



# 3rd Quarter Provider Forum

September 17, 2025

# Provider Forum Agenda

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

- MPC Self Service Options Available
- Billing and Claims Reminders
- Provider Data Integrity
- MPC Provider Relations Representative

Medical Management – Dr. Bruce VanDerver, Chief Medical Officer

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

Care Management – Christina Gentile, Care Management Manager

Pop Health-Lorena de Leon, DPA, MBA Sr. Director, Population Health & SDoH

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



**Operation Updates**

# 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
- View and signup for Provider Newsletters by following [this link to our registration page](#)



# Billing and Claims Reminders

## **Telehealth:**

Medicaid members continue to have benefits for telehealth visits.

## **Pregnancy Exemption Rule:**

MPC allows reimbursement for Respiratory Syncytial Virus (RSV) vaccine, CPT Code 90678 without authorization for pregnant members between 32- and 36-week's gestation. It is necessary when billing for the vaccine to indicate the specific week of gestation by pointing the CPT code to the ICD-10 codes Z3A.32 through Z3A.36 (32 through 36 weeks) for the pregnant patient.

## **Referral Process:**

MPC does not require referrals for specialist care. MPC does recommend that members coordinate their care through their Primary Care Provider (PCP).



# Cont. Billing and Claims Reminders

## Prior Authorization Reminder

To ensure a timely response to your UM request or notifications, submit all clinical information required with your request and fax it to the applicable number below:

- PA for scheduled Inpatient, Outpatient, and Transplant Services: 800-953-8856
- Inpatient Admission Notifications: 800-385-4169
- CCR Clinical Information: 855-905-5939
- Post Discharge Service Requests: 855-905-5936

You can access the MPC Prior Authorization Form at the following link : <https://www.marylandphysicianscare.com/providers/provider-forms/>

## 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

# Provider Data Integrity



Please contact us within ten days whenever you have changes to your demographic information, including accepting new patients. Although voluntary please also contact us to update the provider's information regarding race and ethnicity. Also please provide the languages spoken by the provider and 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





**Provider Forum – CMO Corner**  
**September 17<sup>th</sup>, 2025**

# GLP-1 Agonists

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MPC has several GLP-1 agonists on our preferred agent list

- Liraglutide
- Semaglutide (Ozempic)
- Semaglutide (Rybelsus)

GLP-1 agonists are very effective diabetic medications for lowering HbA1c

- Liraglutide 0.9% - 2.2%
- Ozempic 1.2% - 2.2%
- Rybelsus 1%- 1.4%

Other diabetic medications have been shown to be effective as well, including Metformin

- 1% - 2% reduction in HbA1c

# GLP-1 Agonists

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**American Diabetes Association recommends a target HbA1c of <7%**

**For most patients, this will require more than one diabetic medication**

**Compliance is an issue**

- **Metformin has a compliance rate of about 66% at one year**
- **Injectable diabetic medications have a compliance rate of less than 50% at one year**

**Between the known impact of diabetic medications, and compliance issues, GLP-1 agonists are rarely sufficient to obtain the target range by themselves**

**MPC requires step therapy through Metformin to obtain GLP-1 agonists**

**This is to try to ensure patients are getting necessary treatment**

- **We are not looking for “Failure” of Metformin**
- **We are looking for patients to be on medications sufficient to control their HbA1c**
- **MPC has few tools to support optimal therapy for our patients**

**A reminder that medications for weight loss are not covered under the HealthChoice program at all**

**This is not an MPC choice – it is written in regulation**





**Quality Improvement-HEDIS Outreach**

# 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 15-25 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

## 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

PG/Montgomery Health Fair: MPC screened 98 members for lead, 21 child and 18 adult health screenings completed

Cumberland Health Fair: MPC screened

# 4<sup>th</sup> Quarter MPC Healthfairs

➤ **Hagerstown FIT Room (Washington County)**

October 22<sup>nd</sup> 10am-2pm

➤ **Fall Festival at Eastpoint Mall (Baltimore)**

November 12<sup>th</sup> 10am-2pm

Providers can host a table free of charge at events to provide practice awareness, education, or services. If your practice is interested in attending any of these events, please reach out to [Sturner@mpcmedicaid.com](mailto:Sturner@mpcmedicaid.com)

# Final Call: 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](#). Members can call 410-412-8280 for questions or help with registration.

## 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 04/01-12/31/2025. Postpartum incentives are year round



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 2025 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!



### Diabetic Eye Exam:

Yearly eye exams are important! If you are a diabetic age 18-64 and complete an annual diabetic eye screening between 04/01/2025 – 12/31/2025, 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.](#)



### Breast Cancer Screening:

If you are a female age 52-64 and did not have a mammogram screening in 2024, you may be eligible for a \$75.00 gift card. Complete your mammogram between 04/01/2025 – 12/31/2025.

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



### Postpartum:

Congratulations on the birth of your new baby. Don't forget to take care of you too mom. To reward your good health, MPC will provide mom's who complete their postpartum check up with a \$50.00 gift card. Your checkup must occur within 7 to 84 days after you have your baby.

[After your appointment complete the Gift Card registration for a \\$50.00 gift card.](#)





# MPC Healthy Rewards:

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



## Gift Card Registration:

[HEDIS Incentive Registration Page – Maryland Physicians Care](#)



## 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 04/01/2025 – 12/31/2025.

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



## Lead Testing:

Is your child celebrating their 1st birthday in 2025. If so, they can earn a \$75.00 gift card for completing the testing anytime between 04/01/2025 – 12/31/2025 (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.](#)


# Partnering with Providers to Improve HEDIS

CY 2025

# Resource @ [www.marylandphysicianscare.com/providers/resources/](http://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 \(PDF\)](#)

# 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.

# Prenatal and Postpartum care

## Description

Women who had a live birth(s) between October 8, 2024, and October 7, 2025. The measure assesses:

- **Timeliness of Prenatal Care:** Deliveries that received a prenatal care visit in the first trimester OR within 42 days of enrollment in the organization.
- **Postpartum Care:** Deliveries that had a postpartum visit on or between 1-12 weeks (7 to 84 days) after delivery

## Helpful Hints

- Prenatal visits—OB history/prenatal risk assessment obtained by an RN that is cosigned by OB/GYN or PCP are eligible for prenatal care visit
- Prenatal visits—Office visit with pregnancy related diagnosis or positive pregnancy test during first trimester
- Postpartum visits—visit that occur between 1-12 weeks after delivery (7 to 84 days after delivery)
- Postpartum visit- Stress importance of post-partum visits during prenatal care

Prenatal Care	
CPT II	0500F-0502F
HCPCS	H1000, H1004
ICD-10 + CPT	Z32.01 (positive pregnancy test) + office visit CPT code
ICD-10 + CPT	ICD-10 pregnancy related diagnosis + office visit CPT code

Postpartum Care	
ICD-10	Z39.2, Z39.1, Z30.430, Z01.42, Z01.419, Z01.411
CPT II	0503F
CPT	57170, 58300, 59430, 99501

For an incision check during a postpartum care (PPC) visit, the appropriate ICD-10 code is **Z39.2, Encounter for routine postpartum follow-up**. This code is used specifically for the routine, comprehensive visit that assesses the mother's recovery after childbirth, which includes checking the incision from a C-section or episiotomy.



# Staying Ahead- Proactive with Prospective Medical Record Reviews



Select medical records may be reviewed during the Calendar year to improve CY 2025



Medical records are typically requested for CY 2025 dates of service exception of (CCS) measure with looks back of 5 years (2021-2025) and the Eye Exam (EED) measure looks back two years (2024-2025)



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.



Please send the records as soon as fax is received. Any delays could result in record being excluded from the prospective review



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.

# Contact

**Secure Fax Line- 855-946-1758**

**MPC – MCMI Mailing Address (attention HEDIS/Quality)**

**1201 Winterson Rd – 4<sup>th</sup> 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



# Care Management

Christina Gentile Manager, 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 that interfere 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
- Maternal Opioid Misuse (MOM)

### HIV Care:

- Members with HIV that are not linked to community services

### Corrective Managed Care:

- Pharmacy Lock-In Program



# 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

**Contact our SNC for more information**

# 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.

**Contact our SNC for more information**

# 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



# 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

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.

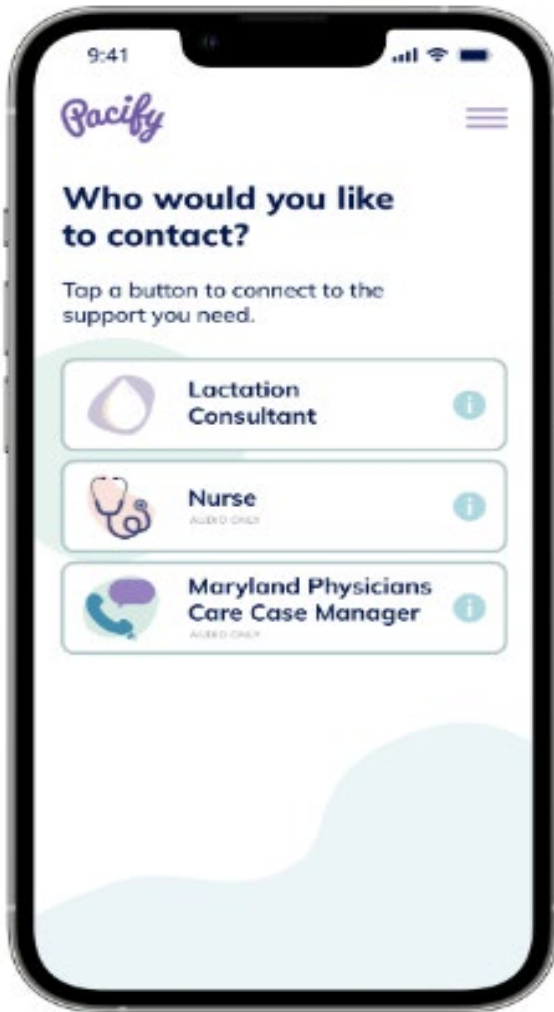
We discussed potential causes of her symptoms including new/different overlapping viral infection versus secondary bacterial infection and given the duration of her cough, reasonable to prescribe antibiotic to help cover for bacterial respiratory infection. Prescription for augmentin sent in electronically 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

# 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

**Have your patients contact our SNC for more information**

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



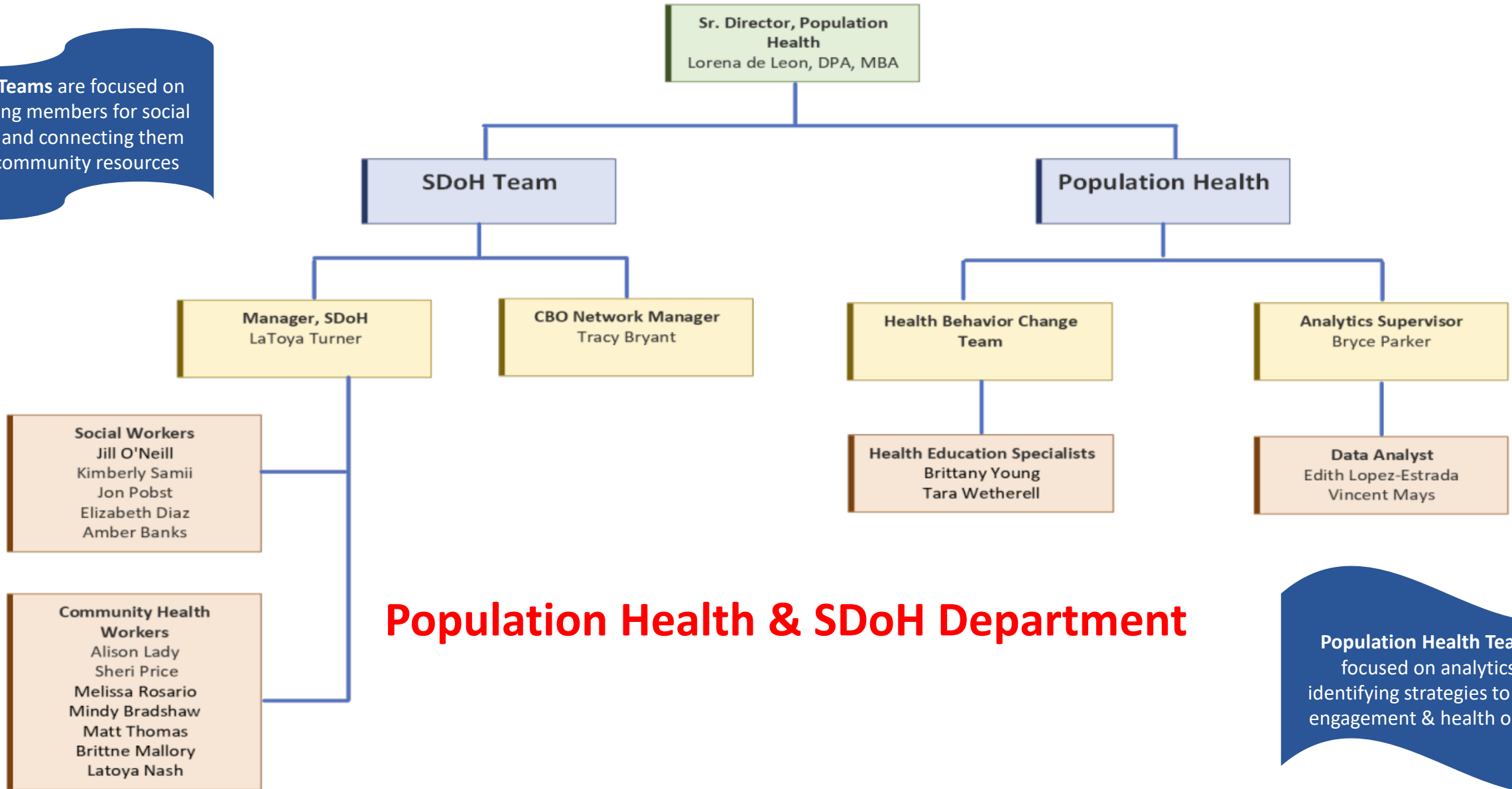
QUESTIONS?



## Population Health/SDoH updates

Lorena de Leon, DPA, MBA  
Sr. Director, Population Health & SDoH

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



## Population Health & SDoH Department

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

# Provider SDoH Referral Form

- MPC has 5 teams of social workers and community health worker across the state of Maryland that are focused on screening members for social needs and coordinating referrals to community-based organization.
- MPC has also fostered a network of community-based partnerships in each county to support fulfilment of services.
- If you would like more information on our SDoH Program, send us a referral using the link below:

Provider link: <https://forms.gle/QLRKTXinLzAVg5oeA>

**maryland physicians care**  
Medicaid with a Heart

**Provider/Community Organization SDoH Referral**  
Referral form for MPC members that have identified social needs.

ldeleon@mpcmedicaid.com [Switch account](#)

Not shared

\* Indicates required question

**Area of need \***

- ☐ Food
- ☐ Housing
- ☐ Education
- ☐ Employment
- ☐ Financial
- ☐ Medical
- ☐ Mental/Behavioral Health
- ☐ Transportation
- ☐ Legal
- ☐ Other

**Additional Comments**

Your answer

**Please provide contact information for the referring provider or organization.**

**Organization Name \***

Your answer

**Name and Title \***

Your answer

**Member Contact Information**  
Please provide the requested information below.

**Full Name \***

Your answer

**Birthdate \***

Your answer

**Medicaid ID#**

Your answer



# MPC Food Insecurity Program

- MPC has partnered with **6 Community-Based Organizations** to create a food delivery program targeted at **1500 members** who are highly food insecure in key counties across the State.
- There are currently over **600 MPC** members actively enrolled in the Food Delivery initiative.
- Eligibility for the program is determined by social risk score and via a positive screening by MPC's SDoH team.
- Providers may refer members for eligibility screening using the SDoH referral form

County	2025 Partner	Live Date
Baltimore City	Food Project/ So What Else	10/31/2024
Baltimore County	Community Assistance Network (CAN)/ So What Else	12/1/2024
Washington/ Frederick	Hauling for Hope	9/9/2024
Allegany	Western MD Food Bank/Hauling for Hope	11/4/2024
Montgomery	So What Else	3/24/2025
Prince Georges	So What Else	7/1/2025
Garrett	GCHD/CAC	6/27/25



# Thank You

For questions or additional information,  
please contact me directly at:

**Lorena de Leon, DPA, MBA**

Sr. Director, Population Health & SDoH

[LdeLeon@mpcmedicaid.com](mailto:LdeLeon@mpcmedicaid.com)



# Pharmacy Updates

# Pharmacy Updates – September 2025

## Agenda

- Formulary Updates
- UM Program Review
- ❑ Request for information (RFI)

# Formulary Updates 3Q 2025

July 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Umeclidinium-Vilanterol (Anoro Ellipta)	LABA/LAMA	Add to formulary	07/01/2025	Budesonide-Formoterol, Fluticasone-Salmeterol
August 2025				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Sacubitril/Valsartan (Entresto)	ARB/Neprilysin inhibitor	Add to formulary	08/01/2025	Losartan, Valsartan, Lisinopril, Enalapril
Omeprazole 20mg and 40mg	Proton-Pump Inhibitor	Add to formulary	08/15/2025	Pantoprazole, OTC Omeprazole, OTC Esomeprazole
Fingolimod (Gilenya)	Sphingosine 1-phosphate receptor modulator	Add to formulary	09/01/2025	Dimethyl fumarate, Glatopa, Glatiramer
Teriflunomide (Aubagio)	Pyrimidine synthesis inhibitor	Add to formulary	09/01/2025	Dimethyl fumarate, Glatopa, Glatiramer
Enbrel	TNF Inhibitor	Remove from formulary	10/01/2025	Adalimumab and Ustekinumab biosimilars
Accu-Chek Guide Test Strips	Blood Glucose Monitoring	Add to formulary	09/15/2025	
OneTouch Test Strips	Blood Glucose Monitoring	Remove from formulary	12/01/2025	

# UM Program Review – RFI

- Effective September 2, 2025, the MPC Pharmacy UM team has implemented a new request for information (RFI) process for electronic prior authorizations (ePA)
  - This will allow the MPC UM team to perform outreach to requesting prescribers for additional documentation to support the prior authorization review process
  - The RFI notice will be delivered directly via your ePA vendor (CoverMyMeds, SureScripts) and will populate on the dashboard
  - Notices will provide a summary of what needs to be attached to the open prior authorization for the review to be completed



# UM Program Review – RFI

- **Request for information (RFI) process for electronic prior authorizations (ePA)**
  - **The MPC UM team will be rolling out this update slowly over 4Q 2025**
  - **We encourage requesting prescribers to respond to RFI requests via the ePA vendor**
    - ❖ **Missing documentation can be added directly into the open prior authorization request**
  - **The MPC Pharmacy UM team can also receive supporting documentation for an RFI inquiry via fax at 1-833-896-0656**

# 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**

## **Thank You for Attending!**

We appreciate your participation in the Q3 2025 Provider Forum.

## **Mark Your Calendar!**

MPC's Q4 2025 Provider Forum will be held on December 17, 2025, at 9:00 AM.

We look forward to seeing you there!

## **We Value Your Feedback**

Please take a moment to complete the forum survey by scanning the QR code on the next slide. Your input is greatly appreciated!



# MPC Post Provider Forum Feedback Survey

