



1st Quarter Provider Forum

March 19, 2025

Provider Forum Agenda

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

- MPC and MDH Quality Audit Participation Reminder
- EPSDT Medical Record Review
- Maryland Physicians Care Acute Post Form Request Reminder
- MPC Self Service Options Available
- Billing and Claims Reminders
- Updated Quick Reference Guide
- Provider Data Integrity
- MPC Provider Relations Representative

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

Health Education – Rachelle Cannon, Prevention & Wellness Manager

Care Management – Angela Hart, Director, Care Management

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



Operation Updates

MPC and MDH Quality Audits Participation Reminder

This is a reminder that it is a contractual requirement for Maryland Physicians Care (MPC) providers to schedule and participate in MPC and Maryland Department Health (MDH) Quality Audits. Should you be contacted for an audit, please be prepared to participate and provide the necessary documentation as required.

We appreciate your cooperation and support in this matter.



EPSDT Medical Record Review

As part of the Maryland Physicians Care (MPC) health plan, participating providers are contractually obligated to submit complete medical records that meet regulatory compliance, specifically for the Laboratory Test/At-Risk Screening (LAB) component.

We have recently observed an increase in providers failing to meet this requirement.

To address this, our Provider Relations Representatives will be reaching out to all affected providers to discuss the importance of compliance and to remind you of your obligations under the MPC agreement.

We appreciate your attention to this matter.



Maryland Physicians Care Post Acute Request Form for Hospitals

As a reminder, please continue to use the Maryland Physicians Care Post Acute Care Prior Authorization Form for prior authorizations to post-acute facilities.

The prior authorization form is **mandatory** for use regardless of MPC being the primary or secondary payor.

Authorization requests for post-acute facilities will be rejected if not presented on the authorization request form or missing required information such as post-acute facility NPI and fax number.

All areas with * are required fields and failure to provide this information may delay the review process.

The attached form can also be found at the following link: <https://www.marylandphysicianscare.com/providers/provider-forms/>.

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.

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

Chemotherapy

Effective April 15, 2025, when billing for chemotherapy administration Revenue Codes 331, 333, and 335, please add the chemotherapy drug on the claim using the appropriate drug revenue code.

Pregnant Services

Pregnant members between 32- and 36-week's gestation are eligible to receive the RSV vaccine, CPT 90678, without prior authorization. Please include the appropriate diagnosis code, Z3A.32 - Z3A.36, to your claim with the RSV vaccine for ease of claims administration.

Health Screenings

As stated in the MDH EPSDT Transmittal No. 50, PCPs can and should conduct and bill for developmental screenings and behavioral health screenings administered during a well-child visit, in accordance with the [MD Healthy Kids Preventive Health Schedule](#). PCPs may use CPT Code 96110 to bill the screening.

Balance Billing

MPC Members cannot be balanced billed for covered services nor charged for missed appointments.

Cont. Billing and Claims Reminders

DME

Home blood pressure monitors are covered through MPC. If your patient would benefit from using blood pressure monitors at home, please direct the member to an MPC in-network DME vendor. No prior authorization is needed for the blood pressure monitor. Remote patient monitoring will require prior authorization.

Referral Process:

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

Primary Care Providers (PCP)

As a reminder, you **must** schedule follow up appointments with MPC members within 15 calendar days of an Emergency Department Visit or inpatient admission discharge.

Quick Reference Guide (QRG)

MPC wants to keep you informed. We have updated our QRG. Please be sure to check it out. [Provider Quick Reference Guide \(PDF\)](#)

Helpful Information at Your Fingertips

If you have questions or need additional information, contact **MPC Provider Services** at **1-800-953-8854**, or reach out to your Provider Relations Representative. Providers may email MPC to update their demographic data and ask about credentialing or enrollment at ProviderDataManagement@mpcMedicaid.com.

Provider Relations

MPC providers have designated Provider Relations Representatives based on the practice/group location and specialty. This Provider Relations Representative will be your primary contact with MPC and will keep you updated on any policy changes. To find your Provider Relations Representative, visit the territory contact list found at mpcMedicaid.com/pr.

Translation Services

Providers may contact **MPC Provider Services** at **1-800-953-8854**, which will link to a translation service (telephonic only).

About MPC

Maryland Physicians Care (MPC) is a locally managed care organization owned by Ascension Saint Agnes, Holy Cross Health, Meritus Health, and UPMC Western Maryland. MPC administers health care services to Maryland's HealthChoice enrollees. HealthChoice is a program of the Maryland Department of Health.

Maryland Physicians Care (MPC)

Phone: 1-800-953-8854

Fax: 1-866-333-8024



MPC Provider :
Quick Reference Guide

3

Ways to Connect with MPC



SECURE PORTAL mpcMedicaid.com/login

- Member Eligibility
- PCP Verification
- PCP Panel Lists
- Submit Authorization/Check Status



PHONE **1-800-953-8854**

- Contact Customer Service
Monday-Friday | 8 am - 5 pm, EST
- Claim Status
- Request Provider Education or
Orientation Session
- Network Participation
- Member Eligibility



MPC Provider :
Quick Reference Guide

4



WEBSITE mpcMedicaid.com/providers

- Provider Manual
- Provider Forms
- Guides and FAQs
- Prior Authorization Checker Tool
- Health Plan News
- Clinical Guidelines
- Change or Update Demographic Information
- Electronic Claims Appeals Submission
- Cultural Competency Training
- Member Rights and Responsibilities

Medical Management

Scheduled Inpatient and Outpatient
Prior Authorization
Fax: 1-800-953-8856

Notice of Admission
Fax: 1-800-385-4169

Concurrent Review/Clinical Information
Fax: 1-855-905-5939

Special Needs Coordinator
Fax: 1-844-284-7698

Verify and submit authorizations
through mpcMedicaid.com/login

Specialty Services

High Tech Radiology Imaging - Evolent
(formerly known as NIA)
Phone: 1-800-424-4836 | radmd.com

Non-Emergent Medical Transportation (NEMT)
Phone: 1-800-953-8854

Routine Vision Services - Superior Vision
Phone: 1-800-428-8789

Maryland Healthy Smiles Dental Program
Phone: 1-855-934-9812

Behavioral Health Services - Carelon
Phone: 1-800-888-1965

Pharmacy Services - CVS Caremark
Phone: 1-800-364-6331

MPC Pharmacy UM Team
Phone: 888-258-8250
Fax: 833-896-0656

RxBIN: 610084

MPC Provider :
Quick Reference Guide

5

Claims Payment

MPC uses InstaMed to provide free
Electronic Funds Transfer (EFT) and
Electronic Remittance Advice (ERA).

To register, visit instamed.com/eraeft
or call **1-866-945-7990**.

Manage Claims

Submit claims for free through
MPC's secure web portal:
mpcMedicaid.com/login

Electronic Clearinghouse Availability
Payor ID - 76498
Phone: 1-800-282-4548

Mail paper claims to:
Maryland Physicians Care
P.O. Box 21099
Eagan, MN 55121

Authorization Requests

Submit authorizations for free
through MPC's secure web
portal: mpcMedicaid.com/login

Fax: 1-800-953-8856
Phone: 1-800-953-8854

Claims can be reviewed at
mpcMedicaid.com/login
using the same user name
and password.

Submit Appeals

Appeals must be submitted within
90 days of the claim remittance
advice, or it will be denied for
timely submission.

Complete Appeal Form at
mpcMedicaid.com/providers/forms.

Claim Appeals can be submitted
electronically at providerappeals.marylandphysicianscare.com
or

Fax: 1-833-656-0648

Mail form and medical records for
claims to:

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

MPC Provider :
Quick Reference Guide

6

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.

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

Questions and Answers





Quality

Sammi Turner

HEDIS Project

CY 2024

How Can Sites Help



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



Medical records are typically requested for CY 2024 dates of service exception of (CCS) measure with looks back of 5 years (2020-2024) and the Eye Exam (EED) measure looks back two years (2023-2024)



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 **05/05/2025**. 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 We can also arrange for MPC to come on-site to do medical record retrieval. Please reach out to Debbie Morris our HEDIS manager, if you would prefer us to come on-site.

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 2025 IN PROGRESS

Multi-Modal Outreach Approaches

- Telephonic Live Outreach calls
- Text communication
- Letters- for members who can not be reached by phone or text
- Email communication
- Community Health Workers- providing door to door outreach



MPC Community Health Fair's

MPC Teams

Multiple departments (Outreach, Community Engagement, SDoH, Prevention and Wellness, and Provider Relations) come together for a day to assist MPC members.

Community Resources

Approximately 15-20 resources present to address disparities. Resources include 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.
- ❖ Prevention and Wellness provided physical activities with health/food education
- ❖ Community Engagement partners with community resources to provide during events.

Member Care

MPC HEDIS Outreach provides outreach for health care services for members to include health screenings, lead testing, and diabetic eye screenings. MPC partners with providers to close care gaps during the health fair events.

Save the Date Health Fairs

Area providers, partners, and vendors are invited to help MPC ensure members receive the necessary care to maintain or improve their health.



- Non-compliant members from the following populations will attend: SSI Adult, SSI Child, Diabetic Eye, HEDIS-lead, and state-lead members.
- Members who are invited to attend will receive incentives for their participation.
- For more information or assistance, contact Maryland Physicians Care at 410-412-8280.



Frederick Health May 21st 10am-1pm

1Frederick Health Way
Frederick, MD 21701

Baltimore MPC Health Fair May 28th 10am-1pm

Eastpoint Mall (Across from the Dental Office-
Entrance by Gabe's)
7839 Eastpoint Mall- Baltimore, MD 21224

Iverson Mall- July 30th 10am-1pm

3737 Branch Ave (Lower level/Parking Garage)
Hillcrest Heights, Md 20748

Monthly 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.

Clinics:

- BCS (Baltimore, Columbia, UPMC, Glen Burnie)
- Diabetic Eye (Baltimore)
- SSI Adult/Child (Baltimore, PG County)
- Lead (Baltimore with Montgomery and PG County)

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



Abigail Schline
HEDIS Outreach Coordinator

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 2025 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 between 04/01/2025-12/31/2025.



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 2023 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.

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](tel: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](tel: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 2025 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

MARYLAND PHYSICIANS CARE OFFERS EASY ACCESS TO SELF-MANAGEMENT TOOLS



WHAT	Several tools and resources to help members—your patients—to live a happy and healthy life, and to feel empowered with information to make the best choices for themselves and their children.
WHY	MPC understands that knowledge is power, and patients can use these tools to either be proactive with their health or better self-manage a chronic condition.
WHO	All patients who are MPC members, and potential members, can access and use these tools. All MPC providers are encouraged to direct patients to these available tools.
WHERE	In the Health and Wellness portion of the MPC website, various self-management tools are listed: https://www.marylandphysicianscare.com/members/self-management-tools/

SELF-MANAGEMENT TOOLS



Healthy Weight Maintenance

Smoking and Tobacco Use Cessation

Encouraging Physical Activity

Healthy Eating



Managing Stress

Identifying Depressive Symptoms

Screening Tests & Vaccines

Women's Health

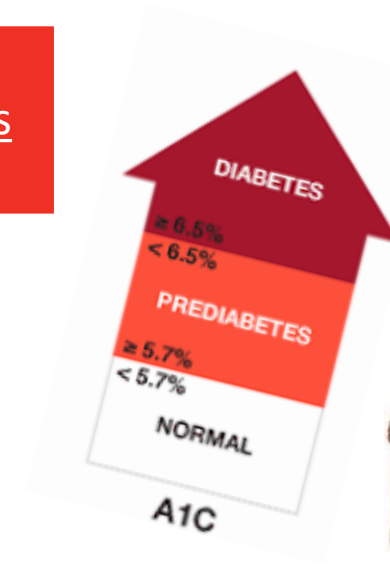


Avoiding At-Risk Drinking

NEW!

Asthma & Allergies

Prediabetes





Care Management

Angela Hart Director, 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

Additional 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
- MOM

HIV Care:

- Members with HIV that are not linked to services

Corrective Managed Care:

- Pharmacy Lock-In Program

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

i 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



Free for MPC members 24/7. 365 days a year!

YOUR PATIENTS:

Connect to a doctor 24 hours a day, 7 days a week, 365 days a year

Are referred back to you when necessary

Can have their care bridged from ED/Hospital post discharge back to you

Can connect as often as they'd like, for as long as they'd like, at no cost

YOU:

Reduce after-hours calls and redirect overflow patients away from ED/back to your office

See patients when they need you most

See improved adherence to post-discharge care plans

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:
[MyVirtualMPC](#) or on our MPC website

MyVirtualMPC Notes Now in CRISP

Progress Notes

Source: MyVirtualMPC

Provider: 1205255569 Jason Hogan, MD

Date Collected: 2025-03-03 (ET)

ICD code, Primary: R05.9
ICD Description, Primary: Cough, unspecified
ICD codes, Secondary: R10.9
ICD Descriptions, Secondary: Unspecified abdominal pain

[REDACTED] who presents on chat with concern for ongoing cough for the past month and now fever/chills symptoms. She was seen on chat yesterday and they discussed likely lingering post-viral cough in setting of COVID infection at the beginning of February. She now feels worse with subjective fever/chills and increased mucous with her cough.

We discussed potential causes of her symptoms including new/different overlapping viral infection versus secondary bacterial infection and given the duration of her cough, reasonable to prescribe antibiotic to help cover for bacterial respiratory infection. Prescription for augmentin sent in electronically as below. Discussed other supportive therapies and reasons to be seen in-person with worsening symptoms.

Amoxicillin-Pot Clavulanate Oral Tablet 875-125 MG
Sig: Take 1 pill by mouth twice a day x7 days
Dispense 14 tablet, 0 refills.

We encourage her to reach back out here with further questions or concerns and hope she feels better soon with this!

< 1 of 21 >

- Found under clinical information
- Loaded day after visit completed

Maternal Child Health Services

- Home Visiting
- Doulas
- Maternal Opioid Misuse (MOM) Care Management



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 2 or 3 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 3 months

Doula Services

Doulas provide prenatal, labor and delivery, and postpartum visits.

Topics of discussion prenatal/postpartum:

- 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: [Medicaid Doula Program](#) or on our MPC website

Maternal Opioid Misuse (MOM)

Care management services, for the health, wellbeing, treatment, and recovery of women who have an opioid use disorder (OUD). Services provided during pregnancy and up to one year after delivery.

What do the Care Managers discuss?

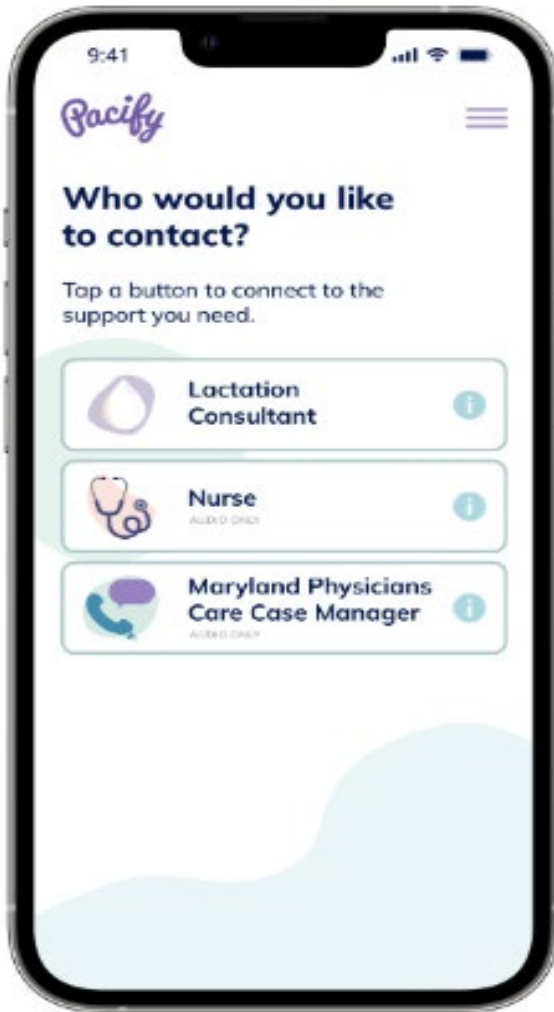
- Mental and physical health needs
- Treatment goals
- Basic healthy lifestyle needs and supports
- How to avoid overdose
- Medicine for opioid treatment
- Local resources

To be eligible for this free service, a patient must:

- Be a Maryland Medicaid member
- Be pregnant at time of enrollment
- Have current or past OUD diagnoses



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:
[Pacify: Doulas & Lactation Consultants](#) or on our MPC website



QUESTIONS?



Pharmacy Updates

Pharmacy Updates – March 2025

Agenda

- Formulary Updates
- UM Program Review
- ❑ Site of Service Program Update

Formulary Updates 1Q-2Q 2025

January 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Budesonide/Formoterol	ICS/LABA	Remove ST requirements	01/31/2025	Fluticasone/Salmeterol <u>Wixela</u>
<u>Breyna</u>	ICS/LABA	Remove ST requirements	01/31/2025	Fluticasone/Salmeterol <u>Wixela</u>
February 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Oxymorphone ER	Analgesic: Opioid	Add to formulary w/PA	02/03/2025	Fentanyl, Morphine ER
Tramadol ER	Analgesic: Opioid	Add to formulary w/PA	02/03/2025	Fentanyl, Morphine ER
April 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Ozempic	GLP-1 Agonist	Add to formulary w/PA	04/01/2025	<u>Rybelsus</u>
Trulicity	GLP-1 Agonist	Remove from formulary	04/01/2025	<u>Rybelsus</u>
Oxycontin	Analgesic: Opioid	Remove from formulary	04/01/2025	Fentanyl, Morphine ER, Oxymorphone ER, Tramadol ER

UM Program Review – Site of Service

- Effective April 1, 2023, MPC implemented a site of service requirement on select outpatient medication infusions
- This program is designed to redirect these outpatient infusions to be administered in non-regulated settings (home infusion, standalone infusion facilities, provider office) vs regulated settings (hospital and health system)
- Starting March 1, 2025, MPC will no longer require site of service requirements on Lemtrada, IV/Injectable iron products and select antibiotics

UM Program Review – Site of Service

➤ List of Medications that will no longer be subject to site of service program requirements

IV/Injectable Iron		Antibiotics/Antifungals		Antibiotics/Antifungals		Antibiotics/Antifungals	
J1437	Monoferic	J0696	Ceftriaxone	J3260	Tobi	J3243	Tygacil
J1439	Injectafer	J0878	Cubicin	S0073	Aztreonam	J3370	Vancocin
J1750	Infed	J0348	Eraxis	J0637	Cancidas	J0692	Cefepime
J1756	Venofer	S0032	Nafcillin	J0740	Vistide		
J2916	Ferrlecit	J0712	Sivextro	J2185	Merrem		
Q0138	Feraheme	J3465	Vfend	J2248	Mycamine	Misc	
Q0139	Feraheme	J2020	Zyvox	J2540	Penicillin G	J0202	Lemtrada
		J2543	Zosyn	S0080	Pentam		

Provider Resources – Site of Service

➤ Site of Service Policy

- ❑ **MPC lists the updated site of service policy for our provider network**
 - ❖ Link to site of service policy: <https://www.marylandphysicianscare.com/providers/medical-management/>
- ❑ **MPC encourages our providers to double check the service code checker to confirm site of service requirements on medication infusions**
 - ❖ Link to code checker: <https://www.marylandphysicianscare.com/providers/services-prior-authorization/>

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:
Q1_2025 Provider Forum Date:
Wednesday, March 19, 2025

