



1st Quarter Provider Forum

March 18, 2026

Provider Forum Agenda

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

- ePREP Announcement
- Provider Portal
- EPSDT Program Review Reminder
- Billing and Claims Reminders
- Provider Data Integrity
- MPC Provider Relations Representative

Quality Improvement /HEDIS Outreach – Sammi Turner, HEDIS Outreach Sr. Manager
Prevention & Wellness-Rachelle Cannon, Manager, Prevention & Wellness
Care Management – Angela Hart, Sr. Director, Care Management



Operation Updates

Temira Miller, Director Provider Relations and Data Management

ePREP Announcement

Maryland Medicaid to Sunset ePREP

Maryland Medicaid to Sunset its Mandatory Provider Enrollment System (ePREP) – Effective October 1, 2026 Medicaid Transmittal 59-26 Provider Enrollment Portal Transmittal

Maryland Department of Health (MDH) announced on January 29, 2026, that Maryland Medicaid will be transitioning from ePREP, the current online provider enrollment and revalidation portal system, to a new Medicaid Provider Enrollment portal system set to go live in October 2026.

To prepare for the transition, Maryland Medicaid will be implementing a phased hold on ePREP applications. Once these holds take effect, providers must wait until the new system is available to make any enrollment updates, including new enrollments, revalidations, and any changes to existing enrollment accounts.

Effective July 1, 2026, applications may not be submitted in ePREP for high and moderate risk provider types.

Effective August 1, 2026, applications may not be submitted in ePREP for limited risk provider types.
MDH directs providers with any questions please contact mdh.providerenrollment@maryland.gov

MPRIME FAQs can be found at [Pages – mprime](#).

Provider Portal

COMING SOON - MARCH 23RD – NEW MPC PROVIDER PORTAL!

MPC's Provider Portal is undergoing a refresh. Please be on the lookout for MPC's updated Provider Portal powered through Availity. You will still be able to obtain the information found on the portal today. You will continue to be able to access the items below and more!

- Patient eligibility
- Member panels
- Authorizations
- Claim status
- Contact Us

For providers needing assistance with Availity registration and training, please access the links below:

- [Create Account](#) – Set up an account to get started (self-service)
- [More info/ Training](#) – Helpful information/training options once account is created.
- [Availity-lifeline](#) – Users can fill out a form to get direct assistance from Availity.

Use of Availity requires an active Availity account.

We are excited for you to see our new look!

EPSDT Program Review Reminder

Maryland Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program Review has begun.

The Maryland Department of Health (MDH) conducts an Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program medical record review each year for compliance with the American Academy of Pediatrics Periodicity Schedule. EPSDT services allow for early identification and treatment of health problems before becoming medically complex and costly.

MDH's external quality review vendor—Qlarant—conducts the review. MDH requires that all providers:

Participate and fully cooperate with the review process.

Respond timely to record requests.

Ensure that all faxed or mailed-in medical records are COMPLETE and include lab and immunization records.

Schedule onsite reviews promptly upon request.

PLEASE NOTE that it is all practitioner's contractual obligation to cooperate with MDH audits and provide evidence of compliance for these reviews.

The Maryland Healthy Kids Program is developed by MDH in conjunction with other state departments. Additional Healthy Kids Program information can be found on the MDH website.

Billing and Claims Reminders

Important Reminder: NPI-2 Updates:

To avoid delays or disruptions to claims processing or authorizations, please notify us before making any updates to your NPI-2 organization number. Please do not submit claims using a new NPI-2 until you have notified us and the update has been completed in our system. This helps ensure continuity of payment and authorization processing.

NCCI Implementation & Claims Editing Enhancements:

Effective January 1, 2026, Maryland Physicians Care began implementing additional enhancements to our claims editing programs that promote correct coding and billing practices. This aligns with the MDH Transmittal—PT 50-26—which reminds providers of the National Correct Coding Initiative. Use of these claims edits will enable you and your billing staff to more readily understand our payment/denial of claims given the widespread use of these policies.

Referral Process:

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

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 assigns Provider Relations Representatives based on provider specialty and/or practice or group location. Your assigned representative serves as your primary point of contact with MPC and will keep you informed of important policy updates. If you need assistance, please contact Provider Relations: Phone: 1-800-953-8854 (follow prompts for the Provider Relations Department) Fax: 866-333-8024 Email: ProviderRelations@mpcmedicaid.com

To identify your Provider Relations Representative, please click the link to [Download the Territory List](#).

India Ransom (REP)

- Durable Medical Equipment (DME)
 - Prosthetics & Orthotics
 - Laboratory
 - Pathology
 - Dialysis
 - Urgent Care
- Temporary Coverage:**
- Home Infusion Therapy

Stacey Charles (REP)

Baltimore City providers not affiliated with health systems or FQHCs

- Howard County

Deborah Amos (REP)

Anne Arundel County Providers not associated with Health Systems

- Calvert County
 - Charles County
 - St. Mary's County
- Specialty Coverage:**
Diabetes Prevention Providers (DPP)

Donia Stewart (New) (REP)

- Baltimore County
- Carroll County
- Harford County

Rose Coffey (REP)

- Cecil • Caroline • Dorchester • Kent • Queen Anne's
- Somerset • Talbot • Wicomico • Worcester
 - Delaware

Specialty Coverage:
Doula Providers

Eden Salsman (Sr. Rep)

- Luminis Health – Anne Arundel Medical Center
- Baltimore City Health System
 - Mercy Medical Center
- Baltimore County Health Systems
 - MedStar Health
 - LifeBridge Health
- Greater Baltimore Medical Center (GBMC)

Temporary Coverage:
Skilled Nursing Facilities (SNF)

Robert Hamilton (Sr. REP)

- Frederick County
- Montgomery County

Temporary Coverage:
Anesthesia
Radiology

Actively Recruiting (Sr. REP)

Tammy Barnes (Sr. REP)

- Allegany County
- Garrett County
- Washington County
 - West Virginia
 - Pennsylvania

Temporary Coverage:
Hospice Services
Home Health

Jeamie Young (Sr. REP)

- Washington, DC
- Prince George's County
- Baltimore City Federally Qualified Health Centers (FQHC)

Temporary Coverage:
Physical Therapy
Occupational Therapy
Speech-Language Pathology

Latoya Rampasard (Sr. REP)

- Baltimore City Health Systems**
- Johns Hopkins
 - University of Maryland
 - St. Agnes
 - Kennedy Krieger

Temporary Coverage:
Ambulatory Surgery Centers (ASC)

Questions and Answers





Quality Improvement & HEDIS Outreach

Sammi Turner, Sr Manager HEDIS Outreach Manager

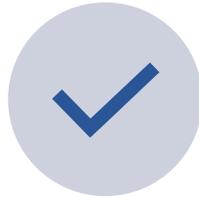
HEDIS Project

CY 2025

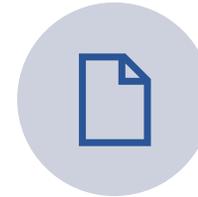
How Can Sites Help



Medical records are collected by MPC from **January 30th – May 1st 15th**



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.



All Medical Records must be received by **05/01/2026**. 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 – MCI-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

HEDIS Outreach

CY 2026

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)
- Well Child (Baltimore, PG County) Expansion is based on partnerships with participating pediatric providers

Outreach team

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

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

Provider Forum 3/18/2026

Rachelle Cannon, Prevention & Wellness Manager

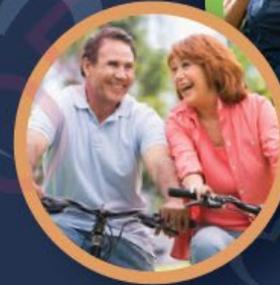
Prevention and Wellness

The Maryland Physicians Care (MPC) Prevention and Wellness Team is responsible for providing health education to our members, your patients.

Help is Here

MPC's Prevention and Wellness Team can provide:

- Health education through an informational table in your waiting area on topics such as diabetes, asthma, healthy eating, or any general wellness topic
- Giveaways and healthy recipes for patients
- Evidence-based tip sheets
- Individual or small group education sessions upon request
- Information about free MPC programs, benefits, and how to sign up for care!



For additional information or questions, please contact the MPC Prevention and Wellness Coordinator at preventionandwellness@mpcmedicaid.com or scan the QR code to access a Health Education Request Form for your patients.



maryland
physicians care
Medicaid with a Heart
mpcMedicaid.com

HealthChoice is a program of the Maryland Department of Health.



NEW Prevention & Wellness Rack Card

(side 1)

maryland
physicians care
Medicaid with a Heart

Looking to Improve Patient Compliance and Satisfaction?

Cultural Competency Training is a great way to improve outcomes! Training includes ways to provide care to patients with diverse values, beliefs, and behaviors, as well as tailoring healthcare delivery to meet patients' social, cultural, and linguistic needs.

MPC provides and encourages Cultural Competency Training for all providers. Links to training resources on the MPC Provider Website are free or low-cost, and most offer continuing education credits!

Proven benefits of training include:

- ✓ Increased patient satisfaction
- ✓ Alleviating disparities
- ✓ Improved quality of services and health outcomes
- ✓ Decreased likelihood of liability claims
- ✓ Meeting legislative, regulatory, and accreditation mandates



Scan the QR code to access the cultural competency trainings on the MPC website.

 **maryland**
physicians care
Medicaid with a Heart
mpcMedicaid.com

HealthChoice is a program of the Maryland Department of Health.



NEW Prevention & Wellness Rack Card

(side 2)

 **maryland**
physicians care
Medicaid with a Heart

Where to find Cultural Competency Training

The screenshot shows the Maryland Physicians Care website interface. At the top left is the logo for Maryland Physicians Care, featuring a heart icon and the text "Maryland physicians care" with the tagline "Medicaid with a Heart". To the right of the logo is a navigation bar with links: "Find a Provider", "Become a Provider", "About", "Newsroom", "Fraud & Abuse", "Contact", and a "Log Out" button. Below this is a secondary navigation bar with dropdown menus: "Enroll with MPC", "For Members", "MPC Well Connected", "For Providers" (circled in red with an arrow pointing to it), and "I Need Help With". The main content area is divided into three columns. The left column contains a "Providers - Home" link and a "HEALTH CARE MANAGEMENT" section with links for "Behavioral Health and Substance Use" and "Medical Management". The middle column contains a "RESOURCES" section with links for "Prior Authorization Services – Prior Authorization", "Provider Forms", "Approved Drug Benefits Medication – Prior Authorization", "Step Therapy Requirements", "HIV Carve-in Benefit Information", "Billing and Claims", and "Provider Resources". The right column contains a "PROGRAMS" section with links for "Pregnancy-Related Support Services", "Nutrition and Medical Management", "MPC Prevention and Wellness Team", and "MPC's Diabetes Prevention Program". The "Training Opportunities" link is circled in red, with an arrow pointing to it from the "For Providers" link. Below "Training Opportunities" are the links "Cultural Competency" and "> Training".

<https://www.marylandphysicianscare.com/providers/cultural-competency-training/>

How to reach us:



**P&W Coordinator:
410-412-9017**



[preventionandwellness@mpc
medicaid.com](mailto:preventionandwellness@mpcmedicaid.com)

<https://www.marylandphysicianscare.com/providers/health-education-request/>

Health Education Request Form

Maryland Physicians Care is here to assist providers in helping their patients, our members, make healthier choices for a better quality of life and well-being. We offer several tools and resources for this wellness journey. They include educational classes, web-based resources, and/or current evidence-based tip sheets that can be mailed or emailed to members.

For any educational need, please fill out the following:

Provider Name *(Required)*

First

Last

Provider Phone *(Required)*

Provider Email *(Required)*

Member Name *(Required)*

First

Last

Member Phone *(Required)*

Member Email *(Required)*

1. Request Type *(Required)*

- 30-45-minute class
- Web-based resources

Questions?



Care Management

Angela Hart
Sr. Director, Care Management

Care Management at MPC

A team-based approach designed to assist members and their caregivers with managing medical conditions effectively

Clinical Programs

NCQA Programs

Catastrophic Care:

- Complex needs due to serious medical condition(s), injury or event

Complex Care:

- High risk members with one or more chronic diseases

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:

- SDoH needs
- Access to care
- Care coordination
- ED Diversion

Pregnancy Care:

- High risk pregnancy
- Maternal Opioid Misuse (MOM)

HIV Care

Referrals to Care Management

? How:

Contact MPC SNC Latrece Acree, RN, BSN

- Email: 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



REMINDERS

Maryland Prenatal Risk Assessment (MPRA)



- **MDH requires** completions of the MPRA during the **first prenatal visit**.
- A copy of the completed form must be **faxed within 10 days** to the LHD in the patient's county of residence.
- **Providers are reimbursed** for completing the MPRA.
 - Billing code: H1000
 - Reimbursement: \$40
- The MPRA form is **now available as a fillable PDF** on the MPC website.

Maternal Opioid Misuse (MOM)

- Care Management for pregnant members with opioid use disorder or a history of OUD
- Services during pregnancy and up to 1 year postpartum
- Focus: health, well-being, treatment, and recovery

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.

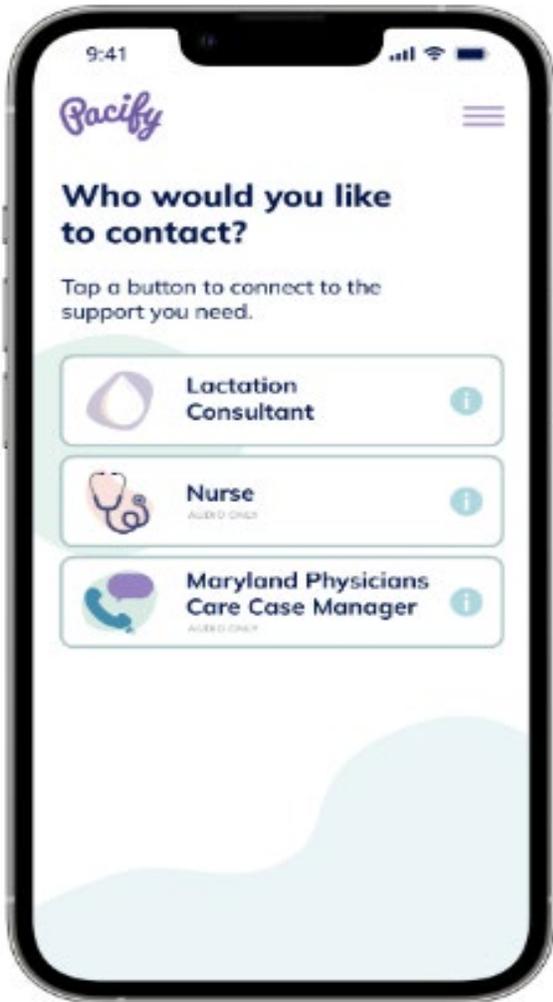
If you are pregnant, on Medicaid, and using opioids, **hope and help** is here. Contact the MOM program today health.maryland.gov/enrollMOM.



Maryland
DEPARTMENT OF HEALTH

More information regarding the MOM program can be found at [https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/Maryland-Medicaid-Maternal-Opioid-Misuse-\(MOM\)-Case-Management-Services.aspx](https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/Maryland-Medicaid-Maternal-Opioid-Misuse-(MOM)-Case-Management-Services.aspx) or on our MPC website

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

MyVirtualMPC App



What is it?

- Text-first virtual care connecting patients to a doctor within 60 seconds.
- Patients can text, share images, or video chat

Who can use it?

- All MPC members are eligible

How it works?

- Register once, and then begin messaging doctors in real time 24/7

Common Reasons to use MyVirtualMPC

- General medical questions and reassurance
- Urgent (not emergent) issues (cough, fever, minor injuries)
- Women's Health (UTI, birth control, irregular bleeding)
- Mental Health Concerns (Anxiety, depression, insomnia)
- Medications (excluding controlled substances)

More information regarding MyVirtualMPC can be found at <https://www.myvirtualmpc.com/> or on our MPC website

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 at <https://www.myvirtualmpc.com/> 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



QUESTIONS?

Thank You for Attending!

We appreciate your participation in the Q1 2026 Provider Forum.

Mark Your Calendar!

MPC's Q2 2026 Provider Forum will be held on June 17, 2026, 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

Post-Event Feedback Survey:
Q1_2026 Provider Forum Date:
Wednesday, March 18, 2026

