







# Provider NEWSLETTER

maryland  
physicians care  
Medicaid with a Heart

EDITION 2, 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. Your patients **must** renew their coverage with Maryland Health Connection this year to keep their health insurance benefits. Patients can renew their insurance by:

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

**REMAND** your patients to take these important steps to keep their MPC coverage.

For more information to assist your patients, please visit the [MDH website](#).

## Maternal Opioid Misuse Program

MPC's Maternal Opioid Misuse (MOM) Program focuses on improving care for pregnant and postpartum members with opioid use disorders (OUDs). Benefits continue for one year following the end of the pregnancy. The MOM program addresses gaps in care for pregnant and postpartum members with OUD by assigning case managers to coordinate care, ensuring that members:

- Receive needed health care services
- Have access to appropriate social services in their community
- Remain connected with the appropriate care

To enroll, members must:

- Be enrolled with MPC
- Be currently pregnant
- Have current or past opioid misuse

To make a referral, please email MPC's Special Needs Coordinator at [MPCSNC@MPCmedicaid.com](mailto:MPCSNC@MPCmedicaid.com).

Members can also submit a self-referral here: [Maryland MOM \(Maternal Opioid Misuse\) Case Management Services](#).

## HEDIS Measures Performance

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a set of standardized performance measures updated and published annually by the National Committee for Quality Assurance (NCQA). HEDIS® is a tool most U.S. health plans use to measure performance on important aspects of care and service. It is designed to provide purchasers and consumers with the information they need to reliably compare the performance of healthcare plans.

Through HEDIS®, MPC is accountable for the timeliness and quality of healthcare services delivered to its diverse membership. MPC reviews HEDIS® rates ongoing and continually looks for ways to improve. It is an important part of our commitment to providing access to high-quality and appropriate care for our members. MPC recently made HEDIS® gaps-in-care reports available on the provider portal and provides HEDIS Tip Sheets on the website to assist practices with identifying HEDIS® measures to engage members in care.

The HEDIS Tip Sheets are also available [here](#).



# Maryland Healthy Kids Program Medical Record Review

The Maryland Department of Health's (MDH's) Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program services allow for early identification and treatment of health problems before becoming medically complex and costly to treat.

Each year, MDH reviews a sample of providers' medical records for compliance with the childhood immunization and preventive health schedule. Medical record reviews ensure that comprehensive well child visits are completed and documented within the record, including up-to-date immunizations, screenings, and examinations.

The External Quality Review Organization, Qlarant, is currently requesting medical records and scheduling onsite record reviews for July and August 2023. MPC urges providers to cooperate with medical record requests by responding immediately with complete records inclusive of all laboratory and immunization information requested. Additionally, please schedule onsite reviews as expeditiously as possible.

To learn more about MDH's EPSDT Program, visit [MDH EPSDT Information and Updates](#). This site has resources such as the childhood immunization schedule, preventive health schedule, recommended forms to use during the wellness visit, and billing guidelines.

## Connecting with Your Diverse Patient Population: Training Yourself in Cultural Competency



The National Institute on Aging educates us all that “when you understand how different cultures view health care, you are better able to tailor questions and treatment plans to the patient’s needs. Although you cannot become an expert in the norms and traditions of every culture, being sensitive to general differences can strengthen your relationship with your patients.”

### Practitioners can begin promoting good health by:

- Accepting and appreciating how factors such as body language, body gestures, and the use of alternative medicine often play a role in gaining your patients’ trust.
- Using interpreter services to ensure individuals from different backgrounds can effectively communicate.
- Offering culturally appropriate health education materials to patients to improve adherence to medical advice.

Participating in Cultural Competency Training can provide several other interventions for connecting with culturally diverse populations. MPC is pleased to provide all network providers with quick access to cultural competence training. Several training resources can be found at [MPC Cultural Competency Training](#). Detailed information, such as a link to the resource, the topics covered, length, cost, and certifications or CEUs offered, is included for each training resource.

Sources: <https://www.nia.nih.gov/health/providing-care-diverse-population> and <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6571328/#R14>



## Site of Service: Outpatient Injection/ Infusion Program

Effective April 1, 2023, MPC began the implementation of new requirements for certain injections/IV infusions administered in outpatient settings. The new restrictions require the administration of these medications to be in non-regulated settings, such as infusion centers or in the patient's home. MPC requires prior authorization for infusion services performed in regulated settings such as hospitals and related health systems. Medications are subject to a separate prior authorization review, regardless of the infusion setting.

MPC is working with infusion clinics and providers operating in a non-regulated space to make infusion services available to our members. MPC has partnered with a home infusion provider, Optum, to help facilitate the transition from regulated to non-regulated infusion settings.

MPC Site of Care Policy can be reviewed [here](#). The list of applicable medications and J-Codes can be found [here](#). Please note this list is subject to change. The Medical Benefit Drug Prior Authorization Form can be found [here](#).

Please contact the MPC Provider Services Department at 1-800-953-8854 with any questions regarding this program or these policies.



## Meeting Appointment Accessibility Standards

Are your patients able to obtain services when they are needed? MPC monitors the availability of our network practitioners. Availability is key to member care and treatment outcomes.

MPC follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. We monitor compliance with these standards annually and use the monitoring results to ensure adequate appointment availability and reduce the unnecessary use of emergency rooms.

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Life-threatening emergency care	Same day as request
Urgent care	Within 48 hours
Routine	Within 30 days of request
General physical examinations and new patient examinations	Within 90 days of date of enrollment, unless a shorter timeframe would be medically appropriate
Routine pregnancy well care	Within 10 days of request
Physician appointment following an acute hospitalization or an emergency department visit	15 days from hospital discharge or post-emergency department visit

Please review the chart for appointment availability standards. They are also available in the [Provider Manual](#).





# Coding Corner:

## Continuous Glucose Monitoring Authorization Requirements

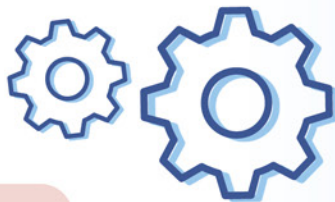
MPC has updated its approved HCPCS code to include the HCPCS codes for the glucose monitor, E2102 and E2103 and the supplies, A4238 and A4239. Prior authorization continues to be required for the glucose monitor, E2102 and E2103. Effective immediately, please submit all new prior authorization requests for the monitor with the new E codes.

**Effective June 1, 2023, MPC will discontinue reimbursement for HCPCS codes A9277, A9278, and A9279.**

## HCPCS Code S9088 Not Covered by HealthChoice Program

MPC has confirmed that the HealthChoice Program does not cover HCPCS Code S9088, Services provided in an Urgent Care Center.

**Effective June 1, 2023, MPC commenced denial of HCPCS Code S9088 for dates of service on or after June 1, 2023.**



## 3-D Mammograms and Member Financial Liability

Following the recommendation by the U.S. Preventive Services Task Force, MPC covers 2-D mammograms for its members. Claims with the 2-D mammogram under CPT 77067 will be adjudicated. For providers billing 3-D mammograms with 2-D CPT code 77067, the add-on code 77063 will have the 2-D portion of the claim processed and the 3-D add-on code denied as a non-covered service. Providers with members who accept financial responsibility for the 3-D add-on code before the rendered service may bill members for the 3-D portion of the claim. Please remember this financial responsibility form is specific to the service and is not the general financial responsibility form.

Providers without a signed financial responsibility form for the 3-D add-on code may not balance bill Medicaid members.

## Guidelines for Care

MPC adopts preventive and clinical practice guidelines based on the health needs of our membership and opportunities for improvement identified as part of the quality improvement program. Guidelines are available for preventive services, as well as for the management of chronic diseases, to assist in developing treatment plans for members and to help them make healthcare decisions.

MPC evaluates providers' adherence to the guidelines annually, primarily by monitoring relevant HEDIS measures. For the most up-to-date version of our preventive and clinical practice guidelines, go to [MPC Provider Resources](#).

## Access to Care Management Services



Members with high-risk, complex, or catastrophic conditions, including asthma, diabetes, sickle cell disease, HIV or AIDS, and congestive heart failure, often have difficulty facilitating care on their own. An MPC care manager may be able to help. Care managers are advocates, coordinators, organizers, and communicators. They are trained nurses and practitioners who promote quality and cost-effective outcomes by supporting you, your staff, your patients, and their caregivers. A care manager provides a communication link between the member, his or her primary care physician, the member's family, and other healthcare providers, such as physical therapists and specialty physicians. Care managers help members understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. Providers can directly refer members to care management by emailing our Special Needs Coordinator at [MPCSNC@mpcmedicaid.com](mailto:MPCSNC@mpcmedicaid.com). Providers may call 1-800-953-8854 for additional information about the care management services offered by MPC.



# Developing Effective Communication with Your Patients

Patients are encouraged to take a more active role in their medical care and self-management of chronic conditions. Much of this involves communicating more candidly with providers about their medical issues and other non-direct issues affecting them. However, not all patients are comfortable or willing to do so. This is why it is important to create a comfortable atmosphere for patients that is conducive for them to open up to medical and lifestyle advice.

“Developing effective patient–physician communication requires skill in conducting patient-centered interviews; conversing in a caring, communicative fashion; and engaging in shared decision making with patients. Physicians may consider five steps for effective patient-centered interviewing, as shown [here](#).

The following four qualities are important components of caring, effective communication skills:

- 1) comfort
- 2) acceptance
- 3) responsiveness, and
- 4) empathy

Comfort and acceptance refer to the physician’s ability to discuss difficult topics without uneasiness and accept the patient’s attitudes without showing irritation or intolerance. Responsiveness and empathy refer to the ability to react positively to indirect messages expressed by a patient.

These skills allow the physician to understand the patient’s point of view and incorporate it into treatment.”

**For more specific communication tips**, visit [Effective Patient-Physician Communication](#) by the American College of Obstetricians and Gynecologists.

## Prevention & Wellness



### ASTHMA

MPC continues to remind parents that children with symptoms of coughing, often clearing his/her throat, or wheezing, should have an outpatient visit with their PCP or Pediatrician to be evaluated for asthma. The Allergy & Asthma Network offers a [control test](#) that patients can complete prior to a doctor’s visit. This test can be done at any age and provides a score that may help you determine if the child’s asthma treatment plan is working or if it might be time for a change. If medication is needed to treat Asthma, MPC has a wide selection of approved drugs, including generic prescription drugs and some brand-name drugs. The list of preferred asthma controller medication [is here](#). Please remember that MPC offers assistance with counseling/providing education for members on Asthma and other topics by filling out the [Health Education Request Form](#) on the MPC website.

### EATING HEALTHY

MPC reminds patients that a low-sodium diet is a diet typically recommended by healthcare professionals to treat certain medical conditions, like hypertension. As a provider, you are in the perfect position to offer members credible, evidenced-based health information. The National Institute of Health recommends the [DASH Eating Plan](#) as a flexible and balanced eating plan to create a heart-healthy eating style. When addressing hypertension with your patients, MPC offers a tip sheet for providers [here](#). Reducing salt intake is one important way to treat hypertension. MDH also recommends [other actions](#) to keep hypertension in a healthy range, including stopping smoking, limiting alcohol, increasing physical activity, maintaining a healthy weight, and monitoring blood pressure at home.

## VISIT OUR WEBSITE

### FIND INFORMATION ON:

- Quality Improvement Program
- Population Health Management Programs
- Case Management Programs
- Health and Wellness
- 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**

# The Provider Web Portal



**MPC offers a convenient and secure access portal that is available 24/7.**

- View, submit, 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

**Create your account today!**



## 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).



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