






# Provider maryland physicians care Medicaid with a Heart

# NEWSLETTER

EDITION 1, 2023

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# HELP YOUR PATIENTS KEEP THEIR MEDICAID COVERAGE WITH MPC!

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



## CHANGES ARE COMING TO MARYLAND MEDICAID.

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 will not be automatic this year. Patients need to check in with 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. GO ONLINE** to Maryland's Health Connection at <https://marylandhealthconnection.gov/checkin>
- 2. CALL** Maryland's Health Connection's Customer Service at 855-642-8572
- 3. VISIT MPC's website** at [mpcMedicaid.com/renew-membership](http://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](#).

## MPC Provider Portal

The [MPC Provider Portal](#) is your one-stop online tool for managing user accounts.

### What can I do on the portal?

- ✓ Check the status of claims
- ✓ View your remittance advices
- ✓ View PCP member panels
- ✓ Check member's eligibility
- ✓ Request prior authorization
- ✓ View the COVID vaccination report
- ✓ View the Gaps in Care report
- ✓ Add/edit portal users
- ✓ And much more



### Where can I find the MPC Portal User Guide?

A copy of the MPC Provider Portal User Guide can be found in the Web Portal Admin Job Aid on the portal homepage header.

If you haven't created an account, go to our secure portal, [create your account](#), and get started today!



# Maryland Healthy Kids Program / EPSDT



## EPSDT HealthChoice Findings

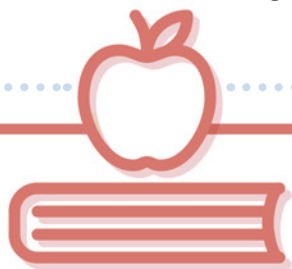
In Maryland, the preventative care component of the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program is known as the Healthy Kids Program. These health care services allow for early identification and treatment of health problems before becoming medically complex and costly. The 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. MDH's external quality review vendor—QIarant—will conduct the review. MPC encourages, and MDH requires, that all providers participate and fully cooperate by responding timely to record requests or scheduling onsite reviews. Please complete all faxed or mailed-in medical records, including lab and immunization records.

CY 2021 results of the EPSDT medical record review demonstrated that MPC providers scored below MDH's minimum standards of 80% for the following elements of the Laboratory Component within the Well Child Exam:

- 9-11 years Dyslipidemia Lab Test at 51%
- 18-21 years Dyslipidemia Lab Test at 67%
- 12-month Lead Test at 76%
- 24-month Lead Test at 75%
- Conducted Anemia Risk Assessment at 76%
- 12-month Anemia Test at 74%
- 24-month Anemia Test at 73%

MPC encourages all providers to conduct, review, and document these important laboratory assessments and tests during the well child visits per the American Academy of Pediatrics Periodicity Schedule. It is also important to ensure complete records are provided to the reviewer so full credit is given during the review of mailed or faxed records.



## Health and Wellness Education

MPC has several tools and resources available to members for their wellness journey. As a provider, you are in the perfect position to offer members credible, evidence-based health information. If there is a specific health topic your patient needs or wants to learn more about, please complete our [Health Education Request Form](#). MPC has staff available to support members, community groups, organizations, and schools upon request and participates in local events. We also provide printed tip sheets on specific chronic conditions or diseases to our members.

## Increasing Pre- and Postpartum Engagement

As a provider, you are often the first to engage our prenatal members. MPC has robust, comprehensive programs to help expectant and new mothers navigate the services they need throughout the pre- and postpartum periods. We have care management and care coordination programs that will assist the member with the coordination of health care services and overcoming social determinants of health. MPC also has the [Pacify App](#) that connects members to Case Managers and Lactation Consultants, in addition to other health education programs. Visit [Pregnancy-Related Support Services](#) for more information.

For more information about pre- and postnatal care, visit the [MPC Health & Wellness Library site for Pregnancy](#).



# MPC Helping Providers Help Their Patients



## No time to educate your patients about their health and how to manage or improve it?

MPC is here to help. We offer patient education on several topics that can be delivered electronically via email or web application, through mailed hard copy, or in-person by our Prevention & Wellness staff. Please let your patients know they can access many confidential, no-cost self-management tools on the MPC website, such as an [at-risk drinking assessment](#). Some patients may not be open or ready to address specific issues with you or anyone else; these free tools and assessments may be the key to unlocking the door to communication with you as their provider.

## April is Alcohol Awareness Month



April is Alcohol Awareness Month, a national effort to increase public knowledge about the dangers of alcohol abuse. As health care providers, we are committed to helping our patients understand the risks associated with alcohol consumption and how to make healthy decisions about drinking.

Alcohol is a harmful substance that can lead to serious health issues. Heavy drinking can damage the body's organs, lead to addiction, and even be fatal. It can also lead to accidents, violence, and suicide.

We want our patients to understand that drinking alcohol is a choice and that they should be aware of the risks and the potential consequences of their decisions. We also want to remind our patients that there are other, healthier ways to cope with stress and to have fun.

MPC covers primary behavioral health services, including assessment, clinical evaluation, and referral for additional services. PCPs may elect to treat the member if the treatment falls within the scope of the PCP's practice, training, and expertise. Behavioral health services can be referred by calling the State's Behavioral Health System at 1-800-888-1965.



## Practitioner's Credentialing Rights

Upon request, practitioners can review their information obtained during the credentialing/recredentialing process. This includes information from any outside primary source utilized for credentials verification.

Upon request, the practitioner can receive status updates on 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.

To obtain a full copy of Practitioner's Credentialing Rights, please contact MPC's Provider Credentialing Department at 1-800-953-8854 or visit <https://www.marylandphysicianscare.com/wp-content/uploads/2021/08/Practitioners-Credentialing-Rights.pdf>



# Provider Overpayment Refunds

Federal and State regulations require providers to audit claims for overpayments routinely. Medicaid funds that were improperly paid or overpaid must be returned within 60 days of discovery. If your practice determines it has received an overpayment or improper payments, you are required to return the overpayment to MPC within 60 calendar days after the date the overpayment was identified and notify MPC in writing the reason for the overpayment.

**Overpayments should be returned along with the reason and a copy of the Explanation of Payment(s) to:**

Maryland Physicians Care  
P.O. Box 22655  
New York, NY 10087-2655

# Coding Corner:



## Non-Cardiac Surgery Procedures

- MPC requires surgery services that can be performed in an outpatient setting, as determined by CMS, be performed in an Ambulatory Surgery Center (ASC), except for cardiology surgeries.
- The list of CMS outpatient procedures can be found here: [https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/ASCPayment/11\\_Addenda\\_Updates](https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/ASCPayment/11_Addenda_Updates)
- Providers who conduct certain surgical procedures in their offices may continue to do so.

## Observation Services

- Hospitals may bill the observation stay as an outpatient facility bill.
- All hospitals, participating and non-participating, are allowed up to 24 hours of the observation stay without authorization. The MDH HealthChoice program allows up to 24 hours of the observation stay for reimbursement. There are no appeals to this observation policy.

# Care Management

Our Care Management team consists of highly skilled and trained case managers who are registered nurses and social workers. In addition, we have health educators, care coordinators, and community health workers (who are also available to conduct home and provider visits with the members at their request). Our team focuses on improving the members' health outcomes, health education, medication adherence, and addressing their Social Determinants of Health (SDOH). Our Care Management programs consist of the following:

- 1. Transition of Care** - Members recently discharged from the hospital with a focus on medication management, scheduling follow-up appointments with providers, and health education/promotion.
- 2. Complex Care** - Disease management program for members who have been diagnosed with one or more chronic conditions such as asthma, diabetes, COPD, heart failure, CAD, HTN, etc. and are at high risk for having a medical event.
- 3. Condition Care** - Disease management program designed for members diagnosed with one of the targeted conditions: asthma, diabetes, COPD, heart failure, CAD, and HTN.
- 4. Catastrophic Care** - Program focused on patients with complex medical and care coordination needs due to a severe medical condition, event, or injury.
- 5. Pregnancy Care** - Program for high-risk pregnant and postpartum women.
- 6. Care Compass** - Program focused on members with unmet social needs who need assistance coordinating care, resources, and equipment and ensuring optimal health and functioning.



If any of these programs would benefit the members you are working with, you can refer members to our Care Management (CM) department in various ways. Our CM team will collaborate with the provider and office staff as needed throughout the Care Management program. For more information or to make a referral, contact our Special Needs Coordinator.

**Phone:** 443-300-7325

**Toll-free:** 1-800-953-8854

**Fax:** 1-844-284-7698

**Email:**

[MPCSN@mpcmedicaid.com](mailto:MPCSN@mpcmedicaid.com)



## 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**

### MARYLAND HEALTHY SMILES DENTAL PROGRAM

**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

You can check your demographic information on the secure MPC Provider Portal. Members use this information to search for providers that meet their unique needs. Please **contact us at 1-800-953-8854** within ten days of when you have changes to your demographic information, including accepting new patients. Also, please notify MPC if you cannot accept new members.

Accurate online directories are key to ensuring members have access to accurate information about network providers.



## Referrals and MPC

Please note that Maryland Physicians Care does not require referrals for specialist care.

## Fraud and Abuse



### MPC needs your help to prevent 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 fearing retaliation by calling MPC's Compliance Hotline at 1-866-781-6403 or visiting [MPC Fraud and Abuse](#).

## 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 out-of-date information may not be paid for services to Maryland Medicaid recipients. Review these [tips](#) (.pdf) for getting started and for additional resources. Enroll or update your information at [eprep.maryland.health.gov](http://eprep.maryland.health.gov).



Provider  
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