



Maryland Physicians Care 1st Quarter Provider Forum

March 16, 2023

Provider Forum Agenda



Operation Updates -Temira Miller, Provider Relations Manager

- Outpatient Non-Cardiac Surgery Procedures Reminder
- Medical Care Acute Hospitalization to Physician Appointment
- Access & Availability Survey
- MPC Provider Portal
- Electronic Claim Appeal Submission Tool
- Provider Overpayment Refunds
- Provider Data Integrity
- Availability
- Member Redetermination Reminder

Quality Improvement /HEDIS Outreach – Sammi Turner, Quality Improvement Manager

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Case Management – Angela Hart, Director, Care Management

Pharmacy Updates – Dr. Courtney McEachern, Clinical Pharmacist



Operation Updates

Outpatient 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 at the following link:
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.

Medical Care Acute Hospitalization to Physician Appointment

To ensure members are seen within 15 days from hospital discharge or post ED visit MPC would like to encourage providers to set aside, extend time, or offer telehealth appointment to accommodate this metric.

Provider Relations will now be communicating this during the following provider engagement initiatives:

- Site Audits
- New Provider Orientation
- Site Visits



& Accessibility Surveys

We are conducting Access and Accessibility surveys and you may receive a call from our customer service team. Some of the questions asked during the survey are consist of:

- Are you able to schedule an urgent care appointment within the next 48 hours?
- If you are a part of a group practice, can another PCP in your practice schedule an urgent care appointment within the next 48 hours?
- Are you able to schedule a routine care visit within the next 30 days?
- Are you or another PCP in your practice able to schedule a telehealth appointment within the next 30 days



Utilizing the Provider Portal



The MPC Provider Portal is your one-stop online tool for managing user accounts.

What can I do on the portal? [MPC Provider 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
- Add/Edit Portal Users
- And much more

Where can I find the MPC Portal User Guide?

[MPC Provider Portal User Guide](#)

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

Electronic Claim Appeal Submission Tool



We are excited to share that with the capability to submit appeals electronically has created a more efficient, accurate, and less costly option for providers. It surpassed the goal of 40% submission rate with 63% of providers submitting appeals electronically within the last two months of the year.

In 2023, plans are to increase functionality for searching appeals, checking status, and obtaining copies of 1st and 2nd level of appeal determination letters as applicable.

Please begin using if you are not already doing so.



Provider Overpayment Refunds



Federal and State regulations require providers to routinely audit claims for overpayments. 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 Maryland Physicians Care within 60 calendar days after the date the overpayment was identified and notify MPC in writing of the reason for the overpayment.

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

ADDRESS:

Maryland Physicians Care

P.O. Box 22655

New York, NY 10087-2655

Provider Data Integrity

Please contact us within ten days whenever you have changes to your demographic information, including accepting new patients.



Members use this information to search for providers that meet their unique needs.

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

MPC conducts roster reconciliation regularly.

Availity

Reminder:

Providers can still register for Availity Essentials Portal at any time – this is the Availity online tool that will allow them to submit claims through Availity’s portal. MPC’s Payer ID, 76498, will remain the same.

Providers can submit individual or batch claim submission through Availity’s portal.



Member Redetermination Reminder



HELP YOUR PATIENTS KEEP THEIR MEDICAID COVERAGE WITH MPC!

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

Changes are coming to Maryland Medicaid.

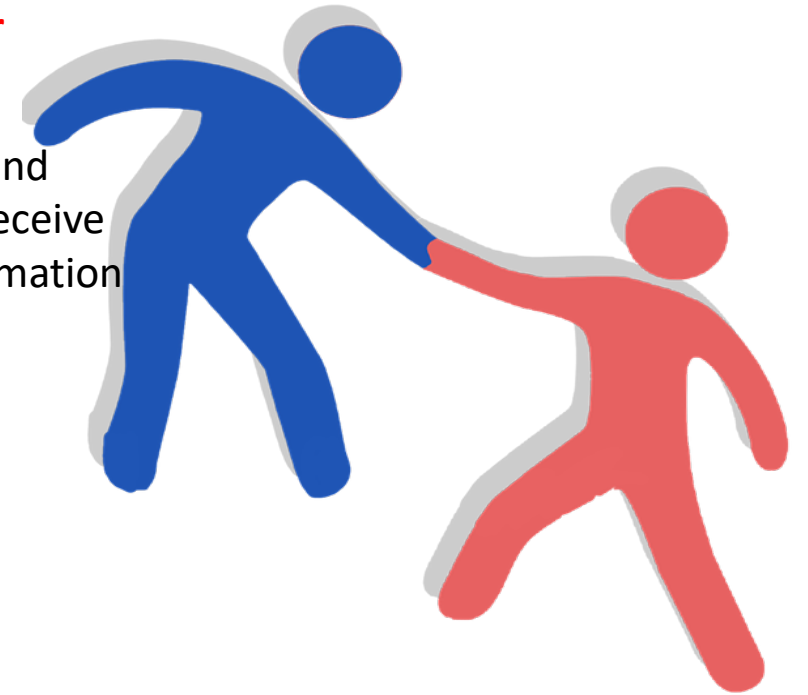
You are an important part of the Medicaid benefits renewal process. By informing your patients of this information you can help them keep their benefits.

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](https://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 go to the MDH website
<https://health.maryland.gov/mmcp/Pages/MedicaidCheckIn-providers.aspx>.



Questions and Answers



Thank You!



Quality Improvement-HEDIS Outreach

HEDIS ANNUAL PROJECT

Why is it important to plans and providers

- Effectiveness of Care
- Access/Availability of Care
- Experience of Care
- Utilization and Risk Adjusted Utilization
- Measures Collected Using Electronic Data Systems

HOW CAN PROVIDER SITES HELP

- Medical records are collected by Maryland Medicaid Plans from February through April 2023
- Medical records are requested for CY 2022 dates of service
- MPC will fax request to practice sites- fax will contain member information, what is being requested for each member and an information page describing exactly what documents are needed
- Please be sure the medical records include both name and DOB on each page.
- All Medical Records must be received by 04/20/22. Please send the records as soon as fax is received. Any delays could result in a failure to the project
- Medical Records can be faxed, mailed, or MPC can arrange for pick up at site location. We can also arrange for MPC to come on-site to do medical record retrieval.

If a member has primary insurance, it is important to bill secondary insurance. All claims must be received by 03/15/2022

CONTACT INFORMATION

Secure Fax Line- 855-946-1758

MPC – MCMI Mailing Address

1201 Winterson Rd – 4th Floor
Linthicum Heights, MD 21090

MPC (MCI-MCMI) HEDIS Staff

HEDIS Manager

Debbie Morris

443-758-3615

Dmorris@mpcmedicaid.com

HEDIS Project Manager (Medical Records)

Amanda Hart

410-412-9718

Ahart@mpcmedicaid.com

2023 POPULATION HEALTH INCENTIVE PROGRAM OVERVIEW

MCO performance will be based on the NCQA National Medicaid HMO benchmarks for HEDIS measures as noted below. For MDH custom measures, state-based methodology will be utilized applying the same performance guidelines below.

- Superlative performance: Score at or above the 90th percentile of Medicaid HMOs nationwide.
- Very strong performance: Measurement score in the 75th to 89th percentiles (inclusive) of Medicaid HMOs nationwide.
- Strong performance: Measurement score within the 50th to 74th percentiles (inclusive) of Medicaid HMOs nationwide.
- None of the above: For measurement scores below the 50th percentile of all Medicaid HMOs nationwide, the MCO would not receive an incentive within this category.

POPULATION HEALTH INCENTIVE PROGRAM- MEASURES

	Measure	Sub-Measure Weight (if applicable)	Categorization	CMS Adult Core Set	CMS Child Core Set	CMS Scorecard	Measure Steward
1	AMR-CH: Asthma Medication Ratio: Ages 5-64		Chronic Disease- Asthma	X	X		NCQA
2	HPC-AD: Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Poor Control (>9.0%)		Chronic Disease- Diabetes	X		X	NCQA
3	PPC-CH: Prenatal and Postpartum Care: Timeliness of Prenatal Care		Maternal Health		X		NCQA
4	PPC-AD: Prenatal and Postpartum Care: Postpartum Care		Maternal Health	X		X	NCQA
5	Ambulatory Care Visits for SSI Adults		Preventative				MDH Homegrown
6a	Lead Screenings for Children	50%	Preventative				MDH Homegrown
6b	Lead Screening in Children (LSC)	50%	Preventative				NCQA
7	Ambulatory Care Visits for SSI Children		Preventative				MDH Homegrown
8	Risk of Continued Opioid Use (COU): >=31 days covered		SUD				NCQA

MDH = Maryland Department of Health; NCQA = National Committee for Quality Assurance



Multi-Modal Outreach Approaches

- Telephonic Live Outreach calls
- Text communication
- Letters- Will continue- for members who can not be reached by phone or text
- Email communication
- Community Outreach- LHD, Community Health Workers

Clinic days



Maryland Physicians Care (MPC) partners with Specialists/Providers in the community to offer clinic days. Clinic days provide direct Gap closures. MPC provides all outreach and scheduling. MPC reps are on site the day of the event and provide members a \$75.00 gift card once their appointment is completed. Members can call 410-412-8280 to schedule.

Clinics:

- BCS (State-Wide)
- Diabetic Eye (Baltimore)
- SSI Adult/Child (Baltimore)
- Lead (Baltimore with Montgomery and PG County pending)

Meet The Outreach Team



Angela Tabbs
(ATABBS) HEDIS Outreach Coord



Mayra Dixon
(MDIXON) HEDIS Outreach Coord



Muslimah Furr
(MFURR) HEDIS Outreach Coord



Yonic Machado
(YMACHADO) HEDIS Outreach Coord



Alicia Villatoro
(AVILLATORO) HEDIS Outreach Coord



Mary Collier
(MCOLLIER) Sr HED Outreach Team Lead

Go on your own: Member Incentives

MPC provides members with a health reward when members schedule and complete care on their own. The reward focuses on a select population/measure and is claim based. Members are required to complete registration to obtain their gift card -[HEDIS Incentive Registration Page - Maryland Physicians Care](#).


Calendar Year 2023 Incentives

- \$75 for Breast Cancer Screening (April-October)
- \$50 for Postpartum (7 to 84 days after delivery)
- \$50 for Diabetic Eye Screening (July-September)



You may qualify for an incentive gift card from Maryland Physicians Care. MPC members who have completed a specified prevention and wellness health event during 2023 are eligible.

To qualify for the gift card, MPC members should fill out the form entirely. MPC will verify that the member qualifies before sending the gift card. If you have any questions, contact our HEDIS Department at [410-412-8280](tel:410-412-8280).

 Note: Completion of the redemption form does not guarantee a gift card. Gift cards may take up to 6-8 weeks to arrive.

Contact Information



Any Questions regarding HEDIS/Member Outreach, please feel free to contact:

Sammi Turner M.B.A., D.H.A
Quality HEDIS Manager
MCI-MCMI for Maryland Physicians Care
Email: Sturner@MPCmedicaid.com
Outreach: 410-412-8280
Cell 410-412-0394



Provider Education

*MARYLAND PHYSICIANS
CARE OFFERS EASY ACCESS
TO
SELF-MANAGEMENT TOOLS*



WHAT	Several tools and resources to help members—your patients—to live a happy and healthy life, and to feel empowered with information to make the best choices for themselves and their children.
WHY	MPC understands that knowledge is power, and patients can use these tools to either be proactive with their health, or better self-manage a chronic condition.
WHO	All patients who are MPC members, and potential members, can access and use these tools. All MPC providers are encouraged to direct patients to these available tools.
WHERE	In the Health and Wellness portion of the MPC website, various self-management tools are listed: https://www.marylandphysicianscare.com/members/self-management-tools/



SELF-MANAGEMENT TOOLS



Healthy
Weight
Maintenance

Smoking and
Tobacco Use
Cessation

Encouraging
Physical
Activity

Healthy Eating

Managing
Stress

Identifying
Depressive
Symptoms

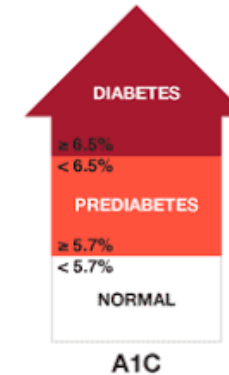
Screening
Tests &
Vaccines

Women's
Health

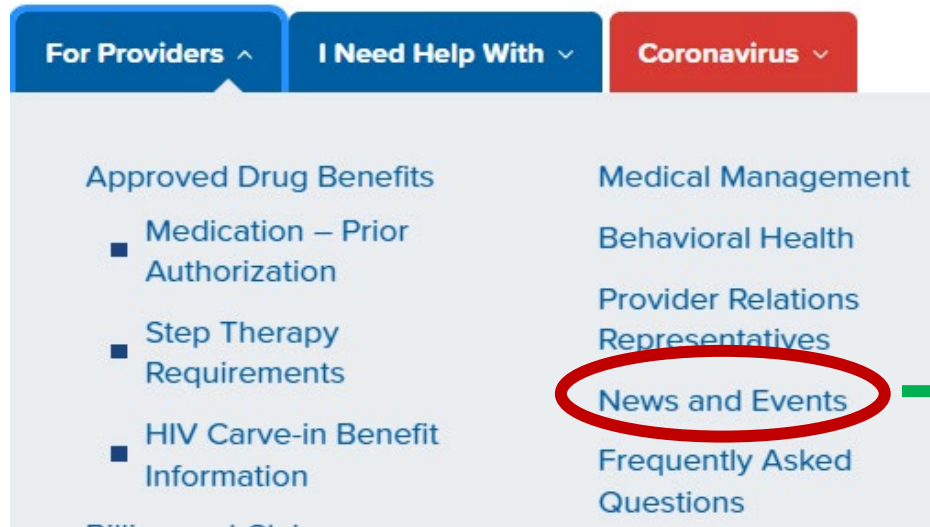


Avoiding At-
Risk Drinking

Prediabetes



PROVIDER NEWSLETTER



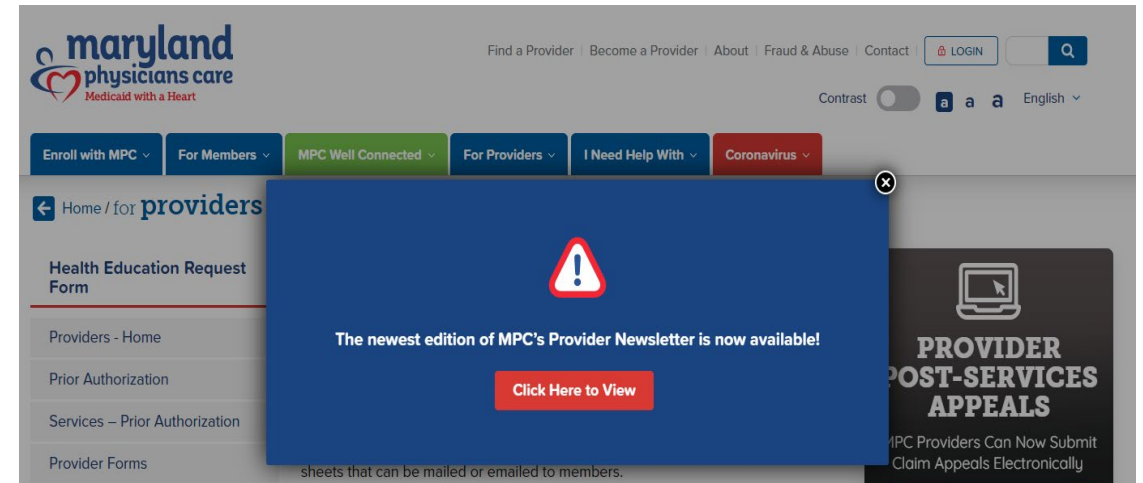
https://www.marylandphysicianscare.com/wp-content/uploads/2023/01/MPC-Provider-Newsletter-Edition-4-2022_WEB.pdf



Newsletters

- [2022 Edition 4 \(PDF\)](#)
- [2022 Edition 3 \(PDF\)](#)
- [2022 Edition 2 \(PDF\)](#)
- [2022 Edition 1 \(PDF\)](#)
- [2021 Edition 4 \(PDF\)](#)
- [2021 Edition 3 \(PDF\)](#)
- [2021 Edition 2 \(PDF\)](#)
- [2021 Edition 1 \(PDF\)](#)

- [2020 Fall Newsletter \(PDF\)](#)
- [2020 Summer Newsletter \(PDF\)](#)
- [2020 Spring Newsletter \(PDF\)](#)
- [2020 Winter Newsletter \(PDF\)](#)
- [2019 Fall Newsletter \(PDF\)](#)
- [2019 Summer Newsletter \(PDF\)](#)
- [2019 Spring Newsletter \(PDF\)](#)
- [2019 Winter Newsletter \(PDF\)](#)



PROVIDER NEWSLETTER



COMING SOON!
Edition 1, 2023

Topics in the next newsletter will include:

- Maryland Healthy Kids Program
- EPSDT HealthChoice Findings
- Health and Wellness Education
- Increasing Pre- and Postpartum Engagement
- MPC Self-Management Tools
- April is Alcohol Awareness Month
- Practitioner's Credentialing Rights
- Provider Overpayment Refunds
- Coding Corner
- Care Management

Be on the lookout around March 20th!



INTRO TO MPC CASE MANAGEMENT

MPC CONTACTS AND UPDATES 2023

MPC Special Needs Coordinator

Christina Gentile, RN, BSN

Phone: 443-300-7325, Fax: 1-844-284-7698

Email: MPCSNC@mpcmedicaid.com

MPC MAIN Contact for Customer Service questions

Wakeedra Barnes, Customer Service Manager

Wbarnes@evolenthealth.com

Kenya Nesbitt (if Wakeedra is unavailable and the issue is urgent)

Director, Customer Service KNesbitt@evolenthealth.com

CLINICAL PROGRAMS

Non-NCQA Programs

- Care Compass:
 - HRA assessments
 - Case Management Screenings
 - SDoH needs
 - Access to care
 - Care coordination needs
- Pregnancy Care:
 - High risk pregnancy through 60 days post partum
- HIV Care:
 - Members with HIV that are not linked to services
- Corrective Managed Care:
 - Pharmacy Lock-In Program

NCQA Programs

- Condition Care:
 - Moderate risk disease management for one of the following: Asthma, COPD, CAD, Diabetes, CHF, HTN
- Complex Care:
 - High risk members with one or more chronic diseases and high care coordination needs
- Catastrophic Care:
 - Complex medical and care coordination needs due to serious medical condition(s), injury or event
- Transitions of Care:
 - Members transitioning from acute care setting to home identified as high risk for readmission

MARYLAND PHYSICIANS CARE REFERRING TO CASE MANAGEMENT

Case Management

- **MPC Special Needs Coordinator**
- Christina Gentile, RN, BSN
- Email: MPCSNC@mpcmedicaid.com
- Phone: 443-300-7325
- Fax: 1-844-284-7698
- **Provide member name, dob, MA# current demographics and reason for the referral. Also helpful if member is made aware of the referral and anticipates the outreach**

Referrals

- Chronic Illnesses, catastrophic care, transition care
- Navigating the healthcare system
- SDoH
- Assistance with understanding and controlling complex health conditions
- Assistance with planning for and receiving health care services
- Prenatal High Risk

My Virtual MPC

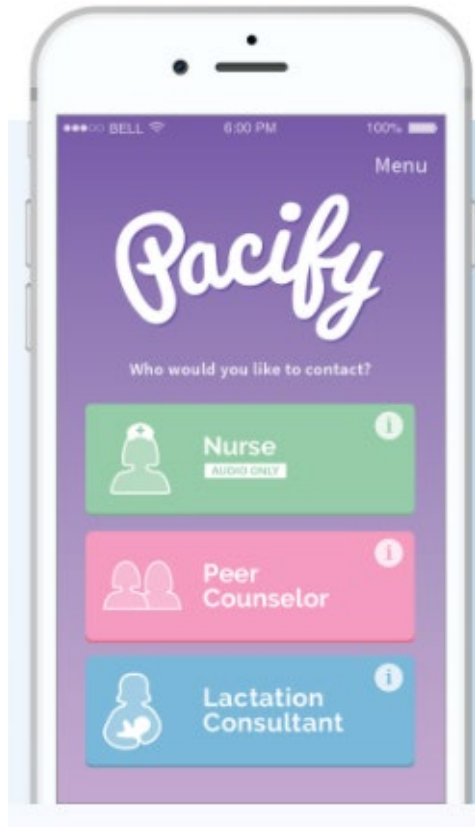
CONNECT TO A DOCTOR IN SECONDS

Skip the waiting room and text a local doctor for free with MyVirtualMPC.

MPC members have free access to doctors via text 7 days a week, 24 – 7.

Virtual chats and video chats may address minor injuries, non-emergency illness, prescription refills (excluding controlled substances) and answers to general medical questions

PACIFY APP FOR PREGNANT MPC MEMBERS AND NEW MOMS



Free Pacify App

Maryland Physicians Care now offers access to Pacify memberships – at no cost!

Pacify connects pregnant and new moms with:

- Pacify Lactation Consultants: Available 24/7 via video to offer breastfeeding support and answer other feeding-related questions
- Maryland Physicians Care Case Managers: Available 8 am-5 pm Monday through Friday via phone to help with benefits, finding a doctor, or scheduling an appointment

All Pacify services are available at the touch of a button! There are no appointments required, and members can call as much as needed.

MPC DENTAL BENEFITS



Other Covered Services for Children Under 21

Sealants
Orthodontics
Fluoride varnish

Dental care for all MPC members is
being offered by the Maryland
Healthy Smiles Dental Program.
Members may locate a Medicaid
dentist at:

[http://member.mdhealthysmiles.c
om/](http://member.mdhealthysmiles.com/)

Or [1-855-934-9812](tel:1-855-934-9812)

Q & A





Pharmacy Updates

Formulary Changes

January 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Xeljanz & Xeljanz ER	<i>DMARD</i>	Add to formulary w/PA	01/15/2023	N/A
February 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Fluticasone HFA	<i>Inhaled corticosteroid (ICS)</i>	Add to formulary	03/15/2023	Flovent HFA, Qvar
March 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				

Site of Service - Outpatient Infusion Services

- Effective April 1, 2023, MPC will be implementing new requirements for certain injections/IV infusions administered in the outpatient setting.
- MPC will require a prior authorization for infusion services performed in regulated settings such as hospitals and related health systems. Infusion services administered in non-regulated settings, such as standalone infusion facilities and home infusion, will not require prior authorization.

Site of Service - Outpatient Infusion Services

- Medications will be subject to a separate prior authorization review, regardless of infusion setting.
- MPC is working with infusion clinics and infusion providers operating in non-regulated settings to be available to perform infusion services for our members.
 - ❖ MPC has partnered with a home infusion provider, Optum, to help facilitate the transition from regulated to non-regulated infusion settings
 - ❖ Members and providers will be receiving outreach from Optum on behalf of MPC

➤ Site of Service Provider Notification:

<https://www.marylandphysicianscare.com/providers/resources/>

➤ Site of Service-Outpatient Infusion Policy:

<https://www.marylandphysicianscare.com/providers/medical-management/>

Provider Manual

Helpful Information at Your Fingertips

Whether you are looking for information about covered services, specific treatment protocols, or how claims are handled, your MPC provider manual is a comprehensive resource.

Download

- [MPC Provider Manual \(PDF\)](#)
 - For information on how to contact MPC or submit a claim refer to our [Quick Reference Guide](#).
- [HealthChoice Self-Referral and Emergency Services Manual \(PDF\)](#)
- [Infusion Site of Care Notification](#)

MPC Clinical Policies

[MPC Providers EVH Medical Clinical Policy \(PDF\)](#)

[For MPC Medication Policies click here](#)

[Non-Par/Specialty Network Providers](#)

[Administrative Days](#)

[Site of Service Outpatient Infusion Services](#)

A B C D E F G H I J K L M N O P
Q R S T U V W X Y Z Reset

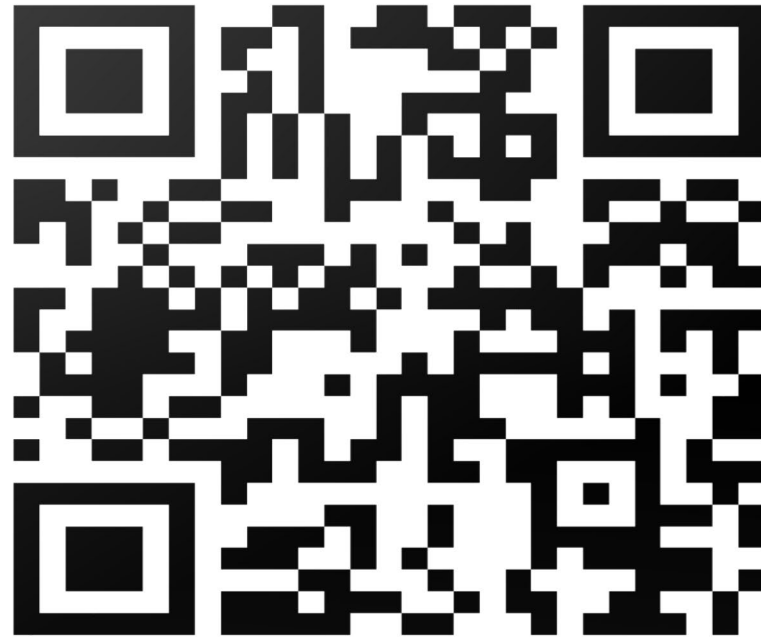
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- [Allergy Immunotherapy MP-212](#)
- [Artificial Disc Replacement PA-135](#)
- [Audiology Services and Devices PA-21](#)
- [Advise CTD Non-Coverage PA-212](#)

Questions and Answers

Please post your questions in the
Q&A area of the Webinar!
Thanks

MPC Provider Forum Feedback Survey





Thank you for joining!