



Quick Reference Guide

for MPC Providers

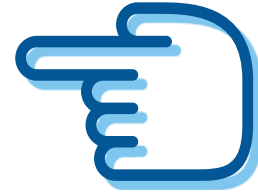
Managed Care That's Easy to Manage.



HELP YOUR PATIENTS KEEP THEIR MEDICAID COVERAGE WITH MPC!

The Maryland Department of Health (MDH) and Maryland Physicians Care need your help!

You are an important part of the Medicaid benefits renewal process. By informing your patients of this information, you can help them keep their benefits.



MEDICAID RENEWALS ARE NOT BE AUTOMATIC.

Patients need to contact Maryland Health Connection to make sure their contact information is up to date so that they can receive important notices on any changes to their health insurance. Patients can verify their information by:



- 1. GOING ONLINE** to Maryland's Health Connection at <https://marylandhealthconnection.gov>
- 2. CALLING** Maryland's Health Connection's Customer Service at 1-855-642-8572
- 3. VISITING** MPC's website at mpcMedicaid.com/renew-membership

REMINd your patients to take these very important steps to keep their MPC coverage.

For more information to assist your patients, please visit the MDH website at health.maryland.gov/mmcp/Pages/home.aspx.

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Helpful Information at Your Fingertips

If you have questions or need additional information, contact **MPC Provider Services** at **1-800-953-8854**, or reach out to your Provider Relations Representative. Providers may email MPC to update their demographic data and ask about credentialing or enrollment at **ProviderDataManagement@mpcMedicaid.com**.

Provider Relations

MPC providers have designated Provider Relations Representatives based on the practice/group location and specialty. This Provider Relations Representative will be your primary contact with MPC and will keep you updated on any policy changes. To find your Provider Relations Representative, visit the territory contact list found at **mpcMedicaid.com/pr**.

Translation Services

Providers may contact **MPC Provider Services** at **1-800-953-8854**, which will link to a translation service (telephonic only).

About MPC

Maryland Physicians Care (MPC) is a locally managed care organization owned by Ascension Saint Agnes, Holy Cross Health, Meritus Health, and UPMC Western Maryland. MPC administers health care services to Maryland's HealthChoice enrollees. HealthChoice is a program of the Maryland Department of Health.

Maryland Physicians Care (MPC)

Phone: **1-800-953-8854**

Fax: **1-866-333-8024**



Ways to Connect with MPC



SECURE PORTAL **mpcMedicaid.com/login**

- Member Eligibility
- PCP Verification
- PCP Panel Lists
- Submit Authorization/Check Status



PHONE **1-800-953-8854**

- Contact Customer Service
Monday-Friday | 8 am - 5 pm, EST
- Claim Status
- Request Provider Education or
Orientation Session
- Network Participation
- Member Eligibility



WEBSITE **mpcMedicaid.com/providers**

- Provider Manual
- Provider Forms
- Guides and FAQs
- Prior Authorization Checker Tool
- Health Plan News
- Clinical Guidelines
- Change or Update Demographic Information
- Electronic Claims Appeals Submission
- Cultural Competency Training
- Member Rights and Responsibilities



Medical Management

Scheduled Inpatient and Outpatient
Prior Authorization

Fax: 1-800-953-8856

Notice of Admission

Fax: 1-800-385-4169

Concurrent Review/Clinical Information

Fax: 1-855-905-5939

Special Needs Coordinator

Fax: 1-844-284-7698

Verify and submit authorizations
through mpcMedicaid.com/login

Specialty Services

High Tech Radiology Imaging - Evolent
(formerly known as NIA)

Phone: 1-800-424-4836 | radmd.com

Non-Emergent Medical Transportation (NEMT)

Phone: 1-800-953-8854

Routine Vision Services - Superior Vision

Phone: 1-800-428-8789

Maryland Healthy Smiles Dental Program

Phone: 1-855-934-9812

Behavioral Health Services - Carelon

Phone: 1-800-888-1965

Pharmacy Services - CVS Caremark

Phone: 1-800-364-6331

MPC Pharmacy UM Team

Phone: 888-258-8250

Fax: 833-896-0656

RxBIN: 610084

Claims Payment

MPC uses InstaMed to provide free Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA).

To register, visit instamed.com/eraeft or call **1-866-945-7990**.

Manage Claims

Submit claims for free through MPC's secure web portal:
mpcMedicaid.com/login

Electronic Clearinghouse Availability
Payor ID - 76498
Phone: 1-800-282-4548

Mail paper claims to:
Maryland Physicians Care
P.O. Box 21099
Eagan, MN 55121

Authorization Requests

Submit authorizations for free through MPC's secure web portal: mpcMedicaid.com/login

Fax: 1-800-953-8856
Phone: 1-800-953-8854

Claims can be reviewed at
mpcMedicaid.com/login
using the same user name
and password.

Submit Appeals

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

Complete Appeal Form at
mpcMedicaid.com/providers/forms.

Claim Appeals can be submitted electronically at providerappeals.marylandphysicianscare.com
or
Fax: 1-833-656-0648

Mail form and medical records for claims to:

Maryland Physicians Care
P.O. Box 1104
Portland, ME 04104



Pharmacy Appeals

Providers have the option to submit an appeal request on behalf of a member for a pharmacy prior authorization denial if they disagree with the UM decision. A provider has 60 days from the date of the prior authorization decision to submit an appeal on behalf of the member. Fax to MPC Member appeals at: **1-866-831-0790**

Member Pre-Service Appeal

MPC requires a formal written request to reconsider a medical decision. Medical records should be attached.

Complete Appeal Form at mpcMedicaid.com/providers/forms.

Fax: 1-866-831-0790

Mail or fax form and documentation:
**Maryland Physicians Care
Member Appeals
P.O. Box 893
Portland, ME 04104**

Please note that member consent is required.

Member ID Card

	
Member ID 0000000000	Date of Birth 00-00-0000
Member Name Last Name, First Name MI	Sex X
PCP Last Name, First Name	Effective Date 00-00-0000
PCP Phone 000-000-0000	

Member Services 1-800-953-8854	
HealthChoice Enrollee Help Line 1-800-284-4510	
RxBin 610084 RxCPCN ADV	
RxGRP RX24CH	
Pharmacist Use Only 1-800-364-6331	
www.MarylandPhysiciansCare.com	
	
THIS ID CARD IS NOT GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.	

MEMBERS: If you have a medical emergency, please call 911. Call your PCP within 48 hours. Outside of Maryland, only medical emergencies are covered.	
For non-emergency issues, talk to an ER doctor using our free MyVirtualMPC telehealth service. Visit www.MyVirtualMPC.com to sign up today.	
To verify member eligibility or request an outpatient prior authorization, call 1-800-953-8854 or go to our secure online web portal at www.MarylandPhysiciansCare.com .	
Prior authorization is required for selected outpatient services and all inpatient admissions within 24 hours of admit. To notify an admission, fax to 1-800-385-4169. To request an outpatient service, fax to 1-800-953-8856.	
Maryland Healthy Smiles Dental Program 1-855-934-9812	EDI/EFT/ERA please visit 'For Providers' at www.marylandphysicianscare.com EDI claims - Please submit using payer ID (76498)
Vision Services 1-800-428-8789	Maryland Physicians Care is a Maryland HealthChoice MCO. HealthChoice is a program of the Maryland Department of Health (MDH).
Send Medical claims to: Maryland Physicians Care P.O. Box 21099, Egan, MN 55121	

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Maryland Physicians Care will go **ABOVE & BEYOND**
to answer your questions and make
Managed Care That's Easier to Manage.

1-800-953-8854 | mpcMedicaid.com