



4th Quarter Provider Forum 2023

December 7, 2023

Provider Forum Agenda

Operation Updates – Temira Miller, Director, Provider Relations & Data Management

- Maryland Healthy Kids Program/EPSDT
- Billing and Claims Reminders
- ePREP Enrollment Reminder
- Provider Data Integrity

Quality Improvement /HEDIS Outreach – Julie Mazzatenta, Sr. Director Quality Management

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Case Management – Angela Hart, Director, Care Management

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

Lead, CHAPS Workgroup- James Spicka, Managing Director, Quality

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

Maryland Healthy Kids Program / EPSDT

The Maryland Department of Health (MDH) requires that Primary Care Providers (PCPs) treating members under the age of 21 to become EPSDT-Certified. **MPC cannot assign members to a PCP's panel without a parent's consent if the provider is not EPSDT-Certified.** To find out more about the application and certification process, visit

<https://health.maryland.gov/mmcp/epsdt/pages/home.aspx>. At this site you can also find resources such as:

- childhood immunization schedule
- preventive health schedule
- recommended forms for use during wellness visits
- billing guidelines
- and other valuable resources



Billing and Claims Reminders

Noninvasive Pulse Oximetry

Effective January 1, 2024, MPC will deny pulse oximetry (CPT Codes 94760 and 94761) when billed on a professional claim and bundled with an evaluation and management (E/M) service, with or without a modifier, on the same date by the same provider. Pulse oximetry represents a fundamental component of the assessment services provided to a patient during a visit and therefore is not separately reimbursable.

Credentialing Requirement

Please remember that if credentialing is required and not initiated for practitioners in contracted groups, MPC will consider the practitioner as an out of network provider when adjudicating claims. Please send in your credentialing material prior to servicing members and submitting claims.

Emergency Room Sudden and Serious List - Updated

Please note that the MPC [Emergency Room Sudden and Serious List](#) will be 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. The list has been updated and newly added codes will go into effect for ER claims received as of December 1, 2023.

Cont. Billing and Claims Reminders

Inpatient Hospital Billing

Outpatient Services Treated as Inpatient Services:

As stated in [Medicare Claims Processing Manual, Chapter 3, Section 40.3](#), Preadmission services within 72 hours of inpatient admission always have to be bundled into 11x TOB for same provider

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c03.pdf>

Preadmission Services

- When a beneficiary receives outpatient hospital services during the day immediately preceding the hospital admission, the outpatient hospital services are treated as inpatient services.
- Diagnostic and non-diagnostic services by the admitting within 3 days prior to and including the date of the admission are deemed to be inpatient services and included in the inpatient payment.

Billing Procedures to Avoid Duplicate Payments

The hospital must install adequate billing procedures to avoid submission of duplicate claims. This includes duplicate claims for the same service and outpatient bills for nonphysician services considered included in the related inpatient admission in the facility. Ambulance and maintenance renal dialysis services are excluded.

Admission Date and Statement Covers Period Billing

The day on which the patient is formally admitted as an inpatient is counted as the first inpatient day:

- Admission Date = date patient was admitted as an inpatient to facility.
On the inpatient claim, this is the day on which the patient is formally admitted as an inpatient with a signed and dated physician order. It is the first inpatient day the patient is receiving services.
- Statement Covers Period = span of service dates; "From" date is earliest date of service on bill.
On the inpatient claim, a valid "from" date could be up to and including 3-days (or 1 day) prior to the actual inpatient admission based on the pre-admission bundling rule.

<https://www.hhs.gov/guidance/sites/default/files/hhs-guidance-documents/se1117.pdf>

ePREP Enrollment Reminder

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. You can enroll or update your information at eprep.maryland.health.gov.



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.

Questions and Answers



Thank You!

Quality

PRESENTED BY: JULIE MAZZATENTA

MARYLAND PHYSICIANS CARE MEMBER INCENTIVE 2023

The member incentives apply to members who have a gap in care for a select measure. The gap must be closed in the listed time frame for members to be eligible. All members must complete the registration link to receive gift card by mail: <https://www.marylandphysicianscare.com/hedis>

The registration is simple. Members provide name, address, telephone, Doctor or location seen and date of appointment. Members can call Quality Outreach directly at 410-412-8280 for any questions or assistance. Gift cards take 60-90 days to be received.

All Members received or will receive a text and members not able to receive a text will receive a letter by mail.

Outreach Incentives: Members have until end of 2023 year to complete services for Incentive

- Postpartum care- members who complete service 7-84 days post-partum are eligible for a \$50.00 gift card.
- Breast Cancer Screening- Non-compliant members aged 52-64 who complete a mammogram from April 1st-December 31st are eligible for a \$75.00 gift card.
- SSI Adult/Child- Non-compliant members who complete eligible visit September 1st – December 31st are eligible for a \$75.00 gift card.
- Diabetic Eye- Non-compliant members who complete a Diabetic eye screening July 1st-December 31st are eligible for a \$75.00 gift card.
- Lead- members who remain non-compliant who complete the lab testing before Dec 31st are eligible for a \$75.00 gift card.

Continuing Member Incentives: For Completing Services on their own

Calendar Year 2024 Incentives

\$75 for Breast Cancer Screening (April-December)

\$75 for Diabetic Eye Screening (July-December)

\$75 For SSI Adult and Child (Sept-December)

\$50 for Postpartum (7 to 84 days after delivery)

Ongoing clinic days- Partnerships with single providers for a specified measure

Mammogram Clinic days

Diabetic Clinic Days (Baltimore Area Only)

SSI Adult

SSI Child

Lead

Returning 2024 MPC Health Events

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

- Baltimore at Eastpoint Mall (Dates TBD for May and September), 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.
- Montgomery and PG County (Quarterly dates-TBD): SSI Adult, SSI Child, and Lead. Community resources will be available. MPC can schedule 150 members for Gap Closure.
- Washington County at Goodwill Horizon (Spring and Fall dates –TBD): SSI Adult, SSI Child, and Lead. Seeking Community resource vendors who wish to participate.

Quality

HEDIS PROJECT 2023

Measure Year (MY) 2023 HEDIS Annual Project

- Medical Record Request- Faxing will begin mid-February 2024
- Please submit requested records within a week of receipt
- **Please FAX records** if possible. **HEDIS Fax 1-855-946-1758**
- If mailing please send via certified mail, UPS, or FedEx to:

Maryland Physicians Care
1201 Winterson Rd, 4th Floor
Linthicum Heights, MD 21090

- Any questions please contact:
Amanda Hart, HEDIS Project Manager at 410-412-9718

HEDIS Outreach 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
Outreach: 410-412-8280
Cell 410-412-0394



Provider Education

Rachelle Cannon, Prevention & Wellness
Manager

Provider Newsletter Overview:



An electronic newsletter tailored for providers with important plan updates, changes, etc.



Frequency/How to Access

Table of Contents

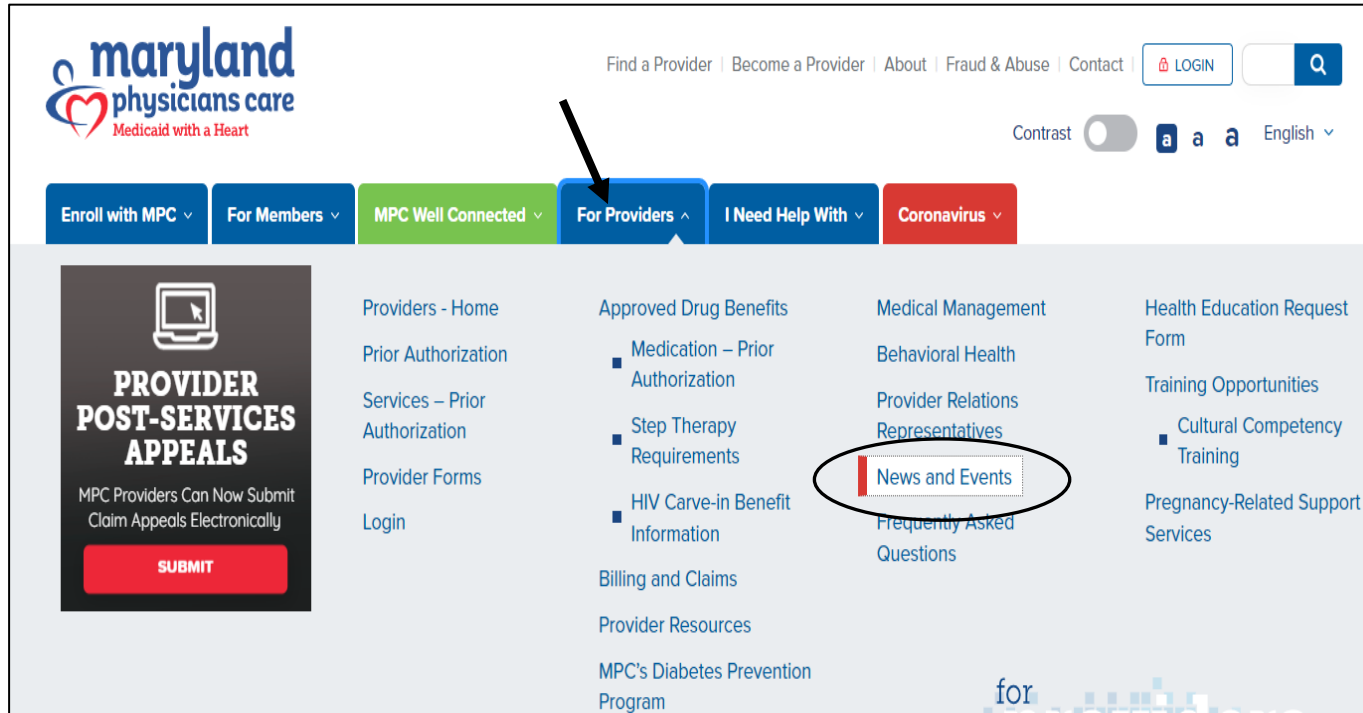
Medicaid Renewal Update
Special Needs CM Referrals
Maryland's Healthy Babies Equity Act

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Featured Articles

Provider Newsletter Access:

- Published four times per year/quarterly
- <https://www.marylandphysicianscare.com/providers/news-and-events/>



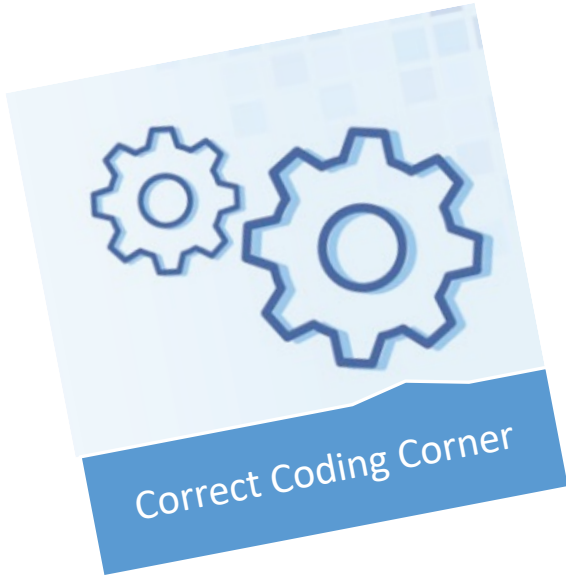
The screenshot shows the Maryland Physicians Care website. The header includes the logo, navigation links (Find a Provider, Become a Provider, About, Fraud & Abuse, Contact), a LOGIN button, and a search bar. Below the header is a navigation bar with buttons: Enroll with MPC, For Members, MPC Well Connected, For Providers (highlighted with a black arrow), I Need Help With, and Coronavirus. The main content area is divided into columns. The first column has a 'PROVIDER POST-SERVICES APPEALS' banner. The second column lists links: Providers - Home, Prior Authorization, Services - Prior Authorization, Provider Forms, and Login. The third column lists links: Approved Drug Benefits, Medication - Prior Authorization, Step Therapy Requirements, HIV Carve-in Benefit Information, Billing and Claims, Provider Resources, and MPC's Diabetes Prevention Program. The fourth column lists links: Medical Management, Behavioral Health, Provider Relations, **News and Events** (circled in red), and Frequently Asked Questions. The fifth column lists links: Health Education Request Form, Training Opportunities, Cultural Competency Training, and Pregnancy-Related Support Services. A red arrow points from the 'News and Events' link to the right-hand panel.



The screenshot shows the 'Newsletters' page. It features a list of available editions, organized into two columns. Each item is preceded by a small blue square icon. The list includes:

- 2023 Edition 3 (PDF)
- 2023 Edition 2 (PDF)
- 2023 Edition 1 (PDF)
- 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)

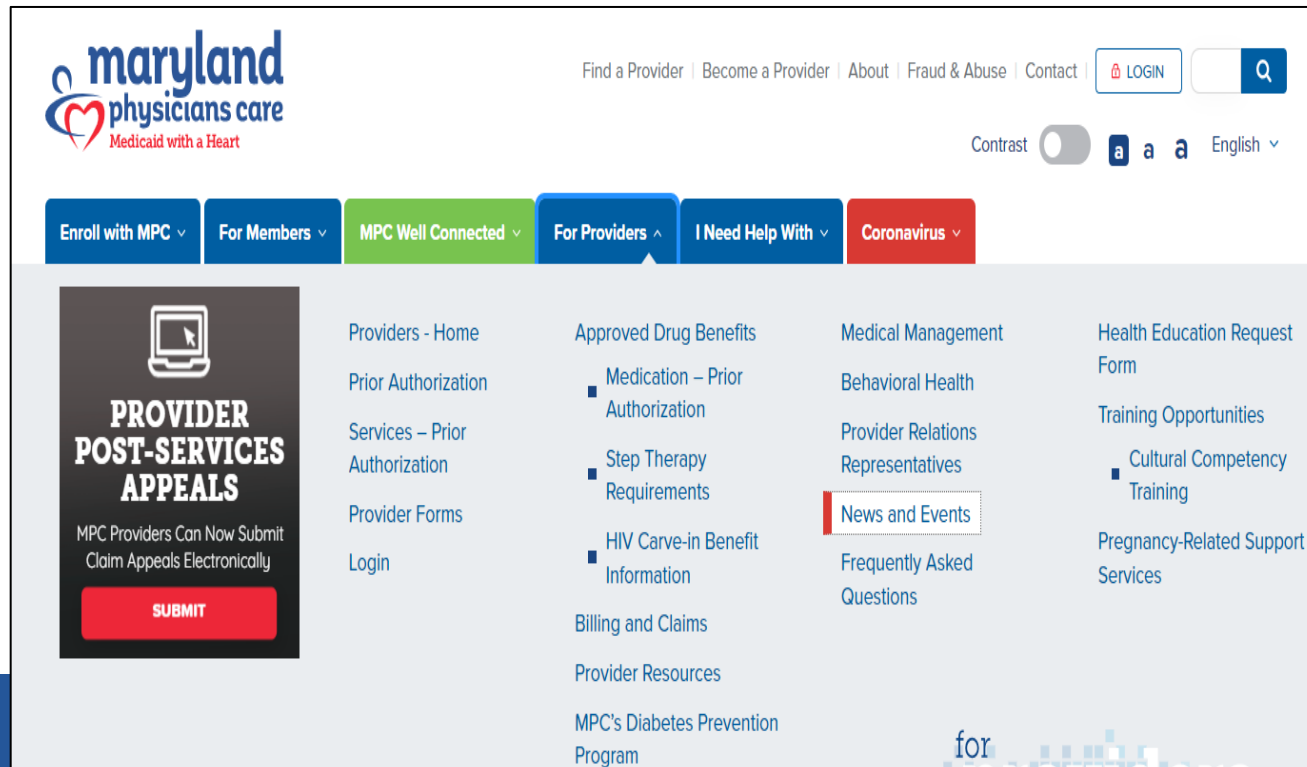
Featured Provider Newsletter Articles:



Provider Website:

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

- Updates: GENERAL, MEDICAL, PHARMACY, PROVIDER NETWORK
- Current and past newsletters (back to 2019 Spring edition)
- News: copies of forum slide decks, AMR provider outreach, quick tips, resources



Consumer Assessment of Healthcare Providers and Systems (CAHPS)



The provider pulse
survey results have
been posted for Q3
and will be
updated quarterly.

The PCP
results have
also been
posted.

*You can find these results at the following
link:*

[https://www.marylandphysicianscare.com
/providers/medical-management/](https://www.marylandphysicianscare.com/providers/medical-management/)





Care Management

Angela Hart

Director, Care Management

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



The Care Management Team

RN Care Advisors/ Care Managers

- ED Diversion
- Complex, Catastrophic, Transitions, and High-Risk Pregnancy Care Programs

Health Educators

- Condition Care Program
- Support to RN's as needed

Social Workers

- Referral support for all programs
- SDoH resources
- CMC, Foster Care, HIV referrals

Care Coordinators

- Support RN Care Advisors for care coordination resources
- A&G referrals, HRA's, PRA's, screenings, access to care

Community Health Workers

- Support all programs
- Local community representatives used to help with member specific needs (applications, medication lists, provider or agency referrals and access, etc)

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

MDH Enhanced Maternal/Child Programs

Home Visiting Services

Two evidence-based models: Healthy Families America (HFA) and Nurse-Family Partnership (NFP)

HVS providers deliver three kinds of supportive home visiting services

Prenatal,

Postpartum,

Infant

Members must be enrolled in Medicaid (MCO or fee for service), be pregnant or have infant less than 3 months old.

**For NFP only, enrollment limited to individuals w/no previous live births

Centering Pregnancy Program

Group based care for Medicaid members who are pregnant

Healthy Steps Program

Available to children under three years old

Healthy Steps adds a child development specialist to the child's pediatric care team.

Doula Services

Eligibility criteria: must be a Medicaid member (MCO or fee for service), currently pregnant or recent delivery and in the postpartum period

Physician referrals are not required

Covers Prenatal, Postpartum, and Delivery Visits

Maternal Opioid Misuse (MOM)

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



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

Referring to Care Management

Who?

- MPC Special Needs Coordinator Lucille Murray, RN, BSN
- Email: MPCSNC@mpcmedicaid.com
- Phone: 443-300-7325
- Fax: 844-284-7698

How?

- Member Name
- DOB
- MA#
- Current Phone#
- Reason for the referral
- **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 Needs

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!**

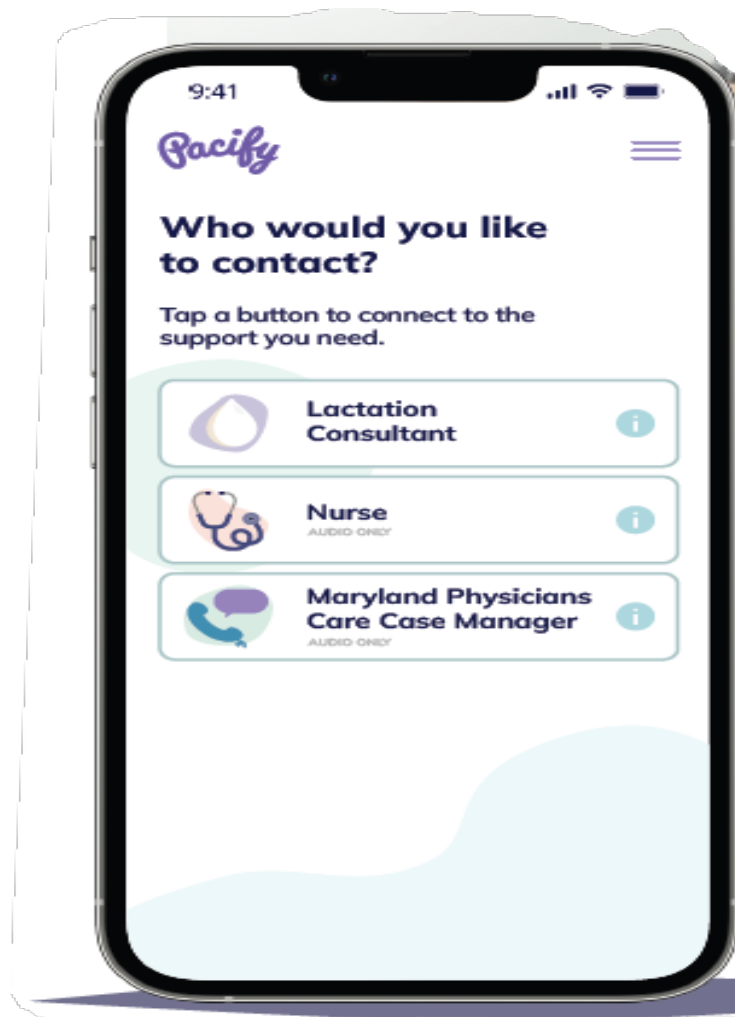
Send a secure chat message, share images, or video with a local doctor
— at no additional cost to you!

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.

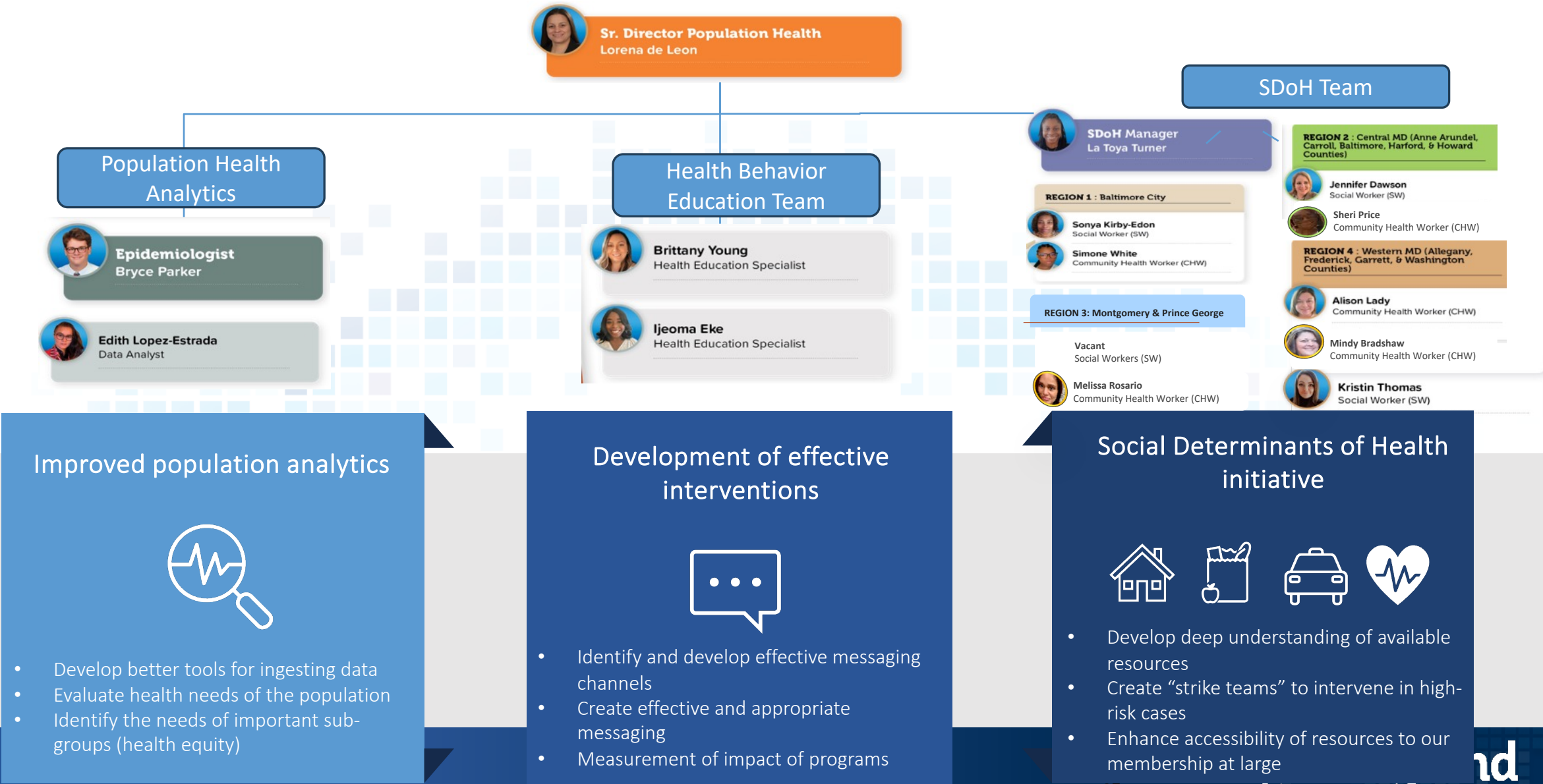
Questions?



Population Health/SDoH Updates

Lorena de Leon, DPA, MBA
Sr. Director, Population Health & SDoH

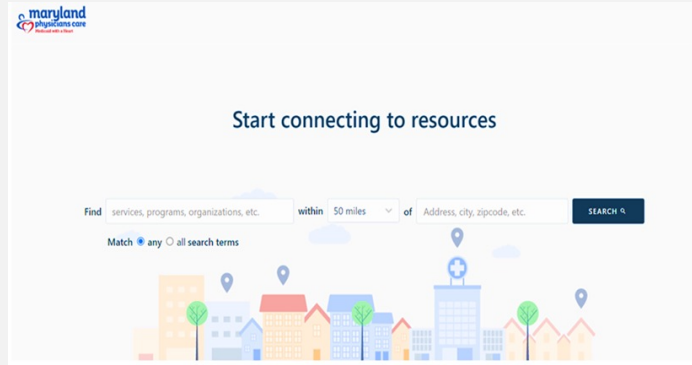
Population Health & SDoH Teams



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									
Filter	Consent	Name	Contact	Location	Star Risk Score	Star Risk Classification	Interventions	Tasks	Status
Member		DR Tuckler	(301) 111-1111						NEW
Search Members		GENUINE EXPENSES	(301) 444-1234						NEW
Status		JANAN GABRIELA	(301) 777-7777	POLESVILLE, MD					NEW
Case Manager		BRADY GARDEN	(301) 888-8888	HAGERSTOWN, MD	NEW		EDU Education Mobility		NEW
Provider									
Select Providers									

High Risk
Risk score -75-100

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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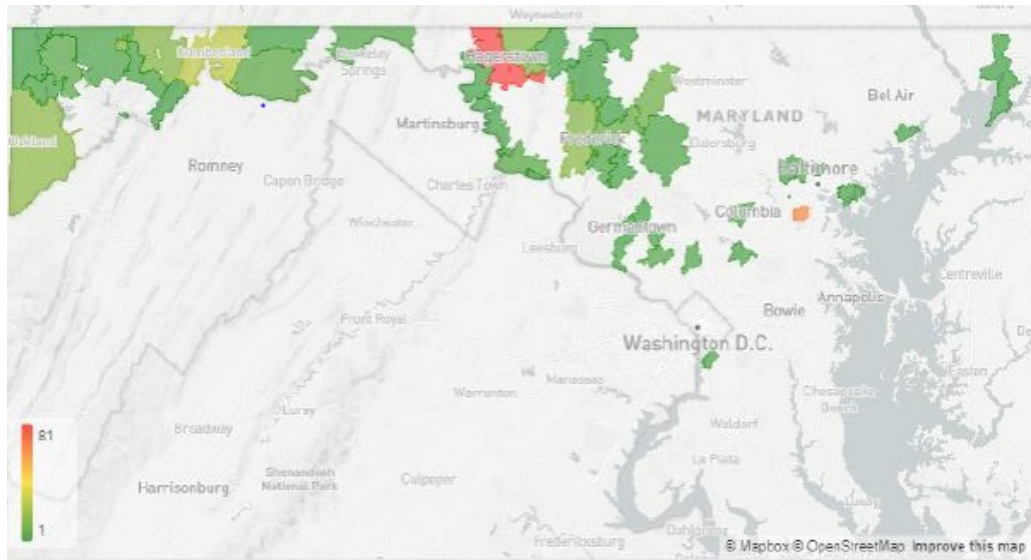
SDoH Team Stats as of Oct 2023

*Total MPC Members Outreached by SDoH Team (In-person or by phone) – **16,097***

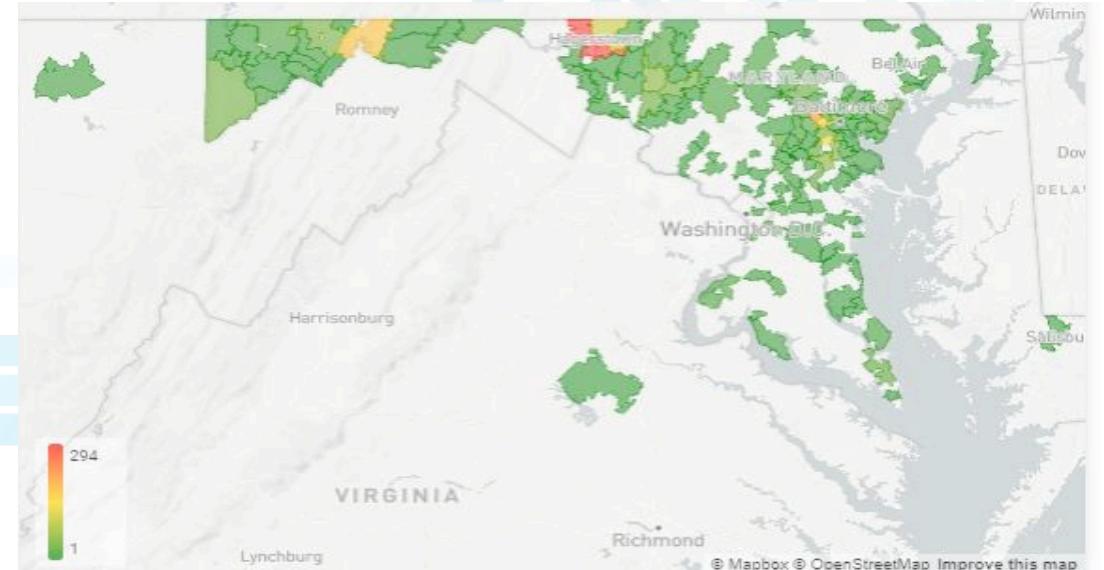
*Total Number of Members Screened- **1180***

*Total Members that declined to be screened- **616***

May 15th 2023

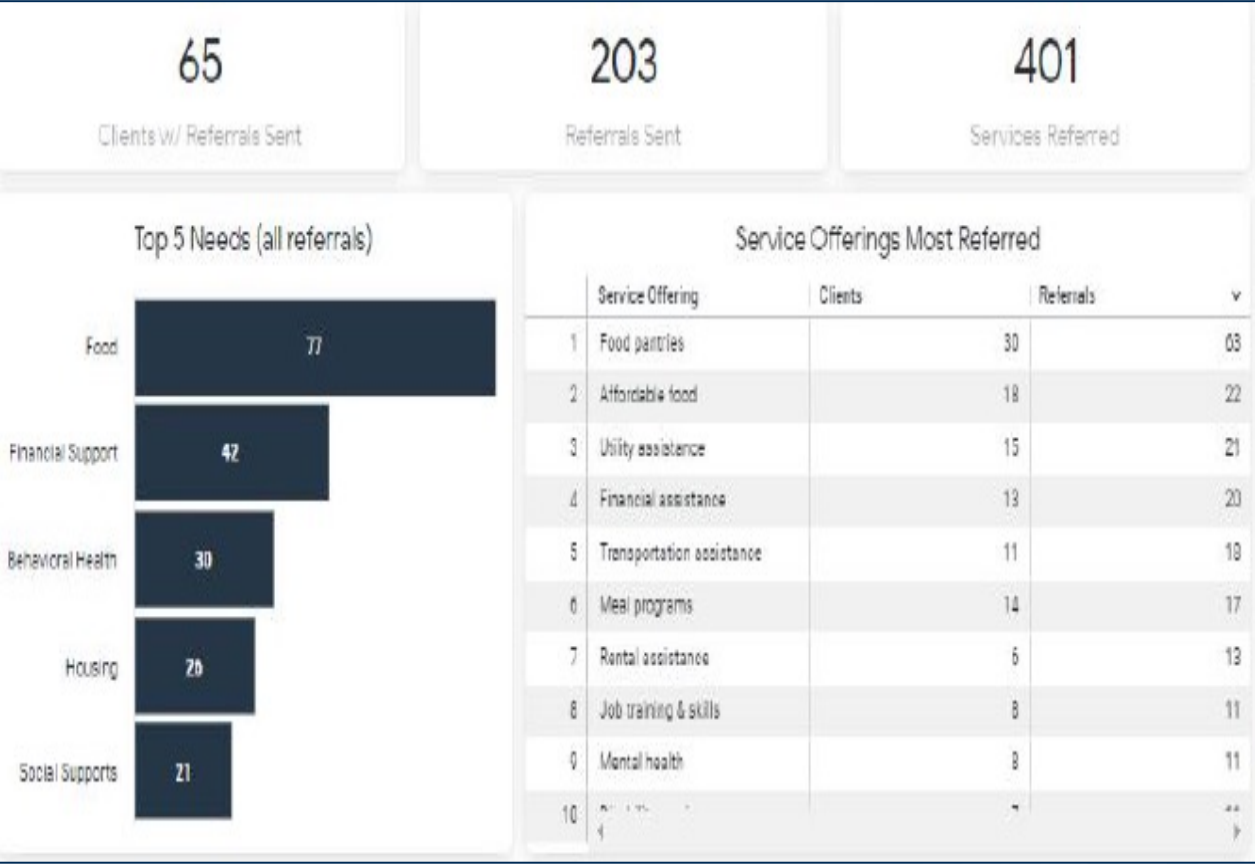


October 23rd 2023

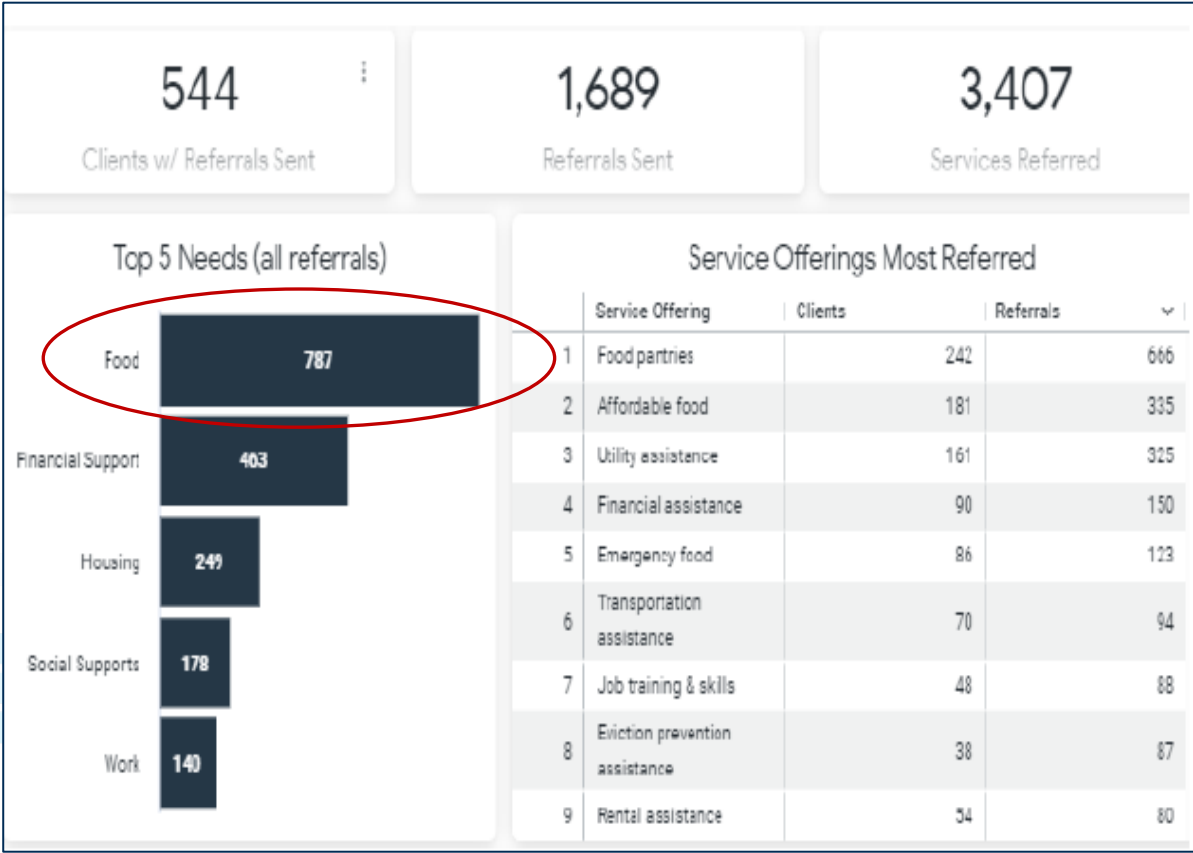


SDoH Referral Growth

May 15th 2023



October 23rd 2023



Paul's Place Grant Collaboration- Southwest Baltimore

- MPC awarded a Baltimore City Health Department Grant and selected to partner with Paul's Place to address SDOH needs
- Focus was southwest Baltimore where there is a high concentration of MPC members with high social risk scores
- Top areas of need: food, housing/rental assistance, vital documents
- Events: Two Social Needs Screenings at Enoch Pratt Library



Grant Activities	Number of People Served
Social Needs Screenings	228
Eviction Prevention	27
Utility Assistance	22
Transportation Assistance	21
Food/Soup Kitchen	758
Vital Documents	100
Total	1,161

Food Delivery Pilot- Western MD

- MPC will be piloting a food delivery program in two towns in Western MD (Barton and Kitzmiller) to improve access to food for members with EBT SNAP
- If program shows success, we will identify additional areas for program expansion

Nutrition Insecurity

1 in 10 Americans do not have reliable access to nutritious food¹

Food-insecure families had **20% greater total healthcare expenditures** than food-secure families, an estimated \$2,456 increased cost²



Chronic Disease

An estimated **85% of U.S. healthcare costs** come from **treating chronic diseases** like diabetes and hypertension³

100 million people in the United States suffer from diet-related disease⁴

¹ [JAMA Network](#). "Association of National Expansion of Insurance Coverage of Medically Tailored Meals With Estimated Hospitalizations and Health Care Expenditures in the US." October 2022.


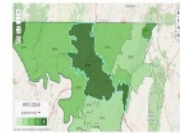
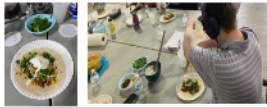
² [Brown University's Center for Gerontology and Healthcare Research](#). "The Impact of Home-Delivered Meals on Overall Health and Associated Use of Healthcare Services." 2017.

³ [UnitedHealth Group](#). "Analyst Day Call Transcript." 2020.

⁴ [No Kid Hungry](#). "New Research Report: Online Shopping for Low Income and SNAP Families." 2022.

Western MD- Goodwill Initiative Hydroponic Update

- MPC in collaboration with Goodwill participated in the LEAD Collaborative
- This initiative spearheaded by AARP, Meritus Health, Luminis Health, the Maryland Hospital Association, and Advancing Synergy includes 31 organizations focused on mitigating health disparities affecting diverse and aging populations.
- Horizon Goodwill was awarded a grant through the LEAD from our work together
- MPC has donated match funds to Goodwill for the program

Hydroponic Initiative			
		LEAD Collaborative Jason Rottman, Dr. Lorena de Leon, Brittany Young, Brooke Grossman, Adam Sewell, Carsten Ahrens	
About Us	Aim Statement	Data	Lessons Learned and Summary
<ul style="list-style-type: none"> • Maryland Physicians Care (MPC) provides free, quality health care services to Maryland's Health Choice enrollees by extending the full benefits of Medicaid. Our strong network of hospitals, doctors, clinics and pharmacies helps our Members live as healthy as possible through education, support, and quality programs. • MPC is committed to reducing health disparities and has partnered with Horizon Goodwill and Washington County School to build a hydroponic garden to improve access to fresh produce • Horizon Goodwill's mission is to remove barriers and create opportunities by helping people achieve their full potential through the dignity and power of work. 	<p>By May 30th, 2024, MPC will complete the second season of Phase I of the hydroponic project and have 50% of the hydroponic crop production ready for distribution and supply to school-based farmers market to improve access to fresh produce for Washington County residents.</p>	<ul style="list-style-type: none"> • Hagerstown has the highest rate of food insecurity across Washington county. • 12% of the Washington Co population is living below the poverty line with children under 6 accounting for over 21% of the poverty rate among all age groups • There are over 3100 MPC members living in the heart of the Hagerstown's food desert with limited food source options especially healthy fresh option 	<ul style="list-style-type: none"> • Access to food sources is a significant challenge in Hagerstown and chain grocers have not been willing to enter the Hagerstown market. • The advantage of these innovative types of farming is that they naturally result in a very high production output per unit area, saving on land and water resources significantly. • Additionally, producing food in urban environments allows for direct to consumers distribution, decreasing transportation needs and reducing the carbon footprint.
Our Why	Key Interventions and Tests of Change		
<p>Maryland Physicians Care and Horizon Goodwill are both committed to helping the people of Maryland live as healthy as possible by providing education, support, quality programs, and health resources.</p> <p>Based on our analysis and the feedback we have received from our members in Western MD, food access remain the highest priority when it comes to social needs</p>	<ul style="list-style-type: none"> • MPC is committed to reducing health disparities and has partnered with Horizon Goodwill and Washington County School to build a hydroponic garden to improve access to fresh produce. • Although Horizon Goodwill is converting half of their warehouse into a "grocery for those in need", access to fresh produce remains a challenge due to hurdles such as storage, distribution, and year-round access • MPC has provided initial funding for school-based program for 6 shelving systems (72 planting site + 85 seedling sites) & 2 towers (80 planting sites each). A total of 510 seedling + 592 planting site • Reduce the obesity rate while improving access to nutritious food and reduce diabetes. 	<ul style="list-style-type: none"> • In recent years, indoor vertical and hydroponic farming have gain traction as a viable option for improving access to fresh fruits and vegetable year-round particularly in food insecure regions. • Hydroponic gardening has yielded a crop in 3.5 weeks. Making it both resourceful and efficient. 	Next Steps <ul style="list-style-type: none"> • Stand up all growth systems at Marshall Street Elementary and complete full school year harvest rotations. • Sell portion of produce at school-based farmer's market • Secure funding for Phase II to support the grocer and expansion of the project within Goodwill facility

Western MD– Marshall Street School Hydroponic Update

Marshall Street School provides education and vocational training to special needs students ages 14 to 21

MPC onsite
building
Hydroponic
equipment

October 17, 2023:
Classroom shelves
seeded

October 31, 2023: Planting
of bare root
strawberries in the
outdoor tower

November 2, 2023:
Outdoor shelves seeded

November 3-8 2023:
Classroom shelves have
sprouts and
strawberries are
starting to grow

November 22, 2023
Lettuce harvested and
sent home with kids



Health Behavioral Change Focus Groups

- MPC in collaboration with the Communication Shop will be holding 8 focus groups in December
- Goal is to identify the optimal messaging mode to engage MPC members
- Areas of focus will start with obesity and SUD



Behavioral Change Message: People unintentionally consume more calories when faced with larger portions. This can mean significant excess calorie intake, especially when eating high-calorie foods.



Questions?

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



Member Experience

James Spicka
Manager of Quality

Patient CAHPS Surveys

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

MDH conducts annual Patient Experience Surveys to assess members' level of satisfaction in various areas of operation including but not limited to



- ✓ Getting Care
- ✓ Plan Physicians
- ✓ Plan and Plan Services
- ✓ Specialists
- ✓ Coordination of Care
- ✓ Communication
- ✓ Effectiveness of Care

- Based on the results of the survey, MPC identifies areas of improvement and develops interventions to increase member satisfaction.
- The goal is to improve year-over-year and be rated as a high performing plan when compared to State and National health plan ratings.
- MPC conducts quarterly Member Pulse surveys which share similar results to the annual CAHPS survey



2023 Patient Experience (CAHPS Survey)

Survey Question	Adult	Child	Opportunity
Rating of Personal Doctor (Rated as 9 or 10)	62.50% ↓	75.09% ↑	<i>Significant increase in score when rating of 8+ is included</i>
Rating of Specialist Seen Most Often (Rated as 9 or 10)	56.63% ↓	75.44% ↑	<i>Significant increase in score when rating of 8+ is included</i>
How Well Doctors Communicate	93.99% ↑	92.91% ↑	<i>Maintain</i>
Getting Needed Care	79.85% ↓	81.26% ↓	<i>Ease of Seeing a Specialist (% Always or Usually)</i>
Getting Care Quickly	81.41% ↑	84.86% ↓	<i>Ease of Getting a Check-up or Routine Care (% Always or Usually)</i>



Pharmacy Updates

Dr. Jonathan Keyser
Sr. Director, Pharmacy

Formulary Updates 4Q 2023

October 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				
November 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				
December 2023				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Metformin ER Osmotic/Gastric	Biguanide	Remove from formulary	12/01/2023	Metformin ER
Ztlido	Analgesic, Topical	Remove from formulary	12/01/2023	Lidocaine 5% patch, Lidocaine 4% patch
January 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Humira	TNF Inhibitor	Remove from formulary	01/01/2024	Yusimry, Hadlima, Adalimumab-adbm
Amjevita	TNF Inhibitor	Remove from formulary	01/01/2024	Yusimry, Hadlima, Adalimumab-adbm
Brenzavvy	SGLT2 Inhibitor	Add to formulary w/PA	01/01/2024	Steglatro, Segluromet

Site of Service Program

- Effective April 1, 2023, MPC implemented a Site of Service program for select outpatient infusions
- The program targets outpatient infusions administered in regulated settings and redirects the administration of the infusions to non-regulated settings
- Regulated settings include hospitals and related health systems
- Non-regulated settings include standalone infusion clinics and home infusion services, as well as independent physician offices

Site of Service Program

- Multiple home infusion services are supported throughout Maryland
- Optum is one of our home infusion services that provides care in all Maryland counties
- Optum's intake team can provide assistance with moving to home infusion services for our members
 - Intake Phone Number: 1-877-306-4036
- MPC supports all our in-network home infusion services, and will try to provide support for transitioning any member to any of our partners

Site of Service Program

Site of Service Medications	
Remicade and Infliximab Biosimilars	IV and Injectable Iron Products
IV and Injectable IVIG Products	Entyvio
Lemtrada	Ocrevus
Vyepti	Soliris
Ultomiris	Tysabri
Vyvgart	Krystexxa

Please see Site of Service with full medication list here: https://www.marylandphysicianscare.com/wp-content/uploads/2023/06/RX.PA_070-Site-of-Service-Outpatient-Infusion-Services-Update-2-1.pdf

Questions and Answers

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

**Post-Event Feedback Survey:
Q4_2023 Provider Forum Date:
December 07, 2023**



<https://forms.office.com/r/0xaks5YsP2>



Thank you for joining!