



4th Quarter Provider Forum

December 18, 2024

Provider Forum Agenda

Operation Updates – Adrienne Bennett, Sr. Director Provider Management

- Children Entering State Supervised Care
- Maryland Physicians Care Language Profile
- MPC Self Service Options Available
- Billing and Claims Reminders
- MPC Provider Relations Representatives
- Provider Data Integrity

Quality Improvement /HEDIS Outreach – Debbie Morris, HEDIS Manager

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Care Management – Kerry O'Malley, Manager, Care Management

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

Mary Welsh - Moderator



Operation Updates

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. Any willing provider can see the foster care member and needs to bill with the appropriate modifier. 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.

Your office maybe contacted by the Department of Human Services Resource Parent or Maryland Physicians Care to schedule the appointment.

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)

Maryland Physicians Care Language Profile

Maryland Physicians Care (MPC) completed the Language Profile for MPC's service area (statewide) in August 2024. MPC identified English and 42 additional languages/language groupings within the State of Maryland. In addition to English, 39 languages are considered threshold languages, spoken by 1000 persons or 5% of the population.

Member-requested written translations of vital information will be provided by MPC for threshold languages.

The list of threshold languages with written translation available can be found on the bottom of the page on the MPC website at:

<https://www.marylandphysicianscare.com/members/news-and-events/annual-notice-to-maryland-physicians-care-members/>. MPC also provides oral interpreter services for all languages by calling MPC Customer Service at 800-953-8854.

MPC Self Service Options Available

There are many time-saving self-service options available to providers on MPC's website and portal. These tools assist with identifying member needs and supporting your office administrative functions such as submitting and checking claims, authorizations and appeals. Be sure you are registered to use the secure online web portal:

- Review Member Panel Redetermination Dates occurring within the next 90 days
- Review Gaps in Care Reports
- Easily check patient eligibility
- View, manage, and download your patient list
- View claims
- View and submit service authorizations
- Communicate with us through secure messaging
- Maintain multiple providers on one account
- Control website access for your office

Other Provider Resources Available on the MPC website:

- Provider Billing Guidance
- Appeals Submission
- Search Appeal Status
- Electronic Funds Transfer Guidance
- Operational Updates
- Searchable Drug Formulary
- Searchable Prior Authorization Requirements
- Download the Provider Manual
- Learn about MPC's Diabetes Prevention Program,
- View Pregnancy-Related Support Services
- View Maryland Health Kids Preventive Health Schedule



Billing and Claims Reminders

Emergency Room Sudden and Serious List - Updated

Please note that [MPC Providers-ER Sudden and Serious List ad11012024-1.pdf](#) has been updated and shared on our website under Provider Resources (Billing and Claims section). This list includes ICD-10 codes designating an emergency room visit that require immediate medical attention which will automatically adjudicate hospital claims. Newly added codes will go into effect for ER claims with dates of service November 1, 2024, forward.

Maryland Department of Health has a new behavioral health vendor, **Carelon** (same phone number as Optum, 800-888-1965) and has extended telehealth services approved during the PHE through June 2025.

Provider Manual Updated

MPC's Provider Manual has been updated to reflect the new Pharmacy Benefits Manager, CVS, and accompanying phone numbers.

Additional information is included in the Provider Manual about post acute care eligibility.

The Provider Manual can be accessed at [MPC 2024 Provider Manual](#)

MPC Provider Relations Representatives

MPC providers have designated Provider Relations Representatives based on the specialty and or practice/group location. This specialist will be your primary contact with MPC and will keep you updated on any policy changes. Should you need assistance you can reach Provider Relations by **Phone: 1-800-953-8854** (follow prompts to PR dept.), **Fax: 866-333-8024** or **Email ProviderRelations@mpcmedicaid.com**. To find your Provider Relations Representative, click the link below.
[Download the Territory List](#)

**India Ransom
(REP)**

Durable Medical Equipment (DME), Prosthetics & Orthotics, Laboratory, Pathology, Dialysis and Urgent Care.

**Stacey Charles
(REP)**

Baltimore City
All providers not associated with Health Systems and FQHCs
Howard County

**Deborah Amos
(REP)**

Arundel County • All providers not associated with Health Systems
Calvert, Charles, and St. Mary's counties,
Diabetes Prevention Providers (DPP)

**Zaida Maldonado
(REP)**

Baltimore County
Carroll County
Harford County

**Rose Coffey
(REP)**

Cecil, Caroline, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester counties, Doula Providers, Delaware

**Eden Salsman
(Sr. Rep)**

Luminis Health-Anne Arundel Medical Center

Baltimore City Health System

- Mercy Medical Center

Baltimore County Health Systems

- MedStar Health System
- LifeBridge Health
- Greater Baltimore Medical Center (GBMC)

**Robert Hamilton
(Sr. REP)**

Frederick and Montgomery counties

**Janice Garraway
(Sr. REP)**

Skilled Nursing Facilities, Home Infusion Therapy, Hospice Services, Home Health, PT,OT,SLP, Radiology, Ambulatory Surgery Centers and Anesthesia

**Tammy Barnes
(Sr. REP)**

Allegany, Garrett, and Washington counties,
West Virginia and Pennsylvania

**Jeamie Morrison
(Sr. REP)**

Washington, D.C and Prince George's County,
Baltimore City
Federally Qualified Health Centers (FQHC)

**Latoya Sullivan
(Sr. REP)**

Baltimore City Health Systems

- Johns Hopkins
- University of Maryland
 - St Agnes
- Kennedy Krieger

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. Therefore, we provide that information to members through the Provider Directory so that they can locate a provider who may share similar cultural backgrounds as them and may make the member more comfortable with the provider.

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 / Quality

Debbie Morris, HEDIS Manager

Outreach Incentives: Members have until end of 2024 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 July 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.

Returning 2025 MPC Health Events

MPC Health Events: Partnership with multiple providers, community resources, MPC internal departments. Target measures include SSI Adult, SSI Child, HEDIS/State Lead, and Diabetic Eye Screenings. Members who attend Health fairs are offered round trip transportation and a same day gift card.

Target Areas:

- Baltimore at Eastpoint Mall (Dates TBD for Spring and Fall)
Members will have access to community resources such as WIC, DSS, referrals to community resources for needs such as food, shelter, and more.
- New: Security Mall for Baltimore offering a Summer festival
- Montgomery and PG County (Spring and Fall): SSI Adult, SSI Child, and Lead. Community resources will be available. Planned locations: Iverson Mall
- Washington County at the FIT Room (Spring and Fall dates – TBD) with community resources available
- Frederick Health: TBD for Spring or Fall

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

Quality

HEDIS PROJECT 2024

Measure Year (CY) 2024 HEDIS Annual Project

- Medical Record Request- Faxing will begin mid-February 2025
- 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



Provider Education

Rachelle Cannon, Prevention & Wellness Manager

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 in the Quality Improvement section:*

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



Care Management

Kerry O'Malley, Manager of Care Management

Care Management

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

Maternal Child Health Services

- Maryland Prenatal Risk Assessments (MPRA)
- Home Visiting
- Doulas
- Maternal Opioid Misuse (MOM) Care Management



Maryland Prenatal Risk Assessments

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 plan of care at the first prenatal visit is required for all Medicaid patients.

REQUIREMENTS:

- MDH requires an MPRA be completed during the FIRST prenatal visit and a copy of the completed form to be faxed within 10 days to county LHD where your patient lives.
- Providers are reimbursed for completed MPRA forms using *billing code H1000*.
- Only ONE assessment may be billed per pregnancy.

The MPRA can be found using this link or on our MPC website
[Maryland-Prenatal-Risk-Assessment-Form](#)

Home Visiting Services

Home visiting services:

- Provide support to pregnant women during pregnancy and childbirth.
- Support for parents and children during the postpartum period and up to two or three years of age.
- Include prenatal home visits, postpartum home visits, and infant home visits.

To be eligible for this free service, a patient must meet the following requirements:

- Be a Maryland Medicaid member
- Be pregnant, or have delivered a child within three months

Doula Services

Doulas provide three kinds of services: prenatal, attendance at labor and delivery, and postpartum visits.

In these visits, the doula and birthing parent discuss such topics as:

- Anatomy of labor and birth,
- Common medical birth procedures,
- Common comfort measures during labor and birth,
- Mental wellness and self-care, Communication skills and self-advocacy during labor and delivery,
- Breastfeeding benefits and techniques,
- Community resources, and
- Postpartum support for the birthing parent and baby.

Doulas also attend labor and delivery to provide emotional and physical support.

To be eligible for this free service, a patient must meet the following requirements:

- Be a Maryland Medicaid member
- Be pregnant or have delivered a child within the last 180 days.

More information regarding Doulas can be found using this link or on our MPC website [Pages - Medicaid Doula Program](#)

Maternal Opioid Misuse (MOM)

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.

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

More information regarding MOM can be found using this link or on our MPC website [Pages - MOM Case Management Services](#)

Referrals to Care Management



HOW:

Contact the MPC SNC,
Latrece Acree, RN, BSN

Email:
MPCSNC@mpcmedicaid.com

Phone: 443-300-7325

Fax: 844-284-7698



WHAT:

Member Name

DOB

MA#

Current Phone#

Reason for the referral

****Also, helpful if member is
made aware of the referral and
anticipates the outreach**



WHO:

Chronic illnesses

Catastrophic care

Condition care

Transitions of care

Care coordination

High risk pregnancy

SDoH Needs

MyVirtualMPC App



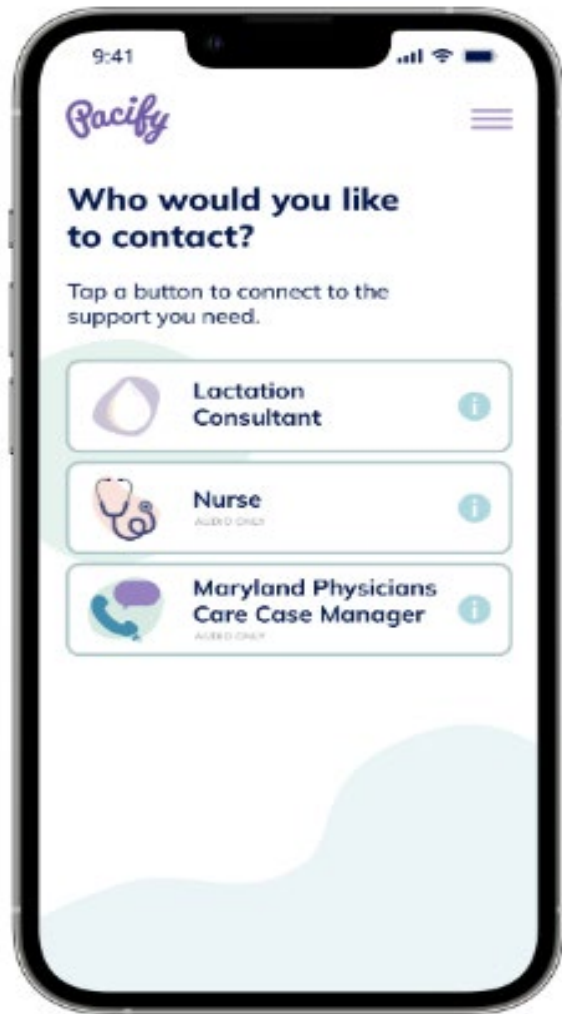
MPC members have free access to medical providers 24/7. 365 days a year!

YOUR PATIENTS:	YOU:
Connect to a doctor 24 hours a day, 7 days a week, 365 days a year	Reduce after-hours calls and redirect overflow patients away from ED/back to your office
Are referred back to you when necessary	See patients when they need you most
Can have their care bridged from ED/Hospital post discharge back to you	See improved adherence to post-discharge care plans
Can connect as often as they like, for as long as they'd like at no cost	Provide a resource for high-needs patients

Encourage your patients to download and register today.

More information regarding MyVirtualMPC can be found using this link or on our MPC website [MyVirtualMPC](#)

Pacify App



Pacify is a mobile app that provides on-demand support from live Certified **Lactation Consultants, Doulas, and Nurses.**

- No appointment required
- Available 24/7, including holidays
- Services available in English and Spanish
- Available to expectant members for up to 12 months postpartum

Pacify is statistically proven to:

- Boost vaccination rates
- Increase frequency of prenatal/postpartum and well-child visits
- Improve overall patient well being

More information regarding Pacify can be found using this link or on our MPC website [Pacify: Exclusive access to Doulas & Lactation Consultants](#)



QUESTIONS?



Pharmacy Updates

Dr. Jonathan Keyser

Pharmacy Updates – December 2024

Agenda

- Formulary Updates
- UM Program Review
 - ☐ UM Clinical Documentation
 - ☐ Provider Resources

Formulary Updates 4Q 2024

October 2024

Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
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No Formulary Changes

November 2024

Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
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No Formulary Changes

December 2024

Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Baqsimi	Antihypoglycemic	Add to formulary	12/03/2024	Glucagon
Glucagon Emergency Kit	Antihypoglycemic	Add to formulary	12/03/2024	Glucagon

UM Program Review

- Effective October 1, 2024, MPC Pharmacy Team assumed responsibility for all UM reviews for pharmacy benefit medications
- MPC requires supporting documentation to be submitted with ALL prior authorization requests
- Please continue to submit prior authorizations for medical benefit medications (provider administered) and requests for Hepatitis C medications to the following fax
 - MPC UM Intake: 1-800-953-8856

Provider Resources – PA Forms

➤ PA Forms – Fax option

- ❑ MPC has updated its website with a searchable tool for all prior authorization forms
 - ❖ Link to PA forms: <https://www.marylandphysicianscare.com/providers/drug-benefits/medication-prior-authorization/>
- ❑ MPC encourages our providers to double check for drug specific prior authorization forms when faxing in prior authorization requests and supporting clinical documentation

Provider Resources

➤ UM Contact Information

☐ **PA Telephone Number: 1-888-258-8250**

❖ Note: this number is only for providers

☐ **PA Fax Number: 1-833-896-0656**

Questions and Answers

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

MPC Provider Forum Feedback Survey

Post-Event Feedback Survey:
Q4_2024 Provider Forum Date:
Wednesday, December 18, 2024

