



Maryland Physicians Care 1st Quarter Provider Forum

March 20, 2024

Provider Forum Agenda

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

- Member Redetermination Reminder
- Maryland Physicians Care Post Acute Request From for Hospitals
- Newborn Enrollment Reminder
- Claims Billing Requirement Reminders
- Provider Claim Appeals
- Provider Satisfaction Survey
- Provider Data Integrity

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

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Care Management – Angela Hart, Director of Care Management

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



Operation Updates

Member Redetermination Reminder

HELP YOUR PATIENTS KEEP THEIR MEDICAID COVERAGE WITH MPC!

Changes are coming to Maryland Medicaid.

Medicaid renewals **will not** be automatic this year. Your patients **will** need to 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/checkin>
2. **CALLING** Maryland's Health Connection's Customer Service at 855-642-8572
3. **VISITING** MPC's website at mpcMedicaid.com/renew-membership

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

For more information to assist your patients, please visit the MDH website at health.maryland.gov/mmcp/Pages/home.aspx.

Please contact MPC's Provider Relations Department at 800-953-8854, Option 2, with any questions, concerns, or for additional assistance.

Maryland Physicians Care Post Acute Request Form for Hospitals

Please begin using the Maryland Physicians Care Prior Authorization Form for prior authorizations to post-acute facilities (skilled nursing facilities). The new prior authorization form will be **mandatory for use effective April 1, 2024**. After this date, authorization requests for post-acute facilities will be rejected if not presented on the authorization request form found at the following link:

<https://www.marylandphysicianscare.com/providers/provider-forms/> at MarylandPhysiciansCare.com. Please include H&P, Consultations, Therapy Evaluations and/or Wound Care Evaluations and Treatment Orders with your faxed request to 1-855-905-5936.

Notification of Inpatient emergent admissions will still be accepted via a hospital face sheet.

Newborn Enrollment Reminder

Newborns are enrolled in the MCO when the birthing mom was enrolled on the date of delivery and cannot change for 90 days. If you are treating a newborn that has not been issued a Medicaid ID number or does not have a Maryland Physicians Care (MPC) ID card, please contact MPC's Newborn Coordinator for assistance at 1.800.853.8854.

The Newborn Coordinator (NB) serves as the point of contact for providers and members with questions and/or concerns regarding eligibility and provision of health care services provided to the newborn within the first 60 days of life. The NB coordinates the authorization of in-network care and out-of-network care. In addition, the NB coordinator facilitates the resolution of claims for services provided to newborns and/or directs a provider to the appropriate claims contact for assistance.

For more information on the Newborn Coordinator's Roles and Responsibilities, please visit [Pages - MCO Newborn Coordinator \(maryland.gov\)](#).



Claims Billing Requirement Reminder



Telehealth: Medicaid members continue to have benefits for telehealth visits.



Additional Insurance: When members have other insurance as primary, please forward a copy of the other insurance company's explanation of payment with your claim.



Claims Denials: We have seen an increase in claims denials due to inactive ePREP. Please ensure that your ePREP status is kept active.



Urgent Care Facilities: Cannot bill for new patient E&M if is patient seen within the last 3 years.

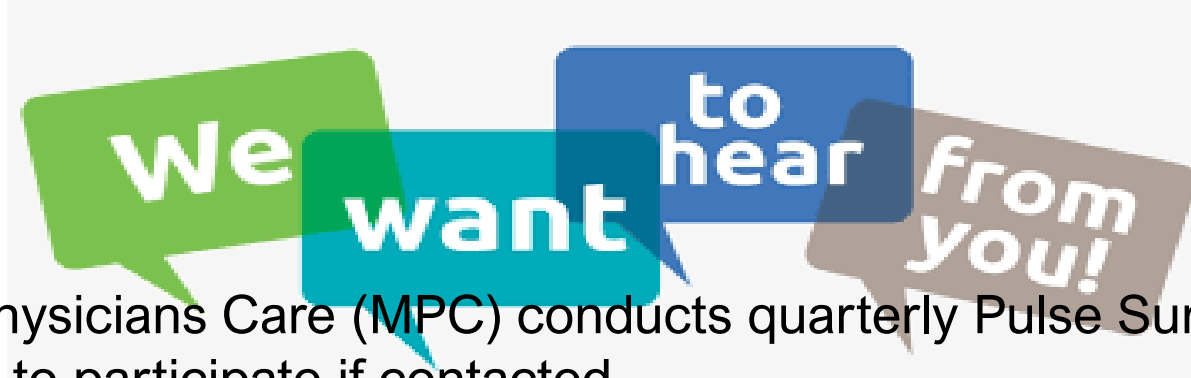
Provider Claim Appeals

Providers must follow Maryland Physicians Care and Maryland HealthChoice claims dispute requirements to hold their appeal rights. As indicated in the Provider Manual and Quick Reference Guide, claim appeals must be submitted within 90 days of the claim remittance advice, or it will be denied for timely appeals submission.

Providers can electronically submit the claims appeal at <https://providerappeals.marylandphysicianscare.com/> or complete the Appeal Form found [here](#). Claim Appeal forms can be faxed to 1-833-656-0648 or mailed with medical records to:

Maryland Physicians Care
P.O. Box 1104
Portland, ME 04104

Provider Pulse Surveys



Maryland Physicians Care (MPC) conducts quarterly Pulse Surveys. We would love for you to participate if contacted.

The results are based on respondents rating of MPC's performance in various areas and used to improve the provider's experience with MPC.

Here are a few examples of the survey questions:

- Satisfaction with accuracy and timeliness of claims processing
- Satisfaction with process for verification of member eligibility
- Satisfaction with knowledge and efficiency of Provider Representatives
- Yes or no, would you recommend MPC to your patients

Provider Data Integrity



Please contact us within ten days whenever you have changes to your demographic information, including accepting new patients. Please also contact us to update the provider's information regarding race, ethnicity and language spoken by the provider or the office staff.

Members use some of 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.

Be certain to let us know when you are updating your NPI-2 organization number so we can update our system accordingly.

Questions and Answers





Quality

Sammi Turner

CY 2023 ANNUAL PROJECT

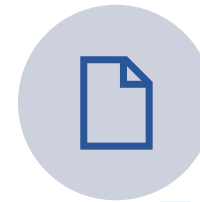
How Can Sites Help



Medical records are collected by Maryland Medicaid Plans from **January 30th – April 5th**



Medical records are typically requested for CY 2023 dates of service exception of **Cervical Cancer Screening** measure with looks back of 5 years (**2019-2023**) and the Eye Exam (**EED**) measure looks back two years (**2022-2023**)



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. Medical records can be faxed back to MPC secure fax line at **855-946-1758**.



Please be sure the medical records include both name and DOB on each page.



All Medical Records must be received by **04/05/2024**. 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.

Improving Performance With CPT II Codes



Category II Codes are for reporting purposes and when submitted on claims are captured as administrative data in our HEDIS software.



Administrative data reduces the burden of medical record requests fulfillment for the site.



The use of these codes can improve accuracy of care gaps and assist both plan and provider to identify non-compliant populations.



NCQA is reducing the measures that allow for medical record review. Many measures/quality outcomes are restricted to claims data only.

*CPT II Codes are provided as a recommendation only. Please see HEDIS Tips sheet available on the provider portal for additional recommendations and information pertaining to HEDIS measures.

Contact

Secure Fax Line- 855-946-1758

MPC – MCMI Mailing Address (attention HEDIS/Quality)

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



CY 2024 IN PROGRESS

Population Health Incentive Program CY 2024 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

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.

Measures:

- BCS (State-Wide)
- Diabetic Eye (Baltimore)
- SSI Adult/Child (Baltimore, PG, Montgomery, and Washington. Frederick County Pending)
- Lead (Baltimore, PG, Montgomery, and Washington. Frederick 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

Health Fairs

Maryland Physicians Care (MPC) host MPC Health Fairs to provide MPC members with:

- Health screenings
- Baby Showers
- Educational health content
- Education on Plan benefits and resources
- Population Health services
- Local health and wellness resources

2024 Locations:

- Baltimore
- PG/Montgomery County
- Washington County
- Frederick County

MPC reps and other internal department representatives are on site the day of the event and provide scheduled members a \$75.00 gift card once their Health screening is complete. Members can call 410-412-8280 to schedule.



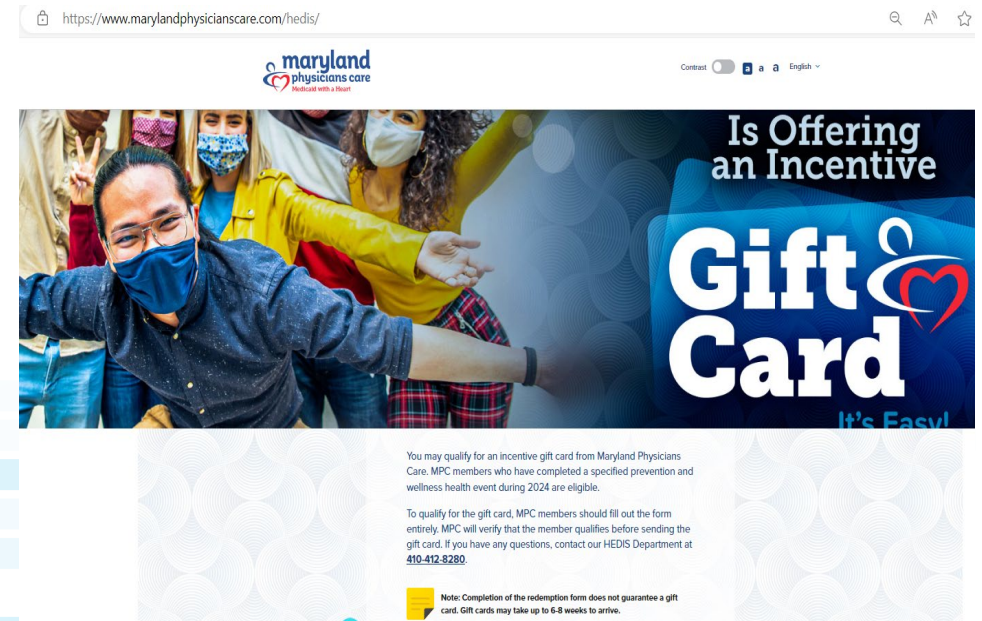
Go On Your Own- Member Incentives

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 2024 Incentives

- \$75 for Breast Cancer Screening
- \$75 for Diabetic Eye Screening
- \$75 for State Lead testing
- \$50 for Postpartum (7 to 84 days postpartum)


Eligible members must complete the service requirements before the end of the year 12/31/2024.




Resource @ www.marylandphysicianscare.com/providers/resources/


Login to My MPC Source

Maryland Physicians Care offers a convenient and secure access portal that is available 24/7.


**for members**

- Change your Primary Care Provider (PCP)
- Request a new Member ID card
- Print Temporary ID Cards
- Add additional User
- View Claims
- View Eligibility History
- View your Benefits
- Ask questions about your coverage
- Update personal information
- Send MPC a message


 **Login** [Create an account](#)


**Help Is Here!**

If you need help creating an account or logging in, please contact **MPC at 1-800-953-8854**.

**for providers**

- 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

 **Login** [Create an account](#)



If you need help creating an account or logging in, please contact **MPC at 1-800-953-8854** or your assigned Provider Relations Representative.

HEDIS Tip Library

As you may know, quality of care is measured through the Healthcare Effectiveness Data and Information Set (HEDIS). The following HEDIS Tip Sheets have been created to reflect NCQA HEDIS 2021-2022 Technical Specifications and may be used as a reference to help you increase your practice's HEDIS rates. Please note that Maryland Physicians Care does not advise providers on which codes to use. Please always follow the State and CMS billing guidance to ensure the codes are covered prior to submission.

HEDIS

[AMR, BCS, CHL, CBP, CCS, CDC, CIS, IMA, Lead Screening, PPC, W30, WCV, WCC \(PDF\)](#)

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

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program



By the
Maryland
Department of Health

Maryland Healthy Kids Program



Qlarant begins scheduling onsite reviews in May!

PURPOSE:

- Compliance with the American Academy of Pediatrics Periodicity Schedule.
- EPSDT services allow for early identification and treatment of health problems .

Maryland Healthy Kids Program/EPSDT Review

***What **YOU**
need to do!***

1) Respond timely to record requests.

2) Ensure that all faxed or mailed-in medical records are complete and include lab and immunization records.

3) Schedule onsite reviews promptly upon request.



and



The Maryland Healthy Kids Program is developed by MDH in conjunction with other state departments.

Additional Healthy Kids Program information can be found on the MDH website:



<https://health.maryland.gov/mmcp/epsdt/pages/home.aspx>



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 RNs 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

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 Latrece Acree, 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!**

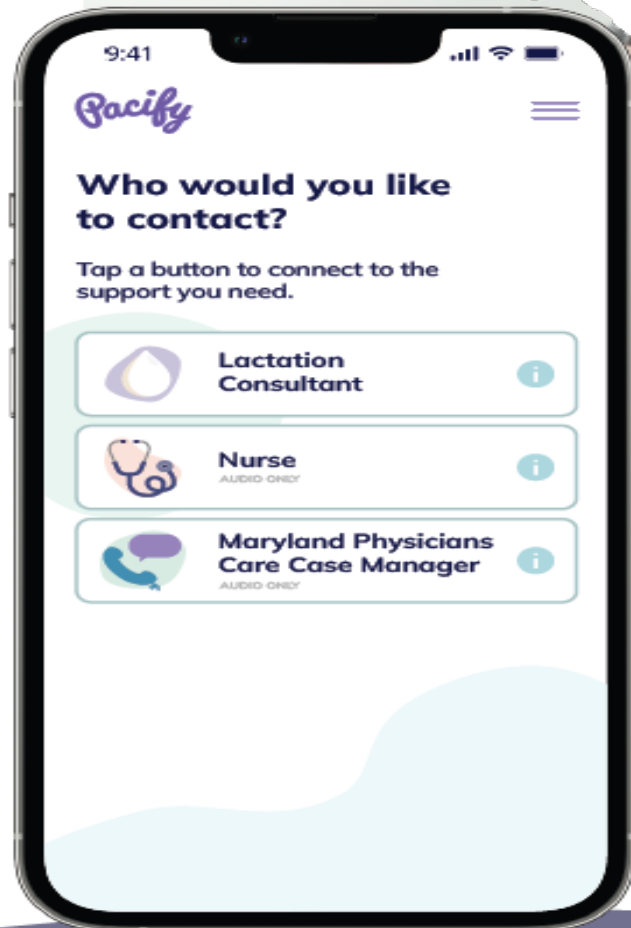
Send a secure chat message, share images, or video with a local doctor
— at no additional cost to you!

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!





QUESTIONS?



Pharmacy Updates

Formulary Updates 1Q 2024

January 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Humira	TNF Inhibitor	Remove from formulary	01/01/2024	<u>Yusimry, Hadlima, Adalimumab-adbm</u>
<u>Amjevita</u>	TNF Inhibitor	Remove from formulary	01/01/2024	<u>Yusimry, Hadlima, Adalimumab-adbm</u>
<u>Brenzavvy</u>	SGLT2 Inhibitor	Add to formulary w/PA	01/01/2024	<u>Steglatro, Segluromet</u>
Budesonide/Formoterol	ICS/LABA Inhaler	Add to formulary/Step therapy	01/01/2024	Fluticasone/Salmeterol
February 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Formulary Changes				
March 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Formulary Changes				

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!