



2nd Quarter Provider Forum

June 26, 2024

Provider Forum Agenda

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

- Claims Billing Requirement Reminders
- Children Entering State Supervised Care
- Provider Claim Appeals Submission
- Appeals Claim Search Function
- Access & Accessibility Survey
- Provider Data Integrity

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

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Care Management – Kerry O'Malley, Manager Care Management

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

Medical Management – Dr. Bruce VanDerver, Chief Medical Officer



Operation Updates

Billing and Claims Reminders

Hospital Claims

For inpatient & outpatient hospital claims, the rendering provider NPI should be the same as the billing provider NPI.

Professional Claims

Recent medical record/claim reviews have identified professional claims submitted with the incorrect rendering provider information. For accurate and prompt payment of claims, the rendering and billing National Provider Identified (NPI) must be accurately reported. For credentialed professional providers, the rendering provider's NPI is to be reported on the professional claim in section 24J of the CMS1500 claims submission. Failure to provide the correct rendering provider information may result in your claims being delayed, denied, or recouped.

Medical Records

Please complete, sign and date the medical record documentation of services upon conclusion of the visit or as soon as possible in order to maintain an accurate medical record. Please refer to the MPC Provider Manual for a listing of comprehensive medical record requirements.

Children Entering State-Supervised Care

Per EPSDT Transmittal No. 32 dated 9/14/2010, please bill age-appropriate preventative CPT codes with modifier “32” for children entering State-supervised care. Modifier “32” should only be used for the initial examination visit and any other procedures provided during that visit. Modifier “32” should not be used for subsequent visits.

This screening should take place within 24 hours of the child’s placement, but not to exceed a period of five days from the time of placement.

Comprehensive Preventive Medicine (New Patient)

<u>CPT Code</u>	<u>Modifier</u>	<u>Description</u>
99381	32	Infant (age under 1 year)
99382	32	Early Childhood (age 1 through 4 years)
99383	32	Late Childhood (age 5 through 11 years)
99384	32	Adolescent 9 (age 12 through 17 years)

or

Periodic Comprehensive Preventive Services (Established Patient)

<u>CPT Code</u>	<u>Modifier</u>	<u>Description</u>
99391	32	Infant (age under 1 year)
99392	32	Early Childhood (age 1 through 4 years)
99393	32	Late Childhood (age 5 through 11 years)
99394	32	Adolescent 9 (age 12 through 17 years)

Electronic Claims Appeals Submission

Here are some reasons to try it today!

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



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:

Managed Care That's Easier to Manage.

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

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

Electronic Claims Appeals Search

Alert New Functionality

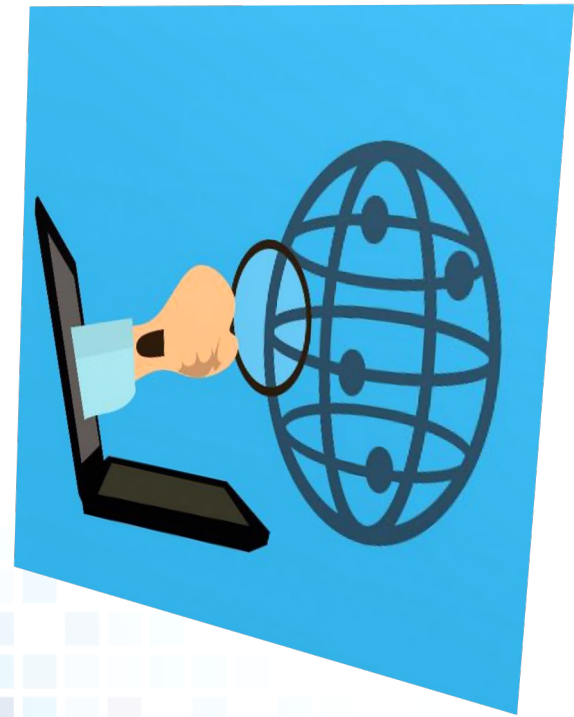
Providers can now search for the status of appeals through the MPC Provider Portal.

Below are the steps to search for appeals:

1. Log into the MPC Portal
2. Select the Authorization Requests tab at the top
3. Select the Appeals tab at the top

The 100 most recent appeals based on your NPI access will be displayed. The log will include the Appeal ID, Patient information (Name, DOB and Member ID), Appeal Type, Requestor, Appeal Status and Create Date.

To search for a specific appeal, select the filter icon on the top right (above Create Date) and enter the Appeal ID in the Reference # field. You may also search on the Claim ID field.





& Accessibility Surveys

We are conducting Access and Accessibility surveys, and you may receive a call from our customer service team.

Some of the questions asked during the survey are consist of:

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



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





HEDIS

Julie Mazzatenta

Baltimore MPC Health Fair

A DAY AT EASTPOINT MALL

05/29/2024

Health Fair Recap

MPC Teams

Multiple departments (HEDIS MRR/Outreach, Community Engagement, SDoH, and Provider Relations) came together for a day to assist MPC members.

Community Resources

Approximately 20 resources throughout Baltimore City and Baltimore County were present to address disparities. Resources included: Social Services, Health Departments, Diabetic resources, Mental Health, Infant Care, and more SDoH department provided personal screenings to offer member referrals for services in need.

Member Care

MPC provided health care services for members to include health screenings and lead testing. MPC screened 106 members for lead and completed 27 health screenings.

Member/Resources



The Team



Upcoming Health Fairs



Targeting Gap Closure for Lead, SSI Adult, SSI Child, pending Diabetic eye



Iverson Mall July 25th (PG/Montgomery County)- Eastpoint Mall September 18th (Baltimore City/County)



Hagerstown Fit-October 8th (Washington County)



Frederick Health- October 16th (Frederick/Carroll County)



TBD- Cumberland

Clinic Days

Clinic days are smaller events that target only one measure. MPC works with specialist/PCP's/Lab vendors that offer MPC a select day/time and the MPC outreach provides the scheduling for the clinic day.

June		
BCS	Seton Imaging Baltimore	Saturday 6/1
SSI	Dr Seth Baltimore	Tuesday 6/4
SSI/Lead	Dr Seth Baltimore	Thursday 6/6
BCS	Frederick Community Radiology	Thursday 6/13
SSI	Dr Seth Baltimore	Tuesday 6/18
BCS	Seton Imaging (Catonsville)	Thursday 6/20
SSI/Lead	Dr Seth Baltimore	Thursday 6/20
BCS	Rockville Community Radiology	Saturday 6/22
Lead	Impact Diagnostic PG County	Thursday 6/27
SSI /CDC Eye	Optical Fair Dr Attman Baltimore	Wednesday 6/26
July		
BCS	Seton Imaging Baltimore	Saturday 7/13
Lead/SSI	Iverson Mall Health Fair PG/Montgomery County	Saturday 7/25
SSI /CDC Eye	Optical Fair Dr Attman Baltimore	Wednesday 7/24
BCS	Seton Imaging Baltimore	Saturday 8/3
BCS	Glen Burnie Advanced Radiology	Wednesday 8/21
BCS	Seton Imaging (Catonsville)	Thursday 8/22
Diabetic Eye	Optical Fair Dr Attman Baltimore	Wednesday 8/28

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
- **New** HEDIS Lead \$150 to complete before 2nd birthday
- \$50 for Postpartum (7 to 84 days postpartum)

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



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 2024 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.

MPC Healthy Rewards

<https://www.marylandphysicianscare.com/members/member-health-rewards/>



Member Health Rewards

Maryland Physicians Care members who have completed a certain prevention and wellness health event could earn a gift card. It's easy!



SSI Adult/ SSI Child:

Do you or your Child receive Disability Supplemental Security Income (SSI): If so you may be eligible for a \$75.00 gift card. Complete a visit with your doctor or urgent care center for a sick or well visit between 01/01/24-12/31/2024.

[After your appointment complete the Gift Card registration for a \\$75.00 gift card.](#)



Lead Testing:

Is your child celebrating their 1st birthday in 2024. If so, they can earn a \$75.00 gift card for completing the testing anytime between 01/01/2024-12/31/2024 (The doctor may provide you with a lab referral during a well visit). The child must complete the lead testing to be eligible for the gift card.

[After your appointment complete the Gift Card registration for a \\$75.00 gift card.](#)



Diabetic Eye Exam:

Yearly eye exams are important! If you are a diabetic age 18-64 and complete an annual diabetic eye screening between 01/01/2024-12/31/2024, you are eligible for a \$75.00 gift card. Please tell your eye provider that you need a diabetic eye screening.

[After your appointment complete the Gift Card registration for a \\$75.00 gift card.](#)

Well Child Visit (WCV)



MPC will Launch a WCV text campaign to all non-compliant members on July 9th. The text will provide education on the importance of well exams for children, encouraging parents to schedule appointment with their child's PCP.

- **No limits on well visits-** The visits do not have to wait for a full year to pass (members can have multiple well visits in one year)
- Well visits are based on **Administrative data only** (Compliance can only be achieved via claim submission)
- Consider turning sick visits into well visits when appropriate
- Visits must be with a primary care provider but does not have to be the PCP they are assigned to

CPT Codes	
99382	Preventive visit new patient age: 1 to 4 years
99383	Preventive visit new patient age: 5 to 11 years
99384	Preventive visit new patient age: 12 to 17 years
99385	Preventive visit new patient age: 18 to 39 years
99392	Preventive visit established patient age: 1 to 4 years
99393	Preventive visit established patient age: 5 to 11 years
99394	Preventive visit established patient age: 12 to 17 years
99395	Preventive visit established patient age: 18 to 39 years

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 (documentation of BMI value alone is not sufficient)
- Counseling for nutrition
- Counseling for physical activity

Helpful Hints

- Anticipatory guidance regarding weight, diet, nutrition, and physical activity are valid for the WCC measure 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



Provider Education

Rachelle Cannon, Prevention & Wellness Manager

Agenda

- ☐ Cultural Competency Training
- ☐ Requests and Reminders
- ☐ Shared Decision-Making Aids
- ☐ MPRA Requirements



Cultural Competency Training

- **Reminder:** MPC provides and encourages Cultural Competence Training for all providers.
- **Online Resources:** MPC provides links to training resources on the MPC Provider Website that are free and may also provide continuing education credits.
- **Benefits of Training Include:**
 - ✓ Increased patient satisfaction
 - ✓ Elimination of disparities
 - ✓ Improved quality of services & health outcomes
 - ✓ Decreased likelihood of liability claims
 - ✓ Meeting legislative, regulatory, and accreditation mandates



Where to find links to Cultural Competency Training!



For Members

MPC Well Connected

For Providers

I Need Help With

Providers - Home

HEALTH CARE MANAGEMENT

Behavioral Health

Medical Management

INFORMATION

Frequently Asked Questions

RESOURCES

Prior Authorization

Services – Prior Authorization

Provider Forms

Approved Drug Benefits

> Medication – Prior Authorization

> Step Therapy Requirements

Pregnancy-Related Support Services

Nutrition and Medical Management

PROGRAMS

MPC's Diabetes Prevention Program

Training Opportunities

> Cultural Competency Training

Cultural Competency Resources

Below are training resources available to providers. Click on the tab for detailed information such as a link to the resource, the topics covered, length, cost, and certifications or CEUs offered.

Think Cultural Health

Conscious & Unconscious Biases

Effective Communication for Healthcare Teams

Quality Healthcare for Lesbian, Gay, Bisexual & Transgender People

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Billing and Claims

Provider Resources

Provider Relations Representatives

Pregnancy-Related Support Services

Nutrition and Medical Management

MPC's Diabetes Prevention Program

Training Opportunities

Requests & Reminders



CAQH Application

Please fill out the race, ethnicity, and language fields.

Cultural Competency Training

Please complete cultural competency training. Once completed, inform your PM Representative.

Request & Reminder



*Shared Decision-
Making Aids
(SDMA)*

**Which SDMA's do you
know of or currently use?**

(please answer during this forum)

MPC has the Diabetes SDMA: <https://www.marylandphysicianscare.com/wp-content/uploads/2023/05/Diabetes-Medication-Shared-Decision-Making-Aid.pdf>

Maryland Prenatal Risk Assessment (MPRA) Requirements



Maryland

DEPARTMENT OF HEALTH

Maryland Prenatal Risk Assessment- MDH 4850

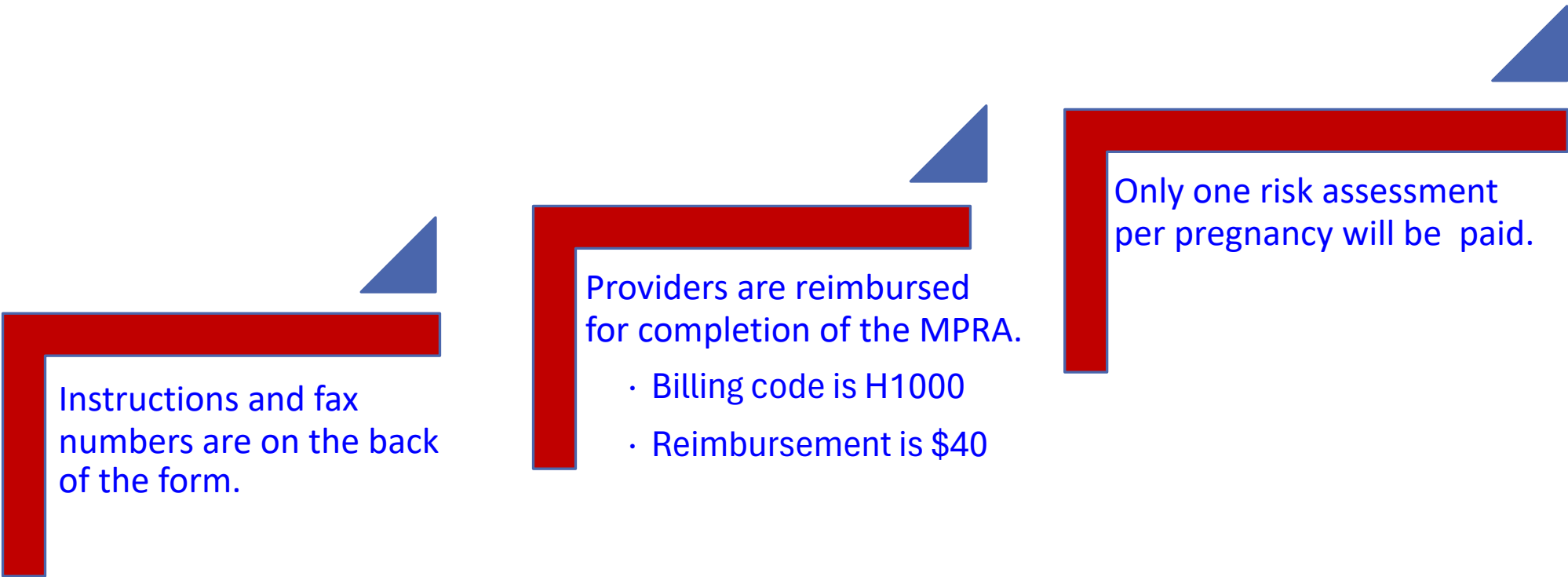
PURPOSE:

- Helps identify women who have medical, nutritional, and psychosocial predictors of poor birth outcomes.
- *Allows the patient, local health department (LHD), provider, and MCO to work together to promote the best possible birth outcome.*
- Completion of the MPRA and completion of a plan of care at the first prenatal visit is required for all Medicaid patients.



MPRA Requirements

MDH requires that an MPRA be completed during the first prenatal visit and that a copy of the completed form is faxed within 10 days to the LHD in the county in which the woman resides.



Instructions and fax numbers are on the back of the form.

Providers are reimbursed for completion of the MPRA.

- Billing code is H1000
- Reimbursement is \$40

Only one risk assessment per pregnancy will be paid.



- <https://www.marylandphysicianscare.com/providers/cultural-competency-training/>
- <https://www.marylandphysicianscare.com/wp-content/uploads/2023/05/Diabetes-Medication-Shared-Decision-Making-Aid.pdf>
- <https://insurance.maryland.gov/Insurer/Documents/paper-application.pdf>
- https://health.maryland.gov/mmcp/Documents/Maryland%20Prenatal%20Risk%20Assessment%20-%20Revised%202022_2022.pdf

Thank you!



Care Management

Kerry O'Malley

Manager, 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



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

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
- Pharmacy Lock-In (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)

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 2Q 2024

April 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				
May 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
<u>Simlandi</u>	TNF Inhibitor	Add to formulary w/PA	05/17/2024	<u>Yusimry, Hadlima, Adalimumab-adbm</u>
June 2024				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Changes				

Questions and Answers

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



CMO Corner

June 26th, 2024

RSV Vaccines

RSV Season doesn't start for months, but it is never too early to start planning

The RSV vaccine landscape is changing rapidly

- Several new vaccines
- ACIP recommendations are slowly evolving as well
- Payment changes are also occurring

RSV vaccines have significant potential to reduce lower respiratory infections this year

RSV Vaccines for Children

Byfortus (nirsevimab) is the “new” RSV “vaccine” for children

- Approved July 2023
- Monoclonal antibody
- Covered by VFC program
- All children <8 months should receive Byfortus
- High risk children should get a second dose between 8 and 19 months

Synagis (paluvizimab) is still an option

- High risk children up to age 24 months
- Follow AAP recommendations for eligibility
- Covered by MPC

RSV Vaccines for Adults

3 vaccines approved for ages 60+

- **Abrysvo**
- **Arexy**
- **mResvia (new mRNA vaccine)**

Arexy was recently approved for high risk patients age 50+

ACIP has not updated RSV vaccine recommendations since October 2023

- **Only Abrysvo and Arexy are covered at present, and only for ages 60+**

RSV Vaccines for Pregnancy

Abrysvo is approved for pregnancy administration

- Given from 32 to 36 gestation during RSV season (November – April)
- No significant protection for mother
- Provides protection for child for 5 months

Vaccine Hesitancy

Vaccine rates are dropping

- Adult influenza vaccination rates have dropped by over 25% to 49%
- Pregnancy influenza vaccination rates have dropped by over 15% to 50%
- Similar drops are being seen in children, and across other vaccines

Most significant intervention is Provider recommendation

- Rates increase by 25-50%
- Also positively impacted by office staff and reminders
- Text reminders do not impact uptake, but emails do



MPC Provider Forum Feedback Survey

Post-Event Feedback Survey:
Q2_2024 Provider Forum Date:
Wednesday, June 26, 2024





Thank you for joining!