



3rd Quarter Provider Forum

September 25, 2024

Provider Forum Agenda

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

- New Musculoskeletal (MSK) Surgery Management Program
- Cultural Competency Training
- Claims Billing Requirement Reminders
- Expedited or Urgent Appeals Reminder
- ePREP Enrollment Reminder
- Provider Data Integrity

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

Care Management – Angela Hart, Director Care 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



Operation Updates

New Musculoskeletal (MSK) Surgery Management Program

Effective October 1, 2024, MPC will be expanding our partnership with Evolent Specialty Services (formerly National Imaging Associates, Inc.) by adding a new Musculoskeletal (MSK) Surgery Management program.

The MSK program will include prior authorization for non-emergent hip, knee, shoulder, lumbar, and cervical spine surgeries for MPC members. The decision to implement this program is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

Notification letters have been mailed, and educational webinars have been scheduled with dates starting September 12, 2024. Please contact [1-800-953-8854](tel:1-800-953-8854) for more information regarding these webinars.



Cultural Competency Training

Cultural Competency Training is a perfect way to learn more about how to improve and increase the support, the environment, the communication between you and the patient, and the patient's adherence to your recommendations/instructions.

Please click [here](#) to view FREE trainings specific for providers. The presentation is available on the Maryland Physicians Care website and the links are operational. You can also find additional information here [Training Opportunities - Maryland Physicians Care](#)



Billing and Claims Reminders

Provider Reimbursement Notice:

Please be aware that the MPC base rate for Evaluation & Management and Durable Medical Equipment codes are based on the Maryland Department of Health (MDH) Medicaid fee-for-service reimbursement. As the MDH fee-for-service reimbursement increases or decreases, so will the MPC base rate change. Please note that the most recent MDH fee-for-service reimbursement has decreased due to Maryland State budgetary constraints.

3D Mammograms:

Following the updated recommendation by the U.S. Preventive Services Task Force, effective August 1, 2024, MPC reimburses covered members for 3-D screening and diagnostic mammograms. Prior authorization is not required.

Referral Process:

Reminder Maryland Physicians Care does **not** require referrals for specialist care.

Expedited or Urgent Appeals Reminder

An expedited/urgent request for an appeal determination is a request in which waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.

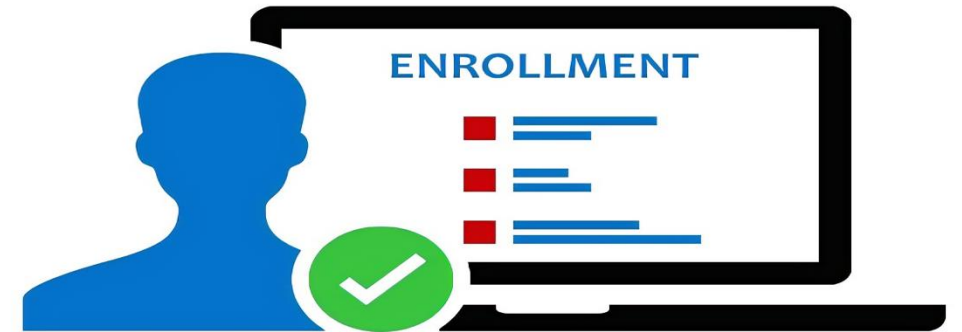
If a member is currently admitted to a hospital, is inpatient, and has not yet been discharged, the member's appeal may be considered expedited or urgent.

Providers must ensure that documents or fax cover sheets submitted to support routine requests are not marked with the words expedited, urgent, stat or any other words implying an emergency, unless the medical condition of the member meets the definition of expedited or urgent.

A valid expedited/urgent request is determined within 72 hours.

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 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

Upcoming Health Fairs



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



Hagerstown FIT- October 8th (Washington County)



Frederick Health- October 16th



Baltimore Eastpoint Mall- November 6th



TBD- Cumberland

Remaining 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. Call 410-412-8280 to refer a member.

| October | | | |
|----------|---|-----------|-------|
| BCS | Seton Imaging | Saturday | 10/5 |
| Lead | Hagerstown Fit Room Health Fair | Tuesday | 10/8 |
| SSI | Hagerstown Fit Room Health Fair | Tuesday | 10/8 |
| SSI | Frederick Health Health Fair Evernorth | Wednesday | 10/16 |
| Lead | Frederick Health Health Fair Impact Diagnostic | Wednesday | 10/16 |
| BCS | Frederick Community Radiology A no more than 20 | Thursday | 10/17 |
| BCS | Frederick Community Radiology B no more than 20 | Thursday | 10/17 |
| BCS | Seton Imaging (Catonsville) | Thursday | 10/24 |
| November | | | |
| BCS | Seton Imaging | Saturday | 11/2 |
| Lead | Eastpoint Health Fair Impact Diagnostic | Wednesday | 11/6 |
| CDC Eye | Eastpoint Health Fair Optical Fair | Wednesday | 11/6 |
| SSI | Eastpoint Health Fair Evernorth | Wednesday | 11/6 |
| CDC Eye | Eastpoint Health Fair Evernorth | Wednesday | 11/6 |
| December | | | |
| BCS | Seton Imaging | Saturday | 12/7 |
| BCS | Glen Burnie Advanced Radiology | Wednesday | 12/18 |
| BCS | Seton Imaging (Catonsville) | Thursday | 12/19 |

Last Chance for CY 2024: 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.

Annual Flu Vaccine



Get Your Flu Shot

Keep yourself and those close to you healthy! Join the millions of people who get their yearly flu shot.

No one likes getting sick. And the flu virus changes every year. So, getting a yearly shot helps protect yourself and those around you. Plus, it's available at no cost to you.

The flu shot is a good idea for just about everyone. These people are at an even higher risk of health problems from the flu:

Pregnant Moms

Pregnancy can put you at higher risk for getting the flu and put your unborn baby at risk, too. But getting a flu shot can help protect you and your baby.

Children and Families

Young children have a higher risk of health problems from the flu. Newborns are also at high risk but can't get the flu shot until they are six months old and should receive 2 (4 weeks apart).

People with a Chronic Condition or Caregivers

People with a weakened immune system are more likely to get very ill from the flu. Getting your yearly flu shot helps protect yourself and those around you.

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



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



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
- ED Diversion

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
- Social needs 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



NEW: Doula Support

Virtual Doula Support: Get personalized advice and support from experienced doulas. From preparing for birth, your recovery, or understanding your newborn's needs.

- **8 one hour sessions:** Enjoy up to 8 one-hour session with one of our Certified Doulas, personally matched to fit your preferences and needs by our Care Coordinator.
- **You Set the Schedule:** Pick the appointment times that work best for you. Our scheduling is designed for maximum flexibility, ensuring that doula support is available exactly when you want it.
- **In-Person Doula Services:** In person doula services may be available on request.

Lactation Consultants: Available 24/7 via video for breastfeeding support and feeding-related questions.

Nurse: Available 24/7 for medical concerns and questions on what to do next.

Maryland Physicians Care Case Managers: Available 8am-5pm Monday - Friday via phone

Available to expectant **Coordinated Care** members for up to 12 months postpartum

Pacify is statistically proven to:



Increase frequency of prenatal/postpartum visits



Boost vaccination rates



Improve overall patient well being



Provide unparalleled support during the COVID-19 pandemic

Services offer in both English and Spanish

Provide members with code **MPCP1** to access Pacify today



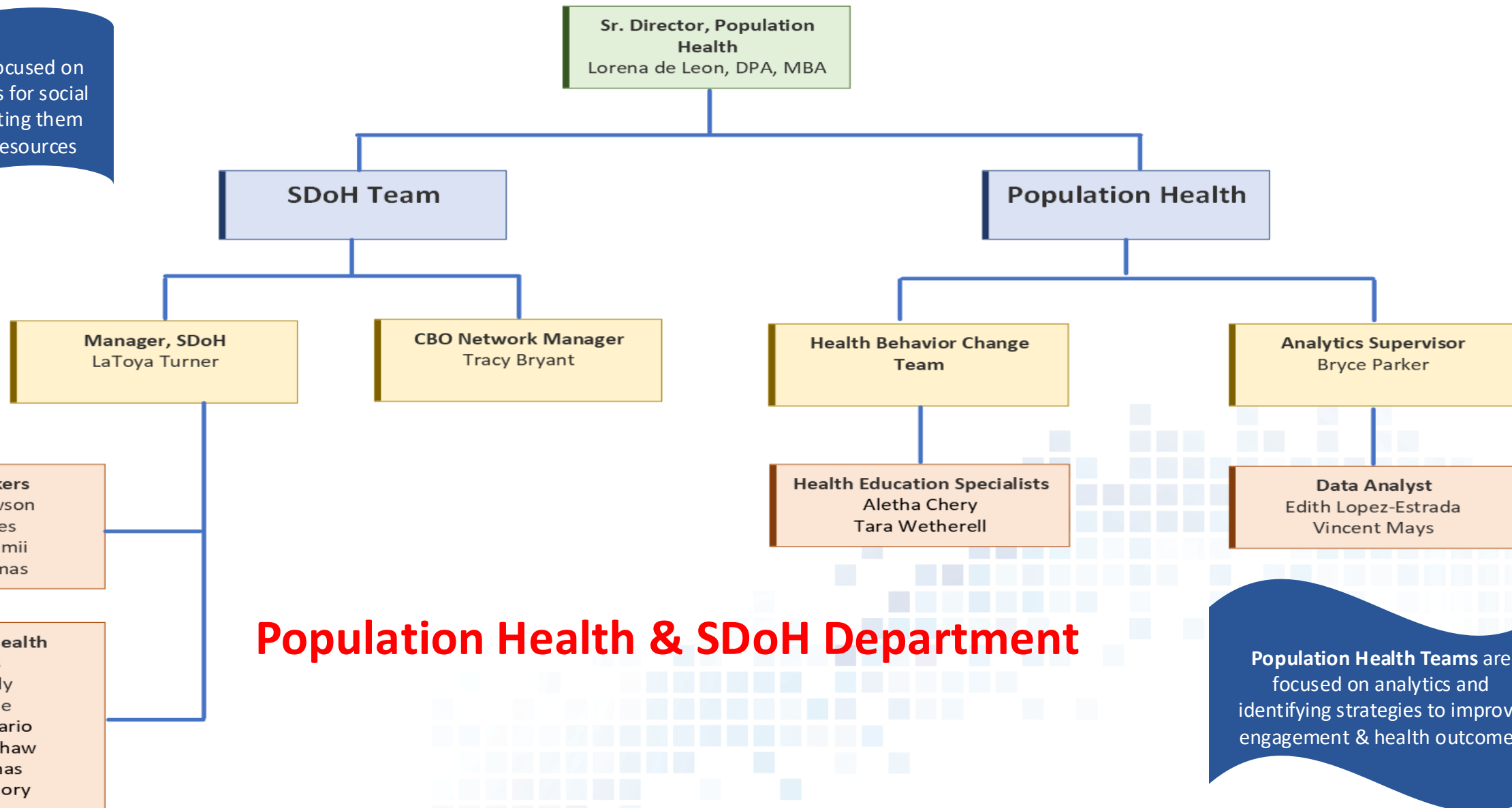
QUESTIONS?



Population Health/SDoH updates

Dr. Lorena de Leon
Sr. Director, Population Health & SDoH

SDoH Teams are focused on screening members for social needs and connecting them with community resources



Population Health Teams are focused on analytics and identifying strategies to improve engagement & health outcomes

Social Care Coordination

As of 9/1/2024, the SDoH team has:

- Outreach to **15,785** MPC members and screened **3279** at high-risk for social needs
- Sent over **6000** referrals to community-based resources to address member needs
- Held **95** community screening events
- **Food insecurity** continues to be the top member need

Referral Activity

1,663

Clients w/ Referrals...

6,082

Referrals Sent

9,738

Services Referred

Top 5 Needs (all referrals)

Food

3,133

Financial ...

1,243

Housing

734

Work

480

Social Su...

294

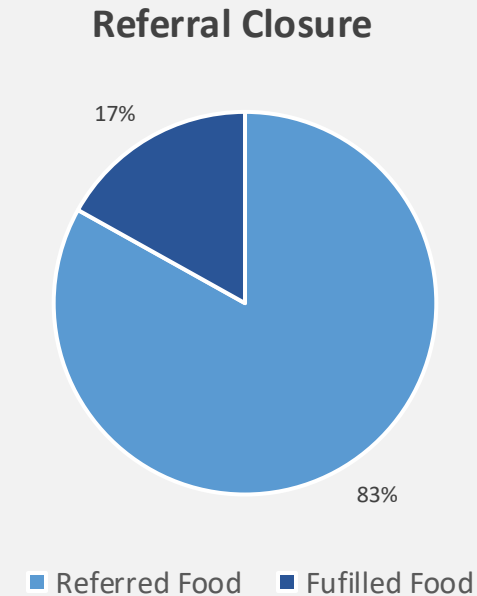
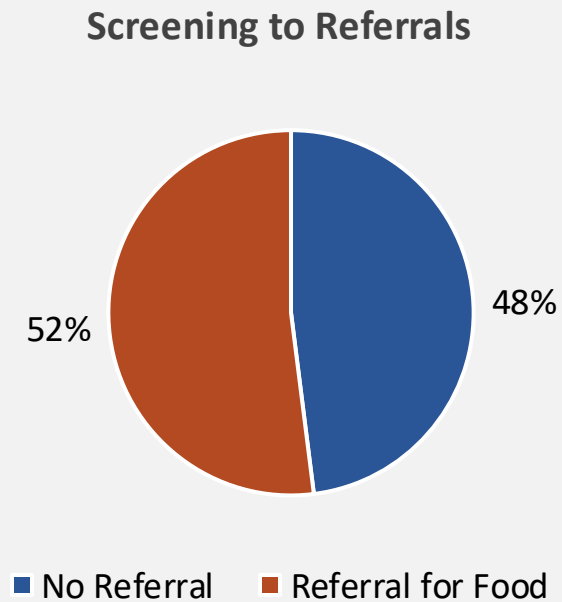
Service Offerings Most Referred

| | Service Offering | Clients | Referrals |
|---|-----------------------|---------|-----------|
| 1 | Food pantries | 625 | 1,750 |
| 2 | Emergency food | 424 | 1,383 |
| 3 | Affordable food | 508 | 1,040 |
| 4 | Utility assistance | 456 | 902 |
| 5 | Job training & skills | 160 | 345 |
| 6 | Financial | 182 | 294 |

| 2024 SDoH In-person Screening Events | | | | | | | | |
|--------------------------------------|-----|-----|-----|-----|-----|------|------|-----|
| Regions | Jan | Feb | Mar | Apr | May | June | July | Aug |
| Region 1 (Baltimore City) | 2 | 2 | 3 | 3 | 1 | 0 | 3 | 5 |
| Region 2 (Central MD) | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 1 |
| Region 3 (PG/Mont) | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 3 |
| Region 4 (Western MD) | 11 | 9 | 10 | 8 | 6 | 6 | 8 | 6 |
| TOTAL | 13 | 13 | 13 | 12 | 8 | 8 | 13 | 15 |

Food insecurity screening and fulfillment gaps

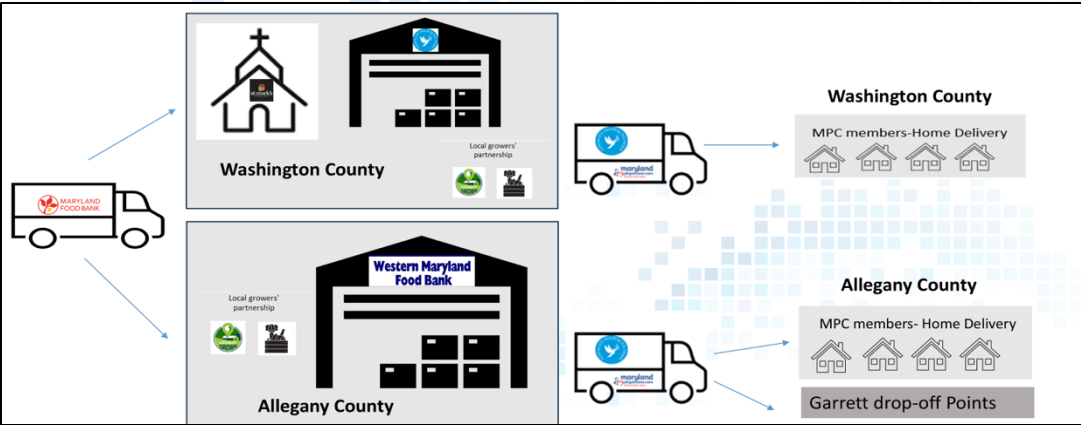
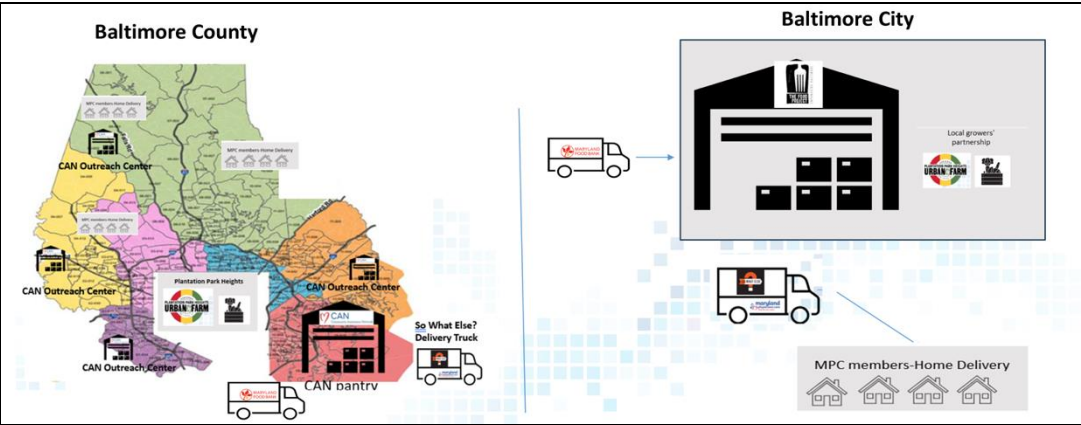
- Of all members screened and identified a food needs, 48% were referred to a food resource
- Of those referred to a food resource, 17% had their need fulfilled



Food Insecurity Initiative

MPC has partnered with **6 Community-Based Organizations** to create a food delivery program to address food insecurity for **1500 MPC** members in Western MD, Baltimore City & Baltimore County in 2024 with expansion to other counties in 2025.

| 2024 Counties | Go Live Target |
|----------------------|-----------------|
| Baltimore City | 10/15/2024 |
| Baltimore County | 11/14/2024 |
| Washington/Frederick | 9/9/2024 (Live) |
| Allegany | 10/1/2024 |
| Garrett | 11/4/2024 |



Questions?

**If you would like more information on our
SDoH Program, send us an email at:**

SDoH@MPCMedicaid.com



Pharmacy Updates

Pharmacy Updates – September 2024

Agenda

- PBM Review:
 - ☐ PBM Transition
 - ☐ UM Program Overview
 - ☐ Provider Notifications

PBM Transition

- Effective October 1, 2024, MPC will be fully transitioned to our new pharmacy benefit manager (PBM), CVS Caremark
- CVS will be responsible for the following:
 - ❑ Adjudicating prescription claims under the pharmacy benefit
 - ❑ Maintaining and updating our formulary benefit
 - ❑ Provide semiannual formulary analyses for MPC to optimize formulary benefit offerings and lower cost of care

UM Program Overview

➤ UM Process Update for Providers:

- ❑ **Providers should be encouraged to use existing ePA processes**
 - ❖ CVS Caremark is contracted with current ePA vendors, and our providers will be able to submit ePA requests to MPC as they did with ESI
- ❑ **Providers will also be able to submit prior authorizations via fax to the pharmacy UM team**
 - ❖ MPC will have the drug specific criteria posted on the website for providers
 - ❖ Link: <https://www.marylandphysicianscare.com/providers/drug-benefits/medication-prior-authorization/>

UM Program Overview

- Effective October 1, 2024, MPC Pharmacy Team will be assuming responsibility for all UM reviews for pharmacy benefit medications
- The UM Pharmacy Team will be responsible for handling all provider inquiries (calls/faxes) related to the UM program
- There will be no changes to the process for member inquiries
 - ❑ MPC Customer Service number: 1-800-953-8854

UM Program Overview

➤ UM Contact Information

☐ PA Telephone Number: 1-888-258-8250

❖ Note: this number is only for providers

☐ PA Fax Number: 1-833-896-0656

Provider Notifications

➤ Provider Network

- ❑ MPC notified its prescriber network of change of PBM and change of PA requests to MPC via email, fax, postcard mailings starting 9/3/2024
- ❑ MPC has updated its website with UM/PA processes
 - ❖ Link to PA forms: <https://www.marylandphysicianscare.com/providers/drug-benefits/medication-prior-authorization/>
- ❑ MPC included this change in its upcoming provider newsletter (Fall 2024)

Questions and Answers

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



Provider Forum – CMO Corner
September 25, 2024

Influenza Season Is Coming!!!

- ☐ Please encourage your patients to get the flu vaccine
 - ☐ We continue to see declines in vaccination rates for Medicaid patients nationally
- ☐ 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

RSV vaccinations - 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

Covered under the Vaccine for Children program

RSV Immunizations

**Each year, 50,000 to 80,000 pediatric hospitalizations due to RSV
100 to 300 deaths per year (under age 5)**

Original studies showed 80% efficacy in reducing hospitalizations

**First year study showed 90% efficacy in reducing hospitalizations
Small, real-world study, so not an exact science**

**Overall, this appears to be a highly effective vaccine with significant impact for
our patients and families**

MPC Provider Forum Feedback Survey





Thank you for joining!