** Visiting MPC [Renew Membership](#) to assist your patients
- 4.** Remind your patients to take these critical steps to keep their MPC coverage.

# COVID Vaccination and Treatment Update



MPC requests that you continue encouraging members to get their vaccinations. We informed our members that treatment options are available for individuals who have tested positive for COVID-19. We encourage you to prescribe treatment options where appropriate.

Patient vaccination reports are available through MPC's Provider Portal or by request via MPC Provider Relations. These reports will assist practices with knowing the vaccination status of their patients.

Reminder registration with ImmuNet is required to administer the COVID-19 vaccination.

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

# Maryland Healthy Kids Program / EPSDT



The Maryland Department of Health (MDH) provides valuable resources on the [Maryland Healthy Kids Program/EPSTDT site](#). Here are a few resources that you may find useful:

- [2021 Recommended Childhood Immunization Schedule](#)
- [Questionnaires and assessment forms recommended for use by MDH, including Medical Family History, Mental Health, Substance Abuse, Childhood Abuse, Nutrition, Growth Charts, and more!](#)

## Medicaid Balance Billing



The State of Maryland Medical Assistance Program prohibits cost sharing or “balance billing” of a Medicaid recipient for covered services under the Medicaid program. Providers may bill Medicaid recipients for noncovered services under the Medicaid Program if they have signed consent from the Medicaid recipient that specifically names the services being rendered and the associated cost in advance of providing the service.

## Prenatal Immunizations

All pregnant women need to get vaccinated against the flu and whooping cough during **each** pregnancy. Pregnant women should also stay up to date with their COVID-19 vaccines, including getting a COVID-19 booster shot(s).

The CDC offers a comprehensive toolkit to help prenatal care providers (OB-GYNs, nurse-midwives, and other healthcare professionals who serve pregnant women) increase the rates of maternal immunization. The toolkit consists of recommendations and relevant guidance, including but not limited to why maternal vaccines are important, implementation strategies, and guidelines for vaccinating pregnant women.

You can locate these resources here: [Pregnancy and Vaccination: Prenatal Care Providers Toolkit | CDC](#)



## Updating ePREP

Maryland Medicaid’s electronic Provider Revalidation and Enrollment Portal (ePREP) is a one-stop shop for provider enrollment, re-enrollment, revalidation, information updates, and demographic changes. Please ensure that your information is consistently kept up to date. Providers who don’t enroll or have out-of-date information may not be paid for services to Maryland Medicaid recipients. The ePREP Call Center phone number is (844) 463-7768 and is available 9 am – 5 pm ET, Monday – Friday. Enroll or update your information [here](#). All Medicaid providers must revalidate with Maryland Medicaid at least every five years. For ePREP revalidations, Maryland Medicaid sends a notice in the mail to prompt providers to enter ePREP and submit a specific revalidation application.

## Coding Corner: Updated Forms



- The Maryland Department of Health has updated the Maryland Prenatal Risk Assessment (MPRA) form and the Enriched Maternity Services (EMS) form. Both updated forms can be found on MPC’s website under [Provider Forms](#). Please use the updated MPRA and EMS forms.
- Please note that Maryland Physicians Care does not require referrals for specialist care.
- When billing for immunizations under the Vaccines For Children (VFC) Program, please remember to include modifier SE. VFCs are payable for children aged 19 and younger.
- Please remember to bill the primary insurer first and include the explanation of benefits with the claim if the member has insurance primary to Maryland Physicians Care.

# Special Needs CM Referrals

For more information about HIV Care, Pre- and Post-Natal Care, and other Special Needs Populations, please visit the [HealthChoice Provider Manual](#) on our website.



- 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 faxed, emailed, or called in.

- Toll-Free: 1-800-953-8854 OR 443-300-7325
- Fax: 1-844-284-7698
- Email: [MPCSNC@mpcmedicaid.com](mailto:MPCSNC@mpcmedicaid.com)

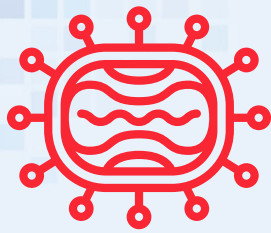


## Pharmacy Opioid Update:

The management of opioid medications and access to these treatments remains a high priority for Maryland Physicians Care (MPC). Through drug utilization reviews, several opioid medications were selected to be preferred. Effective September 2022, the preferred formulary short and long-acting opioid medications are listed below, along with the current quantity limits.

| PREFERRED SHORTING-ACTING OPIOIDS: |                         |
|------------------------------------|-------------------------|
|                                    | Current Quantity Limits |
| Hydromorphone IR                   | 120 tablets/23 days     |
| Oxycodone IR                       | 150 tablets/23 days     |
| Morphine IR                        | 90 tablets/23 days      |

| PREFERRED LONG-ACTING OPIOIDS: |                         |
|--------------------------------|-------------------------|
|                                | Current Quantity Limits |
| Fentanyl                       | 10 patches/23 days      |
| Oxycodone ER                   | 60 tablets/23 days      |
| Morphine ER                    | 90 tablets/23 days      |



# Monkeypox

As the monkeypox virus spreads throughout U.S. cities, MPC urges its practitioners to remain aware of the most current clinical information to recognize cases promptly. You can find monkeypox information for healthcare professionals, including pictures of the rash and clinical and vaccine guidance, on the CDC's [monkeypox outbreak page](#).



**You Can Make A Difference in the Services We Provide**

MPC's formal medical committees, subcommittees, and ad hoc work groups advise and guide the Quality Management Program. These committees integrate MPC's medical functions, operations, and network into the Quality Management Program. As a network provider, you are qualified to apply for a position on one of our quality committees and can provide valuable insight and perspective on the program. To find out more about what committees are available and/or to apply, please contact Donna Reilly, Project Manager, via email at [dreilly@mpecmedicaid.com](mailto:dreilly@mpecmedicaid.com).



# 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. Fraud and abuse occur when someone gives false information to receive health care benefits and/or services. Examples of fraud and abuse include:

- Someone using an ID card that does not belong to him/her.
- Under-reporting income and insurance or resources and assets.
- Billing for services or supplies that were not provided.
- Providing unsolicited supplies to beneficiaries.
- Misrepresenting a diagnosis, a beneficiary's identity, the service provided, or other facts to justify payment.
- Prescribing or providing excessive or unnecessary tests and services.
- Selling prescription medications or making changes to a written prescription.

You do not need to give us your name or contact information to report fraud and abuse, but we will keep it confidential if you do. It is important that you give us as much information as you can when you report fraud and abuse because it will help us do a complete and thorough investigation. You can report fraud and abuse in the following ways:

- **CALL** MPC's Compliance Hotline at 1-866-781-6403 and leave a detailed message.
- **GO ONLINE** at [MPC Fraud & Abuse](#) to complete the Fraud and Abuse Form.
- **WRITE** to the Compliance Officer at MPC  
1201 Winterson Road, 4th Floor  
Linthicum Heights, MD 21090

Fraud and abuse are against the law. MPC reports all suspected fraud and/or abuse incidences to the Maryland Department of Health, Office of Inspector General for further investigation, which can result in criminal penalties.



## 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.

# The Provider Web Portal



**Maryland Physicians Care offers a convenient and secure access portal that is available 24/7.**

- View and adjust claims for service dates
- 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

**[Click to create your account today!](#)**

## 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.



Provider  
**NEWSLETTER**