



# 2<sup>nd</sup> Quarter Provider Forum

June 18, 2025

# Provider Forum Agenda

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

- **EPSDT Medical Record Review Reminder**
- **MPC Surveys (Provider Pulse and Access & Accessibility)**
- **Billing and Claims Reminders**
- **ePREP Enrollment Reminder**
- **Provider Data Integrity**
- **MPC Provider Relations Representative**

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

**Care Management – Angela Hart, Director, Care Management**

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

**Medical Management – Dr. Bruce VanDerver, Chief Medical Officer**



# Operation Updates

# EPSDT Medical Record Review

The Maryland Department of Health (MDH) has contracted with Qlarent to conduct EPSDT quality audits, which began on May 12, 2025. As part of this process, your office may be contacted directly by a Qlarent representative.

As a contractual obligation, Maryland Physicians Care (MPC) requests your full cooperation in supporting this audit. You may be asked to submit complete medical records, including:

- Immunization records
- Lab results
- Assessments of risk factors related to:
  - Heart disease
  - Tuberculosis
  - Lead exposure
  - Anemia
  - STI/HIV



Your timely and complete response is greatly appreciated. Please let us know if you have any questions.



## & Accessibility Surveys

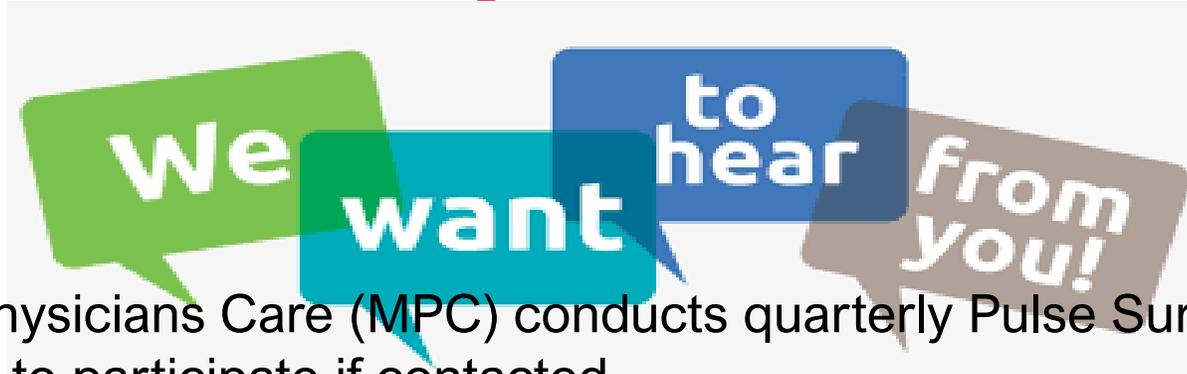
We are conducting Access and Accessibility surveys, and you may receive a call from our customer service team.

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 Pulse Surveys



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

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

Here are a few examples of the survey questions:

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

# Billing and Claims Reminders

## Medical Services

- Refer patients to laboratories and within the MPC network
- Prior authorization is required for referrals to out-of-network providers

## Pharmacy Services

- Certain medications require prior authorization before they can be dispensed
- Contact the MPC Pharmacy UM Department at 1-888-258-8250 to verify a medication's coverage status

## Pharmacy Prior Authorization Reminder

- Supporting clinical documentation is required for ALL pharmacy prior authorization requests
- Incomplete documentation may result in a denial of the request

# Cont. Billing and Claims Reminders

## MPC Referrals

- Please note that MPC does not require referrals for specialist care.

## Balance Billing

- As indicated in the Prohibition of Charging Medicaid Recipients for Covered Services Transmittal No.103, Providers are prohibited from billing Medicaid recipients for services that are covered by Medicaid.

## Charging for Non-Covered Services

Providers may charge Medicaid recipients **only** if:

- The service is not covered by Medicaid, **AND**
- The provider obtains a signed consent form from the member:
  - The form must clearly describe the non-covered service.
  - The member must acknowledge financial responsibility before the service is rendered.

# 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](http://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.

# 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](mailto: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





## HEDIS Outreach

Sammi Turner

# MPC Spring Health Fair Events

A DAY AT FREDERICK HEALTH AND EASTPOINT MALL (BALTIMORE)

# Health Fair Recap

## MPC Teams

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

## Community Resources

Approximately 25 resources throughout Frederick and Baltimore 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.
- ❖ Prevention and Wellness provided physical activities with health/food education

## Member Care

MPC HEDIS Outreach provided health care services for members to include health screenings and lead testing.

Frederick Health Fair: MPC screened 86 members for lead.

Baltimore Health Fair: MPC screened 112 members for lead and completed 41 Diabetic eye screenings

# Resources In Action



# Resources In Action



# Members in Action



# MPC Team- Member Engagement



# Future Events



Iverson Mall (PG/Washington County):  
August 5<sup>th</sup> 10am-2pm



First Presbyterian Church  
(Cumberland): August 28<sup>th</sup> 10am-2pm



FIT Center (Washington County):  
October 8<sup>th</sup> 10am-2pm



Fall Fest in Baltimore and Frederick:  
TBD

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# 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](mailto:Sturner@MPCmedicaid.com) (preferred)**  
**Outreach: 410-412-8280**  
**Cell 410-412-0394**



# Care Management

Angela Hart Director, Care Management

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# 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 MPC SNC Latrece Acree, RN, BSN

- Email: [MPCSNC@mpcmedicaid.com](mailto:MPCSNC@mpcmedicaid.com)
- Phone: 443-300-7325
- Fax: 844-284-7698

## i What:

- Member Name
- Current Phone#
- DOB
- Reason for the referral
- MA#
- \*\*Also, helpful if member is made aware of the referral

## Who:

- Chronic illnesses
- Care coordination
- Catastrophic care
- High risk pregnancy
- Condition care
- SDoH Needs
- Transitions of care

# 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 < 1 of 21 >

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!

- ❖ Found under clinical information
- ❖ Loaded day after visit completed

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# Maternal Child Health Services

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



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# 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

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# 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 the time of enrollment
- Have current or past OUD diagnosis



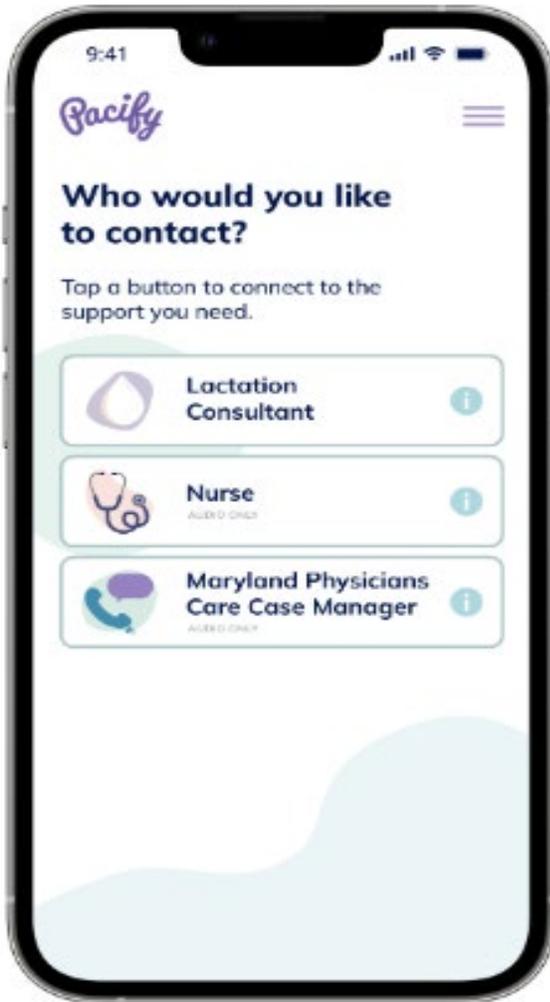
**We got you.**

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](https://health.maryland.gov/enrollMOM).

 **Maryland**  
DEPARTMENT OF HEALTH

# 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

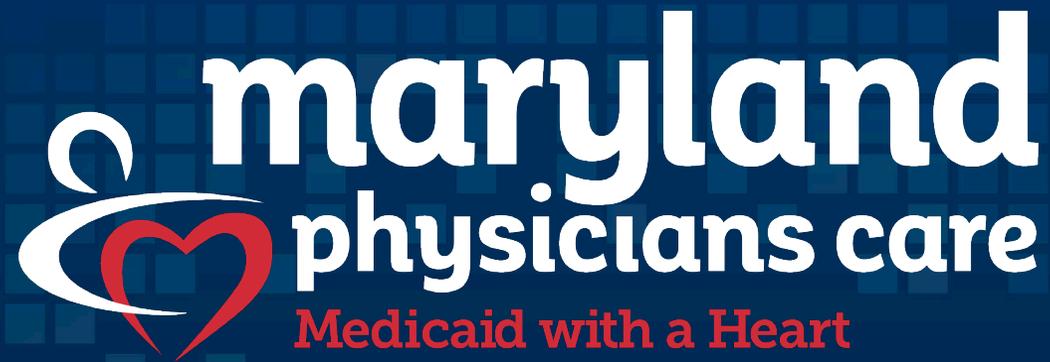
**Pacify is statistically proven to:**

- 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 – June 2025

## Agenda

- Formulary Updates
- UM Program Review
- Hepatitis C Update
- Prior authorization requirements

# Formulary Updates 2Q 2025

May 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Oxycodone capsules	Analgesic: Opioid	Remove from formulary	06/01/2025	Oxycodone tablets, Morphine IR, Tramadol IR
But/APAP/Caf Capsules	Analgesic: Opioid	Remove from formulary	06/01/2025	But/APAP/Caf tablets
June 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Steqeyma (Ustekinumab-stba)	IL-23 Inhibitor	Add to formulary w/PA	06/01/2025	
Pyzchiva (Ustekinumab-ttwe)	IL-23 Inhibitor	Add to formulary w/PA	06/01/2025	
Yesintek (Ustekinumab-kfce)	IL-23 Inhibitor	Add to formulary w/PA	06/01/2025	
Prasugrel (Effient)	Platelet Inhibitor	Add to formulary	06/01/2025	Clopidogrel
Ticagrelor (Brilinta)	Platelet Inhibitor	Add to formulary	06/01/2025	Clopidogrel

# UM Program Review – Hepatitis C

- Effective June 1, 2025, the review of all Hepatitis C medications have been transitioned to the MPC Pharmacy UM team
  - This will allow providers the option to submit Hepatitis C requests electronically (ePA) and via fax
- MPC has developed a new prior authorization form for these medication requests:
  - MPC will no longer accept prior authorization requests using the MDH Hepatitis C forms
- The new prior authorization form can be found here: [Hepatitis C PA Form](#)

# UM Program Review - Documentation

- 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
  - It has been identified that we frequently see electronic prior authorizations (ePA) submissions missing supporting documentation
- Highlight listed below on our PA forms:

**SECTION A:** Please note that supporting clinical documentation is required for **ALL** PA requests.

# Provider Resources

## ➤ MPC Pharmacy UM Contact Information

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

❖ Note: this number is only for providers

PA Fax Number: **1-833-896-0656**

Pharmacy Prior authorization information: [Pharmacy Prior Authorization](#)

# Questions and Answers

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

# MPC Provider Forum Feedback Survey

