



2nd Quarter Provider Forum

June 17, 2026

Provider Forum Agenda

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

- Access to Medical Care for Individuals with Mobility Disabilities
- Billing and Claims Reminders
- MPC Surveys (Provider Pulse and Access & Accessibility)
- Provider Data Integrity
- Language Support for MPC Members
- MPC Provider Relations Representative

Quality Improvement /HEDIS Outreach – Julie Mazzatenta, Sr, Director Quality Management

Care Management – Christina Gentile, Manager, Care Management

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

Medical Management – Dr. Bruce VanDerver, Chief Medical Officer

Access to Medical Care for Individuals with Mobility Disabilities

Maryland Physicians Care (MPC) offers training to support providers in meeting Americans with Disabilities Act (ADA) accessibility requirements for individuals with mobility disabilities.

This training provides guidance on:

- Accessibility requirements for medical offices
- Examination room and equipment accessibility
- Patient transfer assistance
- Compliance considerations related to mobility disabilities
- Best practices for supporting accessible care delivery

Access the Training:

 [Access to Medical Care for Individuals with Mobility Disabilities _ ADA.gov](#)

Available on the MPC Website under:
Guides and Training Opportunities → ADA Training

Billing and Claims Reminders

Medical Services:

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

NCCI Implementation & Claims Editing Reminder:

Maryland Physicians Care promotes 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).



& 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

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.

Language Support for MPC Members



Providers: For MPC members seeking healthcare assistance, including appointments and general inquiries, please have the member identify their preferred spoken language below by **pointing or selecting**.

After identifying the language, contact the contracted interpreter service or call **1-800-953-8854**, follow the prompts, enter **billing code #0330**, and request an interpreter for the selected language.

Point to your language.

An interpreter will be called.

I Speak...



Amharic	አማርኛ እናገራለሁ።
Arabic	أتحدث العربية
Armenian	Ես խոսում եմ հայերեն
Bengali	আমি বাংলায় কথা বলি
Bosnian / Croatian / Serbian	Govorim bosanski / hrvatski / srpski
Cantonese	我講廣東話
Dari	من نری صحبت می کنم
Farsi	من فارسی صحبت می کنم
French	Je parle français
French Cajun - Louisiana French	Je parle français cadie
Greek	Μιλάω ελληνικά
German	Ich spreche Deutsch
Gujerati	હું ગુજરાતી બોલું છું
Haitian Creole	Mwen pale kreyòl ayisyen
Hebrew	אני דוברת/עברית
Hindi	मैं हिंदी बोलता/बोलती हूँ
Igbo	Ana m asụ Igbo
Italian	Parlo italiano
Japanese	私は日本語を話します
Kannada	ನಾನು ಕನ್ನಡ ಮಾತನಾಡುತ್ತೇನೆ
Khmer	ខ្ញុំនិយាយខ្មែរ
Korean	나는 한국어를 해요
Lao	ຂ້ອຍເວົ້າພາສາລາວ
Llocano	Agsasaoak iti Ilocano
Malayalam	ഞാൻ മലയാളം സംസാരിക്കുന്നു

Mandarin	我说普通话
Marathi	मी मराठी बोलतो
Nepali	म नेपाली बोल्छु
Persian	من فارسی حرف می زنم
Polish	Mówię po polsku
Portuguese	Falo português
Punjabi	ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ
Russian	Я говорю на русском языке
Samoa	Ou te tautala i le gagana Samoa
Somali	Waxaan ku hadlaa af-Soomaali/Waxan ku hadlaa af Soomaali
Spanish	Hablo español
Swahili	Ninazungumza Kiswahili
Tagalog/Filipino	Marunong akong magsalita ng Tagalog
Tamil	நான் தமிழில் பேசுகிறேன்
Thai	ฉันพูดภาษาไทย
Telugu	నేను తెలుగు మాట్లాడతాను
Twi	Meka Twi kasa
Ukrainian	Я розмовляю українською
Urdu	میں اردو بولتا/بولتی ہوں
Vietnamese	Tôi nói tiếng Việt
Yiddish	איך רעד ייִדיש
Yoruba	Mo n so èdè Yorùbá

MPC Provider Relations Representatives

MPC providers have designated Provider Relations Representatives based on the specialty and or practice/group location. This provider representative 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](tel:1-800-953-8854) (*follow prompts to PR dept.*), Fax: [866-990-3088](tel:866-990-3088) or Email ProviderRelations@mpcmedicaid.com. To find your Provider Relations Representative, click the link below [Download the Territory List](#).

**New Team Member
Joining Soon
(REP)**

**Stacey Charles
(REP)**
Baltimore City
All providers not associated with Health Systems and FQHCs
Howard County
Temporary Coverage
Durable Medical Equipment (DME),

**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)
Temporary Coverage
Urgent Care

**Donia Stewart (new)
(REP)**
Baltimore County
Carroll County
Harford County
Temporary Coverage
Prosthetics & Orthotics
Dialysis

**Rose Coffey
(REP)**
Cecil, Caroline, Dorchester,
Kent, Queen Anne's,
Somerset, Talbot, Wicomico,
and Worcester counties,
Delaware
Specialty Coverage:
Doula Providers,
Temporary Coverage
Laboratory
Pathology

**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

**Mary Welsh
(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 Young
(Sr. REP)**
Washington, D.C and
Prince George's County,
Baltimore City Federally
Qualified Health Centers
(FQHC)

**Latoya Rampasard
(Sr. REP)**
**Baltimore City Health
Systems**
• Johns Hopkins
• University of Maryland
• St Agnes
• Kennedy Krieger

Questions and Answers





Quality Improvement-HEDIS Outreach

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 or enter into the raffle - [HEDIS Incentive Registration Page - Maryland Physicians Care](#).

Calendar Year 2026 Incentives

Well Child Visits Quarterly Raffles and Events:

MPC will provide quarterly raffles offering: Family memberships for the Baltimore Zoo, Back to School events and raffles for a backpack with supplies, Urban Air/Sky Zone passes, and Visa gift cards

Postpartum: \$50 VISA gift card when service is completed (7 to 84 days postpartum)

Eligible members must complete the service requirements before the end of the year 12/31/2026.





MEMBER HEALTH REWARDS

Maryland Physicians Care members who have completed a certain prevention and wellness health event could earn a reward. **It's easy!**

Complete these appointments and earn rewards!



Well Child Visits (ages 3-21)

Get entered into our quarterly raffle for:

- Baltimore Zoo Family Membership
- VISA Gift Cards
- Backpack with school supplies
- Urban Air/Sky Zone passes



Postpartum Check-up
Receive a **\$50** gift card



For complete details visit
mpcMedicaid.com/rewards
or scan the QR code for more information.



If you have any questions, contact the MPC HEDIS Department at 410-412-8280.

HealthChoice is a program of the Maryland Department of Health.

Practice Site Collaborations

Scheduling assistance-
offering 3- way scheduling
or remote access for
scheduling

Verifying PCP of record

Clinic days- collaborating
with sites to offer MPC days

Improving Performance With CPT II Codes

- NCQA is transitioning hybrid (411 sample) measures to total population by 2029.
- This will negatively impact rates for Blood pressures and A1c/GMI results
- Blood pressure and A1c/GMI results need to be submitted via CPT II code on claims to capture compliance
- CPT II codes for claims are noted below

A1C or GMI Result	CPT II Code
A1c/GMI <7%	3044F
A1c/GMI ≥7% and <8%	3051F
A1c/GMI ≥8% and ≤9%	3052F
A1c/GMI >9%	3046F

Systolic—CPT II Codes		Diastolic—CPT II Codes	
Blood pressure <130 mm Hg	3074F	Blood pressure <80 mm Hg	3078F
Blood pressure 130-139 mm Hg	3075F	Blood pressure 80 – 89 mm Hg	3079F
Blood pressure ≥ 140 mm Hg	3077F	Blood pressure ≥ 90 mm Hg	3080F

Questions and Answers

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



Care Management

Christina Gentile Manager, 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 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)
- In-home ultrasounds- requires coordination with the Special Needs Coordinator and submission of prior authorization.

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

More information regarding HVS can be found using this link:

[Medicaid Home Visiting Services](#) or on our MPC website

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

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.

 Maryland
DEPARTMENT OF HEALTH

More information regarding MOM can be found using this link: [MOM CM Services](#) or on our MPC website.

Referrals to Care Management



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

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?



Pharmacy Updates

Pharmacy Updates – June 2026

Agenda

- Formulary Updates
- UM Review – Pharmacy Program Updates

Formulary Updates 1Q-2Q 2026

March 2026				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
Lidocaine Patch 5%	Topical Analgesic	Remove PA requirements	03/23/2026	
Lidocaine Patch 4%	Topical Analgesic	Remove PA requirements	03/23/2026	
April 2026				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Formulary Changes				
May 2026				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
<u>Mounjaro</u>	GIP/GLP-1 Agonist	Add to formulary w/UM requirements	05/01/2026	Ozempic, <u>Rybelsus</u> , Liraglutide

UMI Review – Program Updates

- MPC requires supporting documentation to be submitted with ALL prior authorization requests
 - The pharmacy UM team continues to receive faxes and electronic prior authorizations (ePA) submissions missing supporting documentation
 - Failure to supply complete prior authorization requests will delay the review process and create additional administrative burden
- **Highlight listed below on our PA forms:**

SECTION A: Please note that supporting clinical documentation is required for ALL PA requests. Pharmacy prior authorization reviews can be subject to trial with additional medications that are not listed within the criteria. The policies are subject to change based on COMAR requirements, MDH transmittals and updates to treatment guidelines.

UMI Review – Program Updates

- Starting in 4Q 2025, MPC implemented a new program to address documentation issues with electronic prior authorizations
- ePA submissions are reviewed for completeness (correct criteria/supporting documentation) before a clinical review is performed
- The ePA submissions must include supporting documentation including:
 - Past medical history
 - Treatment history (medication, dosage, treatment duration)
 - Medical literature/clinical trials when requesting off-label medication use

UMI Review – Program Updates

- In the event that the ePA is incomplete, the clinician will withdraw the case and send a message back to the provider's dashboard highlighting the missing information
- This will allow the a new ePA to be submitted back and allow the requesting provider to include the missing information
- Please make sure you're reviewing the returned ePA in your dashboard before resending the exact same request again

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**



Provider Forum – CMO Corner
June 17, 2026

Primary Care Provider Visits

Maryland Physicians Care strongly encourages all our members to develop a relationship with their Primary Care Provider

A reminder that MPC does not have restrictions on PCP visits

Different from commercial insurance, do not have to wait 365 days to have a preventive visit

MPC patients can be seen as often as is medically appropriate

Specialist Referrals

MPC does not have referral requirements for in-network specialists

MPC members may go directly to see a specialist without any insurance authorization

Out of network specialists do require an authorization

Documentation should demonstrate why a specialist service is not available by an in-network provider

Diabetes and Statins

In December 2022, the ADA changed their recommendations for statins in Diabetics

1) In diabetics with known cardiovascular disease, the goal LDL is <55

- Start on a statin
- If not at goal, add Ezetimibe
- If still not at goal, add a PCSK9 inhibitor

2) In diabetics age 40+ with any CVD risk factor, the goal LDL is <70

- Start on a statin
- Goal reduction of >50%
- Add Ezetimibe and PCSK9 inhibitors if needed

Diabetes and Statins

CVD Risk factors

1. Family history of premature CVD
2. Chronic Kidney Disease
3. Metabolic Syndrome
 - Waist circumference >40 inches in men, >35 inches in women
 - Hypertriglyceridemia > 150
 - HDL-C < 40 in men, <50 in women
 - High blood pressure >130/85
 - Fasting glucose > 110
4. Chronic Inflammatory Conditions
 - Especially Rheumatoid Arthritis, Psoriasis, and HIV
5. Hypertriglyceridemia >175

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 Q2 2026 Provider Forum.

Mark Your Calendar!

MPC's Q3 2026 Provider Forum will be held on September 16, 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

