



3Rd Quarter Provider Forum 2023

September 21, 2023

Provider Forum Agenda

Operation Updates – Adrienne Bennett, Sr. Director, Provider Management

- New on the Provider Portal Member Roster Redetermination Report
- Billing and Claims Reminders
- Provider Overpayment Refunds
- Provider Data Integrity
- Electronic Appeals Submission

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

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Case Management – Mary Leitch, VP, Medical Management

Population Health – Dr. Lorena De Leon, Sr. Director, Population Health and SDOH

Pharmacy Updates – Dr. Jonathan Keyser, Sr. Director, Pharmacy

Medical Management – Dr. Bruce VanDerver, Chief Medical Officer

Provider Portal Member Roster Redetermination Report

NEW FOR PCPS: MPC PATIENT MEDICAID RENEWAL PANEL REPORT AVAILABLE

MPC developed for PCP practices a report of your *patients with MPC Coverage* that are up for their *Medicaid redetermination to keep MPC coverage*.

The *monthly Patient Panel Renewal Report* is available on the MPC Provider Portal.

Your Patient Renewal Report includes the list of members that are due for Medicaid redetermination in the next 90 days and includes the date the member will lose Medicaid and MPC coverage if they do not take action to renew for benefits. This report will be updated monthly. This data is based on files received from MDH and subject to change.

PLEASE HELP YOUR PATIENTS KEEP THEIR MEDICAID and MPC COVERAGE!

How to retrieve your Member Roster Redetermination report:

- ☐ Login into the Maryland Physicians Care Portal using your credentials
- ☐ Go to the 'Tools and Resources' tab and select 'Document List' at the bottom
- ☐ Click on the small Red Search button below the Last Name field
- ☐ At the very bottom of the screen your Member Roster Redetermination Report will show, if present
- ☐ Click on the icon in front of the Report Title
- ☐ Open the Excel file that shows on the bottom of your screen for the report

Please contact MPC's Provider Relations Department at 800-953-8854, with any questions, concerns, or for additional assistance.

Billing and Claims Reminders

Attention Ordering Physicians and Laboratories:

Attention Ordering Physicians and Laboratories: Effective August 1, 2023, MD Medicaid coverage is now available for Biomarker Genetic testing for Cancers. Prior authorization is required for Biomarker testing. Please use MPC's code checker web tool **Services - Prior Authorization - Maryland Physicians Care** on MPC's website to confirm that prior authorization is required prior to ordering biomarker testing. The ordering Physician should request prior authorization, and we recommend the laboratory should not perform biomarker testing without confirming prior authorization. Prior authorization is not a guarantee for reimbursement

ER Sudden and Serious

Please note that **ER Sudden and Serious List (PDF)** has been updated and shared on our website under Provider Resources (Billing and Claims section). This list includes ICD-10 codes designating an emergency room visit that require immediate medical attention which will automatically adjudicate hospital claims.

Cont. Billing and Claims Reminders

ASC Group Payment Reimbursement Change

Effective September 1, 2023, Maryland Physicians Care allows additional reimbursement as a bill-above for high cost implantable billed by an Ambulatory Surgery Center. An invoice with the items must accompany the claim submission. The invoice must include the member's name, identification number, HCPCS codes and per item price. See MPC's website at the following link for a list of these items: **Billing and Claims - Maryland Physicians Care**



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 (MPC) within 45 days calendar days after the date the overpayment notification.

Under the requirements of the Maryland Medicaid HealthChoice program and/or your provider contract, you are obligated to cooperate with MPC to secure the return of any overpayment or payment made in error. Failure to comply, MPC will offset the overpayment amount due against future claims.

Overpayments should be returned along with the reason for the overpayment and a copy of the

Explanation of Payment(s) to:

Maryland Physicians Care

P.O. Box 22655

New York, NY 10087-2655

Provider Data Integrity



Please contact MPC 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.

Electronic Claims Appeals Submission

Submitting Your Claim Appeals Is Easier Than Ever!

To save you time, reduce your administrative expense, and simplify the claim appeal process, Maryland Physicians Care (MPC) Providers can now submit claims appeals electronically at providerappeals.marylandphysicianscare.com.

- This form is only to be used for appealing denied or partially denied claims.
- The claim number is mandatory.
- As part of your submission, you will receive an e-mail response confirming receipt of your appeal within 15 minutes.
- MPC must receive all appeal requests within 90 business days from the date of the Medicaid remittance, or the appeal will be denied.

Please use this form to address the decision made during the request for a review process. Do not use this form for provider inquiries, first-time claims, resubmissions, or corrected claims. This form is not for Member appeals; please continue to submit them as you currently do.

As an alternative, you can send your form and medical records for claims to:

Mail to:
Maryland Physicians Care
PO Box 1104
Portland, ME 04104
Fax: 1-833-656-0648

Managed Care That's Easier to Manage.

maryland physicians care
Medicaid with a Heart
mpcMedicaid.com | 800-953-8854

Reminder you can submit appeals electronically. Just **Click to Submit** your claim appeals electronically.
Here are some reasons to try it today!

- ☐ Easy
- ☐ Reduces administrative cost
- ☐ Saves administrative time
- ☐ Immediate confirmation
- ☐ Submit via the MPC website

Questions and Answers



Thank You!



Quality Improvement-HEDIS Outreach

Presented by: Sammi Turner

HEDIS Prospective Chart Review Findings CY 2023

Missed Opportunities for capturing post-partum care visits. Members are seen in the postpartum period (7-84 days after delivery), but the claim does not reflect the correct code to capture as a postpartum visit.

BMI % and Counseling for Nutrition and Physical activity is addressed during the visit, but codes are not submitted on the claim

CIS- Members are missing their 4th DTaP or it is given out of date range.

Postpartum and Prenatal Care (PPC)

Description

Women who had a live birth(s) between October 8, 2022 and October 7, 2023. The measure assesses:

- **Timeliness of Prenatal Care:** Deliveries that received a prenatal care visit in the first trimester **OR** within 42 days of enrollment in the organization.
- **Postpartum Care:** Deliveries that had a postpartum visit on or between 1-12 weeks (7 to 84 days) after delivery

Helpful Hints

- Prenatal visits-OB history/prenatal risk assessment obtained by an RN that is cosigned by OB/GYN or PCP are eligible for prenatal care visit
- Prenatal visits—Office visit with pregnancy related diagnosis during first trimester
- Postpartum visits—visit that occur between 1-12 weeks after delivery (7 to 84 days after delivery)
- Postpartum visit- Stress importance of post-partum visits during prenatal care

Prenatal Care

CPT II	0500F-0502F
HCPDS	H1000, H1004
ICD-10 + CPT	ICD-10 Pregnancy related diagnosis Office visit CPT codes

Postpartum Care

ICD-10	Z39.2, Z39.1, Z30.430, Z01.42, Z01.419, Z01.411
CPT II	0503F
CPT	57170, 58300, 59430, 99501

Weight Counseling for Children (WCC)

Description

Members 3–17 years of age who had an outpatient visit with a PCP or OB/GYN and evidence of the following during the measurement year:

- BMI percentile documentation
- Counseling for nutrition
- Counseling for physical activity

Helpful Hints

- Anticipatory guidance regarding weight, diet, nutrition, and physical activity are valid for the WCC measure counseling elements whether rendered during a sick or well visit and includes telehealth.
- Include BMI percentile ICD-10 coding on the claim and document in the health record via growth chart or documented as a percentile for sick or well visits including telehealth. Member reported height and weight can be used to calculate and document BMI percentile.
- Include Nutritional and Physical Activity Counseling ICD-10 coding on the claim and document in the health record.

BMI Percentile Pediatric ICD-10 Coding	Body Mass Index (BMI) Percentile, Pediatric Description
Z68.51	BMI less than 5th percentile for age
Z68.52	BMI 5th percentile to less than 85th percentile for age
Z68.53	BMI 85th percentile to less than 95th percentile for age
Z68.54	BMI greater than or equal to 95th percentile for age

Nutritional Counseling ICD-10 Coding	Nutritional Counseling Description
Z71.3	Dietary counseling and surveillance

Physical Activity Counseling ICD-10 Coding	Physical Activity Description
Z71.82	Exercise counseling
Z02.5	Encounter for examination for participation in sport

Childhood Immunization Status (CIS)

Description

Children who turn 2 years old during the calendar year must have the following on or before their 2nd birthday.

Combo 10 includes the following:

- 4 doses - PCV (Pneumococcal conjugate vaccine)
- 4 doses - DTaP/dt (Diphtheria and tetanus toxoids and acellular)
- 3 doses - IPV (Poliovirus vaccine)
- 3 doses - Hep B (Hepatitis B)
- 3 doses - Hib (Hemophilus influenzae type B conjugate)
- 1 dose - MMR (Measles, mumps, and rubella)
- 1 dose - VZV (Chicken Pox)
- 1 dose - Hep A (Hepatitis A)
- 2 doses - Influenza (if LAIV* was administered, it must have been given on child's 2nd birthday)
- 2 doses - Rotavirus Monovalent (Rotarix - RVI) OR 3 doses - Rotavirus Pentavalent (RotaTeq – TIV)

Helpful Hints

- All immunizations must be given on or BEFORE the child's 2nd birthday
- The LAIV nasal flu spray MUST be given **ON** the child's second birthday
- Encourage and offer flu shots during the months of September through May
- If the parent or guardian state the child had a flu shot somewhere else, be sure to document in the medical record the date and injection given
- For the first Hep B injection documentation that states "given at birth" is sufficient documentation
- If child has an anaphylactic reaction due to vaccination, document appropriately the reaction and submit the appropriate CPT code.
- Specify if rotavirus monovalent (Rotarix) or 3 dose rotavirus pentavalent (RotaTeq) was given
- Use the appropriate CVX or CPT codes
- Be sure to send all information to Maryland Immunet

Clinic Days

Maryland Physicians Care (MPC) partners with Specialists/Providers in the community to offer clinic days. Clinic days provide direct Gap closures to approximately 20-25 members per event. 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)

MPC Achieves 3.5 Star Rating



There was a significant increase in star ratings. A total of 38 measures (5 CAHPs and 33 Medical, Behavioral Health, Pharmacy) were included for plan ratings.

Returning MPC Health Events

MPC Health Events: Partnership with multiple providers, community resources, MPC internal departments.

- Baltimore at Eastpoint Mall on 09/20/2023 from 10am-3pm- Prenatal/Postpartum Baby Shower, SSI Adult, SSI Child, Lead, and Diabetic Eye gap closures. Members will have access to community resources such as WIC, DSS, referrals to community resources for needs such as food, shelter, and more. MPC has 300 members scheduled to attend.
- Montgomery and PG County with Casa Ruben 10/14/2023 from 11am-1pm: SSI Adult, SSI Child, and Lead, 2nd event. Community resources will be available. MPC can schedule 150 members for Gap Closure.
- Washington County at Goodwill Horizon on 11/07/2023 from 10am-2pm: SSI Adult, SSI Child, and Lead. Seeking Community resource vendors who wish to participate. MPC can schedule 150 members for Gap Closure.

Member Incentives: For Completing Services on their own

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)
- \$75 for Diabetic Eye Screening (July-October)
- \$75 For SSI Adult and Child (Sept-December)
- \$50 for Postpartum (7 to 84 days after delivery)
- \$50 for members born in 2022 that have not tested for lead by the time they reach 15 months of age.



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

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 (preferred)
Outreach: 410-412-8280
Cell 410-412-0394




Provider Education

Presented by: Rachelle Cannon

Provider Pulse Surveys

- **What** is the purpose/goal?
- **Why** do they really matter?
- **How** have we done so far?
- **Where** can we improve?

MPC conducts quarterly Provider Pulse Surveys to assess providers' level of satisfaction with the MCO in various areas of operation including but not limited to 

- ✓ claims,
- ✓ authorization,
- ✓ eligibility,
- ✓ website,
- ✓ portal,
- ✓ **health education (HE) materials,**
- ✓ customer service, and
- ✓ provider relations.

- Based on the results of the survey, MPC identifies areas of improvement and develops interventions to increase provider satisfaction.
- The goal is to achieve satisfaction ratings of 4.5 out 5 stars.
- In both Q1 and Q2 of 2023, 603 providers were included in each quarterly survey with over 50% response rates for each quarterly survey.



2023 Provider Pulse Survey

Prevention & Wellness

The P&W department is seeking clarification/input from this group on how we can assist with increasing our scores on HE materials as the scores are decreasing in this area.

Survey Question Rates	Q1	Q2	Q3	Q4	Average
Satisfaction with prevention and wellness education materials (i.e., health literature, health materials, etc.)	4.23	3.90			4.07

Prevention & Wellness



MISSION

Prevention & Wellness (P&W) serves MPC members, communities, and providers by developing and implementing health *education on various preventive health topics and wellness activities* to improve members' health.



GOAL

The P&W Program is specifically designed to *promote the importance and benefits of accessing timely preventive and well care* through targeted member/provider education and outreach initiatives.



HOW CAN WE IMPROVE?

Let's quickly review:

<https://www.marylandphysicianscare.com/members/health-and-wellness/>

We provide health education and conduct outreach that includes, but is not limited to:

- Clinic days for Breast Cancer Screening (BCS), lead screening, and Adult Access to Preventive/ Ambulatory Health Services (AAP)
- Community Advisory Board (CAB) meetings
- Provider Forums
- MPC website self-management tools
- Social media
- Quarterly newsletters
- Health education request forms (providers and members)

Prevention and Wellness

The Maryland Physicians Care (MPC) Prevention and Wellness Team is responsible for providing health education to our members, your patients.

Help is Here

MPC's Prevention and Wellness Team can provide:

- Outreach to Medicaid recipients and network providers to remind and promote the utilization of preventive services
- Education to members on the importance of preventive health care through virtual, in-person, and/or written materials
- Delivery of health education via informational tables, health fairs, and other venues such as community events and school-based programs



For additional information or questions, please contact the MPC Prevention and Wellness Coordinator at preventionandwellness@mpcmedicaid.com or scan the QR code to access a Health Education Request Form for your patients.



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mpcMedicaid.com

HealthChoice is a program of the Maryland Department of Health.

Health Education Request Form



Our goal is to make access to Health Education for your patients, our members, easier to access.

MPC's Prevention & Wellness Team will promptly respond to the patient's needs identified in the request.

patients with low
HEALTH LITERACY...



Are more likely to visit an
EMERGENCY ROOM



Have more
HOSPITAL STAYS



Are less likely to follow
TREATMENT PLANS




Have higher
MORTALITY RATES

www.cdc.gov/phpr



Health Education Request Form



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physicians care
Medicaid with a Heart

[Find a Provider](#) | [Become a Provider](#) | [About](#) | [Fraud & Abuse](#) | [Contact](#) | [LOGIN](#)

Contrast

a a a

English

Enroll with MPC


For Members

MPC Well Connected

For Providers

I Need Help With

Coronavirus



**PROVIDER
POST-SERVICES
APPEALS**

MPC Providers Can Now Submit
Claim Appeals Electronically

SUBMIT

[Providers - Home](#)
[Prior Authorization](#)
[Services – Prior Authorization](#)
[Provider Forms](#)
[Login](#)

[Approved Drug Benefits](#)

- [Medication – Prior Authorization](#)
- [Step Therapy Requirements](#)
- [HIV Carve-in Benefit Information](#)

[Billing and Claims](#)
[Provider Resources](#)

[Medical Management](#)
[Behavioral Health](#)
[Provider Relations Representatives](#)
[News and Events](#)
[Frequently Asked Questions](#)

[Health Education Request Form](#)
[Cultural Competency Training](#)

Health Education Request Form

The screenshot displays the Maryland Physicians Care website. At the top, the logo reads "maryland physicians care" with the tagline "Medicaid with a Heart". Navigation links include "Find a Provider", "Become a Provider", "About", "Fraud & Abuse", "Contact", and a "LOGIN" button. A search bar is also present. Below the header, a row of buttons offers options: "Enroll with MPC", "For Members", "MPC Well Connected", "For Providers", "I Need Help With", and "Coronavirus". The main content area is titled "Home / for providers". On the left, a sidebar menu under "Providers - Home" lists various services, with "Health Education Request Form" circled in red and a red arrow pointing to it. The central banner features a doctor's hands on a laptop, the text "Welcome to Managed Care That's Easy to Manage", and the MPC mission statement: "Everyone at MPC truly appreciates your commitment and support in managing the healthcare of our members. We will go Above & Beyond to answer your questions and make managed care that's easier to manage." To the right of the banner are two dark boxes: one for "PROVIDER POST-SERVICES APPEALS" with a "SUBMIT" button, and another for "Is Your Facility Handicap Accessible?" with a "Click Here" button. At the bottom, an "ATTENTION: MPC PROVIDERS" notice states that effective January 1, 2022, an electronic claim appeal submission tool is available for Provider Appeals.

maryland physicians care
Medicaid with a Heart

Find a Provider | Become a Provider | About | Fraud & Abuse | Contact | LOGIN

Contrast a a a English

Enroll with MPC | For Members | MPC Well Connected | For Providers | I Need Help With | Coronavirus

Home / for providers

Providers - Home
Page Navigation

- Prior Authorization
- Services – Prior Authorization
- Provider Forms
- Login
- Approved Drug Benefits
- Medication – Prior Authorization
- Step Therapy Requirements
- HIV Carve-In Benefit Information
- Billing and Claims
- Provider Resources
- MPC's Diabetes Prevention Program
- Medical Management
- Behavioral Health
- Provider Relations Representatives
- News and Events
- Frequently Asked Questions
- Health Education Request Form**
- Cultural Competency Training

Welcome to Managed Care That's Easy to Manage

MPC Mission:
A COMMITMENT TO
ABOVE & BEYOND

Everyone at MPC truly appreciates your commitment and support in managing the healthcare of our members. We will go Above & Beyond to answer your questions and make managed care that's easier to manage.

If you have questions or need additional information, contact MPC Provider Services at **1-800-953-8854**, Option 3, or reach out to your **Provider Relations Representative**.

PROVIDER POST-SERVICES APPEALS
MPC Providers Can Now Submit Claim Appeals Electronically
SUBMIT

Is Your Facility Handicap Accessible?
Complete this form to identify if your facility is ADA compliant.
Click Here

ATTENTION: MPC PROVIDERS
Effective January 1, 2022, Maryland Physicians Care is offering an electronic claim appeal submission tool for Provider Appeals. This is solely for the submission of Provider Appeals.

Health Education Request Form

Provider Name *(Required)*

First

Last

Provider Phone *(Required)*

Provider Email *(Required)*

Member Name *(Required)*

First

Last

Member Phone *(Required)*

Member Email *(Required)*

1. Request Type *(Required)*

- ☐ 30–45-minute class
- ☐ Web-based resources
- ☐ Mailed or emailed material

2. Which topic would you like your patient to receive information on? *(Required)*

- | | |
|--|--|
| <input type="checkbox"/> Adult Weight Management | <input type="checkbox"/> Asthma Management |
| <input type="checkbox"/> Blood Pressure/Cholesterol | <input type="checkbox"/> Children's Health |
| <input type="checkbox"/> Dental/Oral Health | <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Better Sleep | <input type="checkbox"/> Emergency Preparedness |
| <input type="checkbox"/> Fall Prevention (in and outside the home) | <input type="checkbox"/> Healthy Eating on a Budget |
| <input type="checkbox"/> Immunizations | <input type="checkbox"/> Lead Poisoning Awareness |
| <input type="checkbox"/> Men's Health | <input type="checkbox"/> Nutrition |
| <input type="checkbox"/> Pre-Diabetes | <input type="checkbox"/> Questions to Ask During Doctor Visits |
| <input type="checkbox"/> STI/STD/HIV Education | <input type="checkbox"/> Stress Management |
| <input type="checkbox"/> Tobacco Education | <input type="checkbox"/> Women's Health |
| <input type="checkbox"/> Other | |

3. What barriers do you foresee getting in the way of a patient attending a FREE Health Education Program? *(Required)*

- | | |
|---|------------------------------------|
| <input type="checkbox"/> COVID concerns | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Lack of time | <input type="checkbox"/> Cultural |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Work |
| <input type="checkbox"/> Language | <input type="checkbox"/> Other |

Submit



Care Management

Presented by: Mary Leitch

Introduction

Care Management at MPC is a team-based approach designed to assist members and their caregivers with managing medical conditions effectively.

We have highly trained nurses, health educators, community health workers, care coordinators, and social workers who can:

- help members understand their health problems
- teach them how to manage illness and medications
- assist with any social determinate issues they may have interfering with getting to appointments or managing their health
- provide resources in the community that may be beneficial



Clinical Programs

NCQA Programs

Catastrophic Care:

- Complex medical and care coordination needs due to serious medical condition(s), injury or event

Complex Care:

- High risk members with one or more chronic diseases and high care coordination needs

Condition Care:

- Moderate risk DM for: Asthma, COPD, CAD, Diabetes, CHF, HTN

Transitions of Care:

- Members transitioning from acute care setting to home identified as high risk for readmission

Non-NCQA Programs

Care Compass:

- HRA assessments
- Care 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

Maternal Opioid Misuse (MOM) Program



We got you.

Pregnancy can be hard. The MOM program can help make it easier.

If you are pregnant, on Medicaid, and using opioids, **hope and help** is here. Contact the MOM program today health.maryland.gov/enrollMOM.



Maryland
DEPARTMENT OF HEALTH

What is the MOM program?

The MOM program offers care management services, helping members connect all the care services needed for the health, wellbeing, treatment, and recovery of soon to be parents and infants who have an opioid use disorder (OUD). Services provided during pregnancy and up to one year after delivery.

How does MOM care management work?

A care manager will meet with members at least monthly, working together to develop a care plan that is best for them and their baby.

What do the Care Managers discuss?

- Mental and physical health needs
- Treatment goals
- Basic healthy lifestyle needs and supports
- How to avoid overdose
- Medicine for opioid treatment
- Other opioid treatments while pregnant
- Local resources

Referring to Care Management

Who?

MPC Special Needs
Coordinator
Kerry O'Malley, RN, BSN

- Email:
MPCSNCR@mpcmedicaid.com
- Phone: 443-300-7325
- Fax: 1-844-284-7698

How?

Member Name
DOB
MA#
Current Phone#
Reason for the referral

**It is also helpful if member is made aware
of the referral and anticipates the outreach

What?

Chronic illnesses
Catastrophic care
Condition care
Transitions of care
Care coordination
High risk pregnancy
SDoH

MyVirtualMPC App

MPC members have free access to doctors 24/7.

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

**Chat with a doctor
from anywhere, even
after hours!**

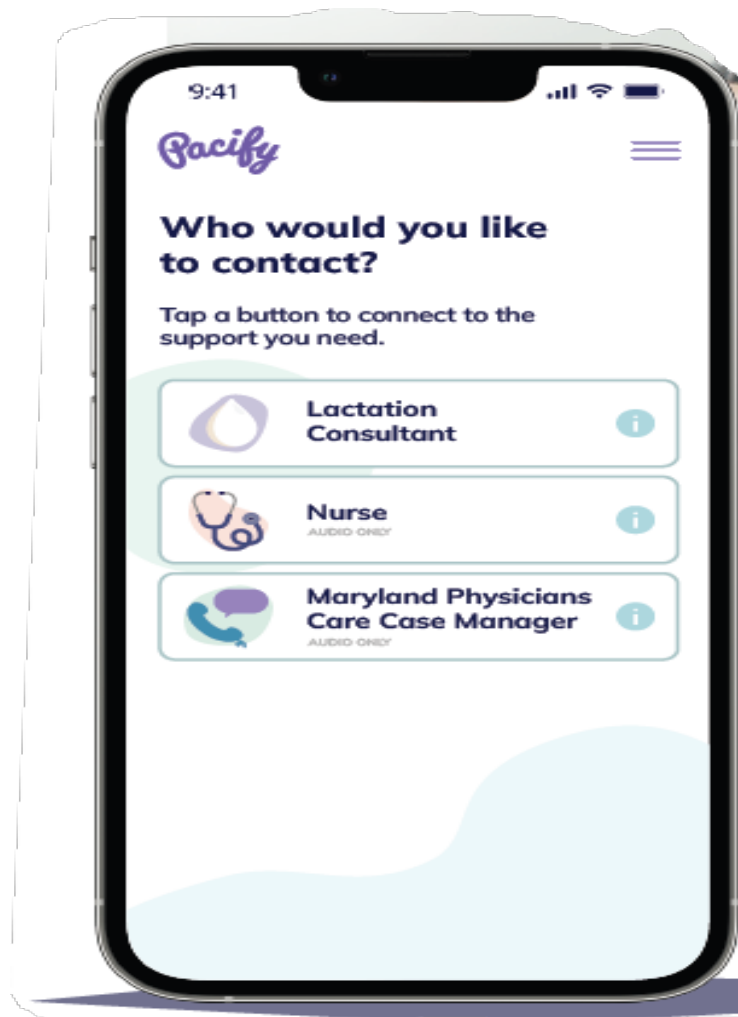
Send a secure chat message, share images, or video with a local doctor
— at no additional cost to you!

MyVirtualMPC
by maryland physicians care



DOWNLOAD NOW

Pacify App



Pacify connects you with:

Pacify Lactation Consultants:

Available 24/7 via video

Nurses: Available 24/7 via phone

Maryland Physicians Care Case Managers:

Available 8am-5pm Monday - Friday via phone

Call to get help with:

- Breastfeeding
- Pumping
- Formula
- First foods
- Fever
- Rash
- Earaches
- Crying
- Safe sleep

and even about your benefits or scheduling an appointment with a doctor - as often as you need to, all at no cost!

Pacify

Staying Connected



MPC has partnered with NXXTTelecom who provides free smart devices and service for qualifying customers, under the Federal Affordable Connectivity Program.



Your patients could qualify for 1 smart phone and/or tablet



We can assist with applications, and most are approved within hours.
Device is typically received within 5-7 days, once approved.

Questions?



Social Care Coordination Overview

Presented by: Dr. Lorena de Leon
Sr. Director Population Health & SDoH

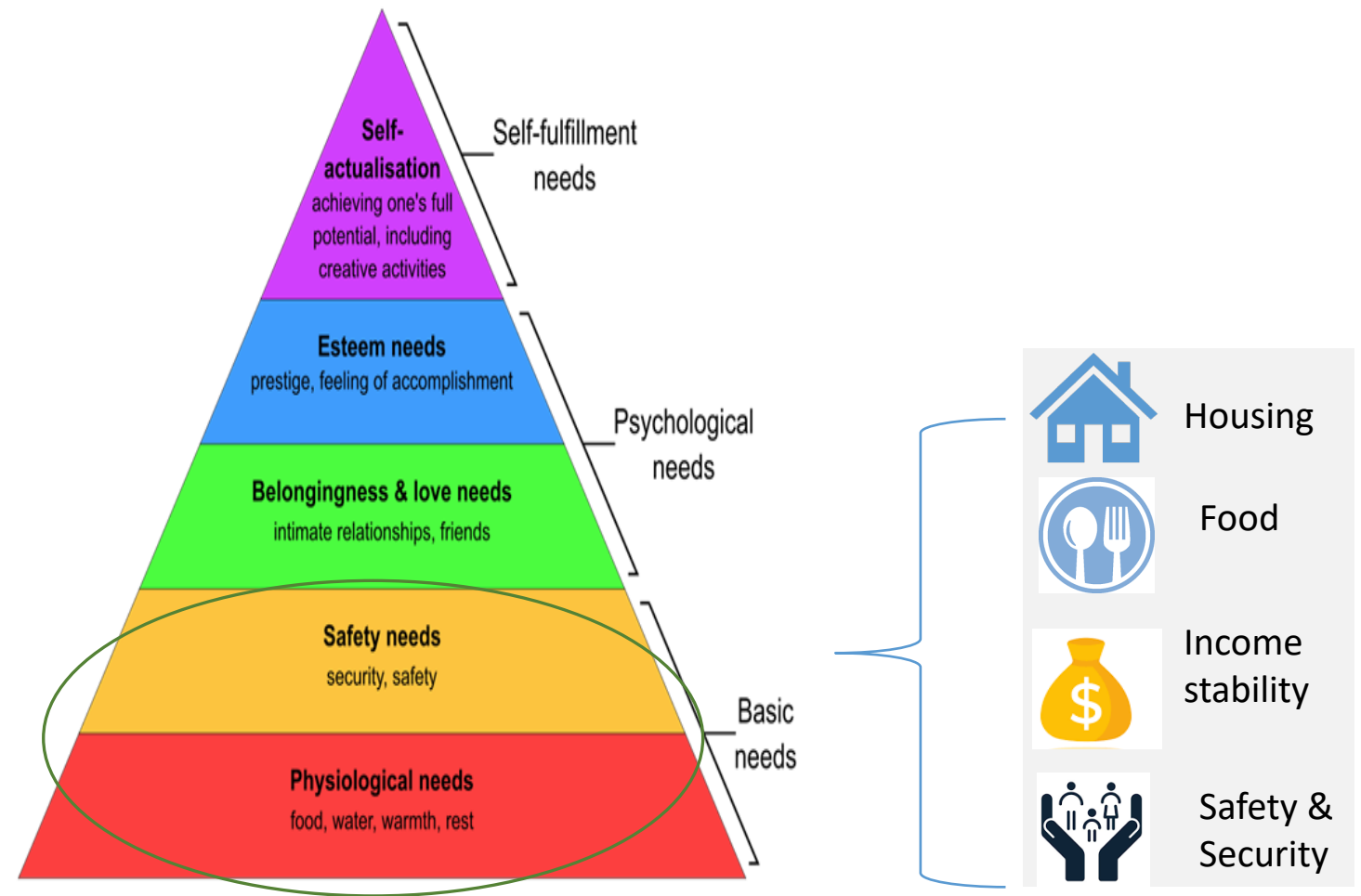
Moving upstream to create a proactive model

- *Healthcare has traditionally been reactive*
- *Moving upstream allows for addressing fundamental issues within an individual's life*
- *Understanding each individual's environment is necessary for engagement in their health promotion*



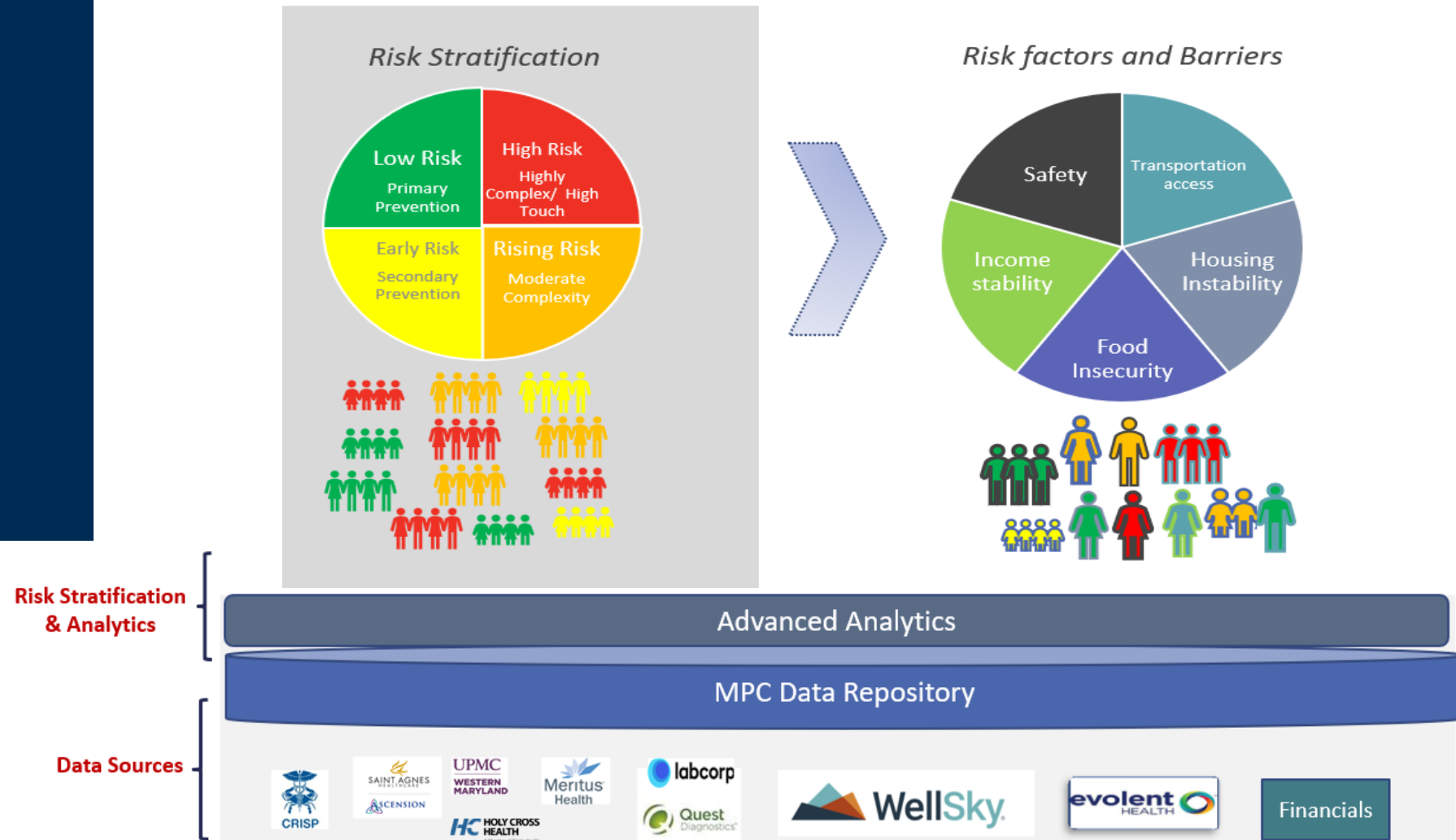
Assessing and addressing SDOH is fundamental to care coordination

- Many individuals struggle having basic needs met
- Compliance with treatment plans will remain a challenge if barriers to access are not addressed
- Going back to basics is needed to create a strong foundation of trust



Data is key to identifying barriers

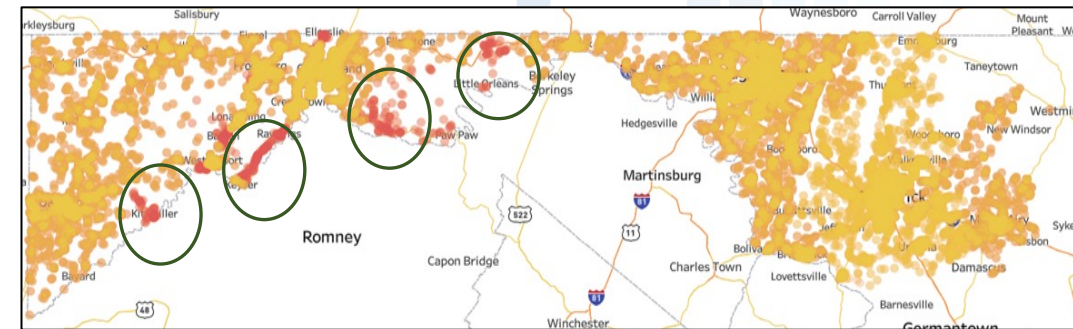
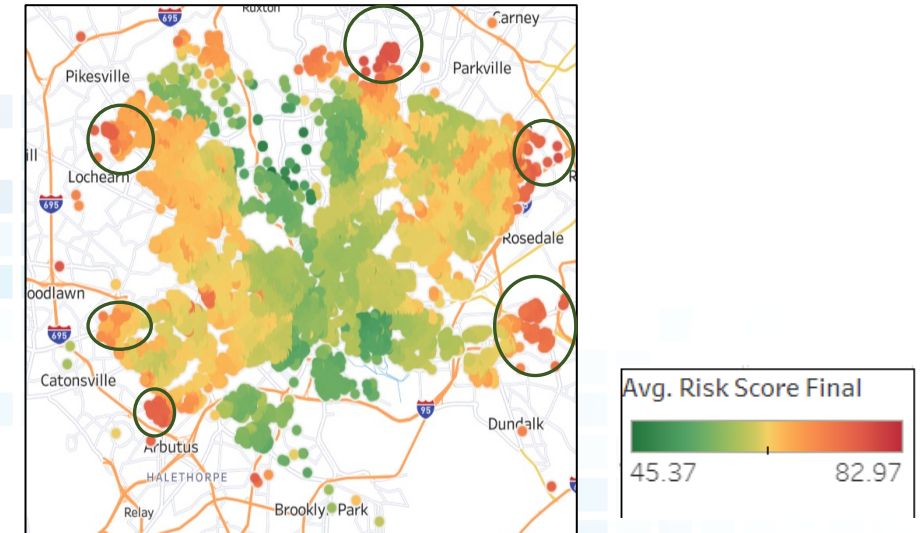
- *Interoperability and data aggregation is foundational*
- *Understanding individual risks and needs allows for targeted solutioning*
- *Precision increases chances for limited resources to have an impact and improve outcomes*



Targeted Interventions Based on SDoH Risk

- Focused on “hot spots” of micro population across the city with high needs
- Identify partnership based on specific individual’s needs
- Closed-loop referral system to accountable network
- Develop strategic partnerships where resources are not available to improve access

MPC’s membership distribution by risk score



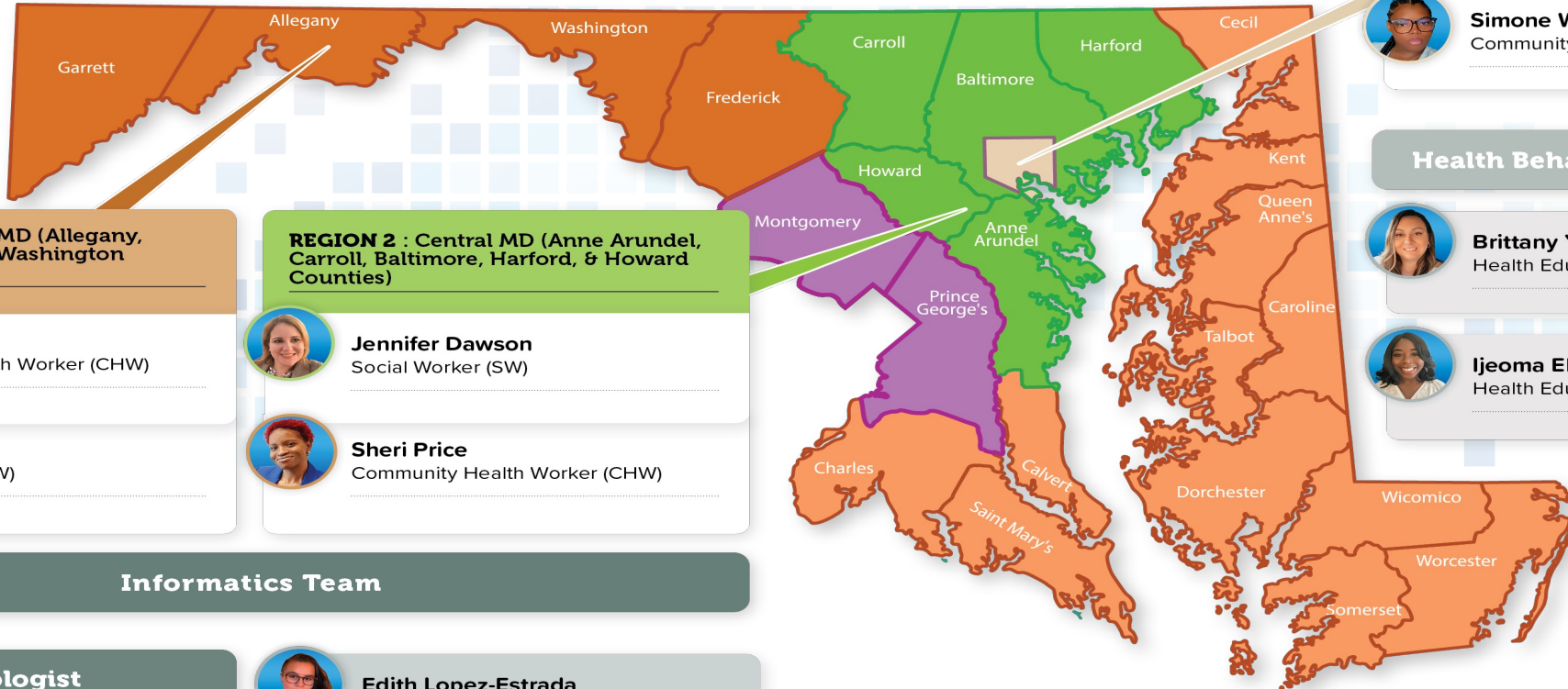
Population Health and SDoH Team



Sr. Director Population Health
Lorena de Leon



SDoH Manager
La Toya Turner



REGION 1 : Baltimore City



Sonya Jones
Social Worker (SW)



Simone White
Community Health Worker (CHW)

Health Behavior Change Team



Brittany Young
Health Education Specialist



Ijeoma Eke
Health Education Specialist

REGION 4 : Western MD (Allegany, Frederick, Garrett, & Washington Counties)



Alison Lady
Community Health Worker (CHW)



Kristin Thomas
Social Worker (SW)



Jennifer Dawson
Social Worker (SW)



Sheri Price
Community Health Worker (CHW)

Informatics Team



Epidemiologist
Bryce Parker

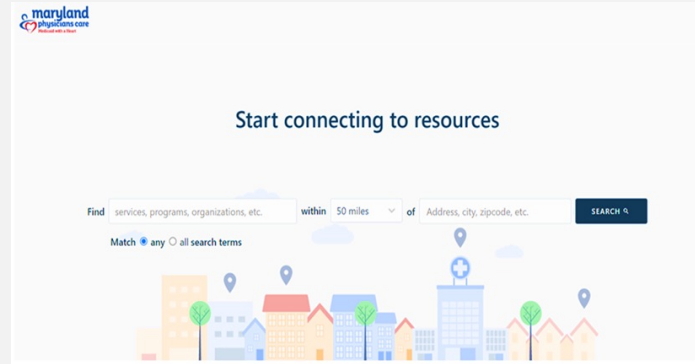
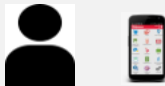


Edith Lopez-Estrada
Data Analyst

Deployment Strategy

Member Self-Screening

Low and Early Risk
Risk score -49



In community Member Screening

Rising Risk
Risk score -50-74



Community Health Worker



Social Worker

Members									
Active Deactivated									
<div>Filters</div> <div>Member</div> <div>Status</div> <div>Case Manager</div> <div>Provider</div>									
Consent	Name	Contact	Location	Self Risk Score	Self Risk Classification	Interventions	Tasks	Status	
<input checked="" type="checkbox"/>	JOY TAYLOR	(301) 555-1111					1	NEW	
<input checked="" type="checkbox"/>	GENEVAE ESPINOSE	(301) 444-1234					3	NEW	
<input checked="" type="checkbox"/>	JANAN SABAGHA	(301) 777-4321	FOLLETSVILLE, MD					NEW	
<input checked="" type="checkbox"/>	BRUNET BARBERA	(301) 888-9101	HAGERSTOWN, MD	68	RED	EDU-Education Mobility		NEW	

Member Self-Referrals

Members will be able to self-refer into a curated community-based organization network specific to community needs. Member login experience will allow for data aggregation and pathing to CHW or Social workers with high priority responses to key questions

Coordinated Referrals

Social Worker and CHWs will coordinate referrals into a curated community-based organization to improve member engagement, health outcomes, and direct to right site of care

Region 1

Region 2

Region 3

Region 4

Region 5



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Member Self-Screening Tool



CBOs



Providers



Health
Departments

CBO, provider, HD can provide
rack card with QR Code for
member to self-screening



*Members will be able to self-refer into a curated
community-based organization
network specific to community needs. Member
login experience will allow for data aggregation
and pathing to CHW or Social workers with high
priority responses to key questions*

CBO Network

Baltimore City
(In progress)



Central MD
(In progress)



PG/Montgomery
(Q3/4 2023)



Western MD
(Live)



Eastern Shore
(2024)



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Questions?

For additional information, please send us an email at **SDoH@MPCMedicaid.com**



Pharmacy Updates

Presented by: Dr. Jonathan Keyser

Formulary Updates 3Q 2023

July 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				
August 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				
September 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Skyclarys	<i>Nuclear Factor Erythroid 2 - Related Factor 2 Activator</i>	Add to formulary w/PA	09/18/2023	N/A
Ozempic	<i>GLP-1 agonist</i>	Remove from formulary	11/20/2023	Trulicity, Rybelsus
Joenja	<i>PI3K Delta inhibitor</i>	Add to formulary w/PA	09/18/2023	N/A
Daybue	<i>Glycine-Proline-Glutamate Analog</i>	Add to formulary w/PA	09/18/2023	N/A

Questions?



CMO Corner

Presented by: Dr. Bruce Vanderver

Diabetes and Statins

In December 2022, the ADA changed their recommendations for statins in Diabetics

- 1) In diabetics with known cardiovascular disease, the goal LDL is <55
 - Start on a statin
 - If not at goal, add Ezetimibe
 - If still not at goal, add a PCSK9 inhibitor

- 2) In diabetics age 40+ with any CVD risk factor, the goal LDL is <70
 - Start on a statin
 - Goal reduction of >50%
 - Add Ezetimibe and PCSK9 inhibitors if needed

Webinar Survey



Diabetes and Statins

CVD Risk factors

1. Family history of premature CVD
2. Chronic Kidney Disease
3. Metabolic Syndrome
 - Waist circumference >40 inches in men, >35 inches in women
 - Hypertriglyceridemia > 150
 - HDL-C < 40 in men, <50 in women
 - High blood pressure >130/85
 - Fasting glucose > 110
4. Chronic Inflammatory Conditions
 - Especially Rheumatoid Arthritis, Psoriasis, and HIV
5. Hypertriglyceridemia >175

Webinar Survey



Influenza Season Is Coming!!!

- ☐ Please encourage your patients to get the flu vaccine
- ☐ Everyone 6 months and older should get it
- ☐ But some folks should definitely get it
 - ✓ Age 65+
 - ✓ High risk conditions
 - Asthma and COPD
 - Heart Disease and Stroke
 - Diabetes
 - Chronic Kidney Disease
 - Immunosuppression
 - ✓ Pregnancy

Webinar Survey



There is a new immunization for RSV this year: Nirsevimab (Beyfortus)

- **A long-acting monoclonal antibody which binds to the fusion protein on the RSV virus**
- **Recommended for:**
 - **All children 8 months or younger at the start of RSV season**
 - **Includes those born during the RSV season**
 - **High risk children 8 – 19 months should get a dose in their second season too**
 - **High risk per AAP criteria**

MPC is still waiting on guidance from MDH as to who will pay for this ACIP recommended adding to the VFC list

Webinar Survey



Questions?



Thank you for participating!

MPC Provider Forum Feedback Survey

