



3rd Quarter Provider Forum
September 16, 2026

Provider Forum Agenda

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

- MPRIME Training For Providers Reminder
- MPC Provider Resources
- Switch from Paper Checks to ACH Payments
- Billing and Claims Reminders
- Provider Data Integrity
- MPC Provider Relations Representative

Quality Improvement /HEDIS Outreach – Sammi Turner, Sr. Manager, HEDIS Outreach
Care Management – Kerry O'Malley, Manager, Care Management
Pharmacy Updates – Dr. Jonathan Keyser, Sr. Director Pharmacy



Operation Updates

MPRIME Provider Training Reminder

The Maryland Department of Health (MDH) is offering MPRIME training sessions for providers.

Providers can register for an upcoming training session using the [MPRIME System Training Registration Form](#)

Training Topics Include:

- MPRIME system functionality and provider registration
- Submitting a new enrollment application
- Submitting an update application
- Navigating the revalidation process

Providers may choose from four different training classes, ranging from a general system overview to detailed instruction on new enrollments, revalidations, and update applications.

Training sessions begun in August and are currently scheduled through October 1, ahead of the October MPRIME launch.

MPC Provider Resources

As an MPC provider you can access provider resources on the MPC Provider Portal such as:

- **Redetermination Rosters**
- **InterQual criteria**
- **Provider Panels**
- **Gaps in care reports**
- **Clinical policies and much more**

This information is also available on the MPC website [Provider Resources - Maryland Physicians Care](#)

MPC Provider Resources (Continued)

maryland physicians care
Medicaid with a Heart

Maryland Physicians Care

Welcome to Maryland Physicians Care's provider portal!
Please call Customer Service for support and assistance at (800) 953-8854.

Start typing to search this payer space... Search

Applications **Resources** News and Announcements

Sort By A-Z

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILABILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES.

- Document List**
Documents available for MPC: Cap Reports HEDIS Care Plans Member Redet Rosters
- InterQual Transparency**
This link allows you to SSO into InterQual Transparency
- Panel Roster**
Membership Roster Report

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Recommended Resources

- Advanced Imaging and Cardiac Services** (Recommended) 02/06/2026
Complex Imaging, MRA, MRI, PET, and CT scans need to be verified by Evolent.
- Musculoskeletal (MSK) - Interventional Pain Management (Injections) and Surgery** (Recommended) 09/10/2025
Non-emergent musculoskeletal procedures including outpatient, interventional spine pain management services need to be verified by Evolent
- Physical Medicine** (Recommended) 09/10/2025
Rehabilitative and habilitative therapy services, including those rendered by Chiropractors need to be verified by Evolent

All Resources

- Advanced Imaging and Cardiac Services** (Recommended) 02/06/2026
Complex Imaging, MRA, MRI, PET, and CT scans need to be verified by Evolent.
- Claim Appeals Submission** 04/24/2025
- Eviti** 12/10/2025
All oncology & radiation oncology services require prior authorizations and must have an Eviti Code prior to submitting the Prior Auth request.
- MPC Clinical Policies** 03/06/2026
- Musculoskeletal (MSK) - Interventional Pain Management (Injections) and Surgery** (Recommended) 09/10/2025
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Switch from Paper Checks to ACH Payments

Why Choose ACH with Maryland Physicians Care?

- Many MPC Providers Already Use ACH: Join your peers in enjoying faster, safer payments.
- Faster Payments: Funds are deposited directly into your bank account—no mailing delays.
- Secure & Reliable: Reduces risk of lost or stolen checks.
- Eco-Friendly: Less paper, less waste.
- Convenient: Automatically receive payments without manual deposit.
- Better Cash Flow Management: Predictable, timely payments for smoother practice operations.
- To signup for Electronic Fund Transfer (EFT) and Electronic Remittance Advices (ERA) visit instamed.com/eraeft or call [1-866-945-7990](tel:1-866-945-7990).

Make the switch today for faster, safer, and simpler payments!

Billing and Claims Reminders

ePREP/MPRIME Denials:

If your Maryland Medicaid NPI is suspended or terminated and later reinstated, please resubmit any claims previously denied during the reinstatement period with a frequency code 1 as soon as possible; timely filing rules still apply.

Doula Services:

Maryland HealthChoice offers doula services to support birthing parents and babies during pregnancy, labor and delivery, and postpartum. Members are eligible if they are active with MPC and are pregnant or have delivered a child within the past 180 days. Eligible members may self-refer to an ePREP-approved doula or contact MPC's Special Needs Coordinator at MPCSNC@mpcmedicaid.com.

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 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 (*follow prompts to PR dept.*), Fax: 866-990-3088 or Email ProviderRelations@mpcmedicaid.com. To find your Provider Relations Representative, click the link below [Download the Territory List](#).

**Larry White
(REP)**

Durable Medical
Equipment (DME)
Urgent Care
Laboratory
Pathology
Prosthetics & Orthotics
Dialysis

**Stacey Charles
(REP)**

Baltimore City
All providers not
associated with Health
Systems and FQHCs
Howard County
Specialty Coverage:
Recovery Plus

**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
Specialty Coverage:
Empathy Health
Solutions

**Rose Coffey
(REP)**

Cecil, Caroline,
Dorchester, Kent, Queen
Anne's, Somerset, Talbot,
Wicomico, and Worcester
counties, 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 System
• LifeBridge Health
• Greater Baltimore Medical Center (GBMC)

**Robert Hamilton
(Sr. REP)**

Frederick and
Montgomery counties

**Mary Griese
(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

Additional measures for 4th Quarter 2026 member Incentives

Breast Cancer Screening:

Female members age 42-64 and did not have a mammogram in CY 2025 or 2026, you may be eligible for a \$75.00 gift card.

Colon Cancer Screening:

Members age 45 and older who have not had colon cancer screening in 2026 may be eligible for a \$75 gift card.

HbA1c Test:

Members with diabetes who have not had an HbA1c test in 2026 may be eligible for a \$50 gift card.

Diabetic Eye Exam

Members with diabetes who have not had an eye exam in CY 2026 may be eligible for a \$75 gift card

Eligible members must complete the service requirements between 09/15/2026-12/31/2026. All incentives are claim based.

[Member Health Rewards - Maryland Physicians Care](#)



Member Health Rewards

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

Incentives are available only for eligible services completed in 2026. Your request and proof of service, such as a provider bill or claim, must be received by March 1, 2027.

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



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

Additional Programs

Care Compass:

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

Pregnancy Care:

- High risk pregnancy
- Maternal Opioid Misuse (MOM)

Transitions of Care:

- Members transitioning from acute care setting to home identified as high risk for readmission

HIV Care

Referrals to Care Management

1 IDENTIFY A NEED

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

2 SHARE DETAILS

- Member name
- Date of Birth
- MA number
- Current phone number
- Need identified

3 CONNECT WITH US

Send the referral to SNC
Latrece Acree, RN, BSN

Email:
MPCSNC@mpcmedicaid.com

Phone: 443-300-7325

Fax: 844-284-7698



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.

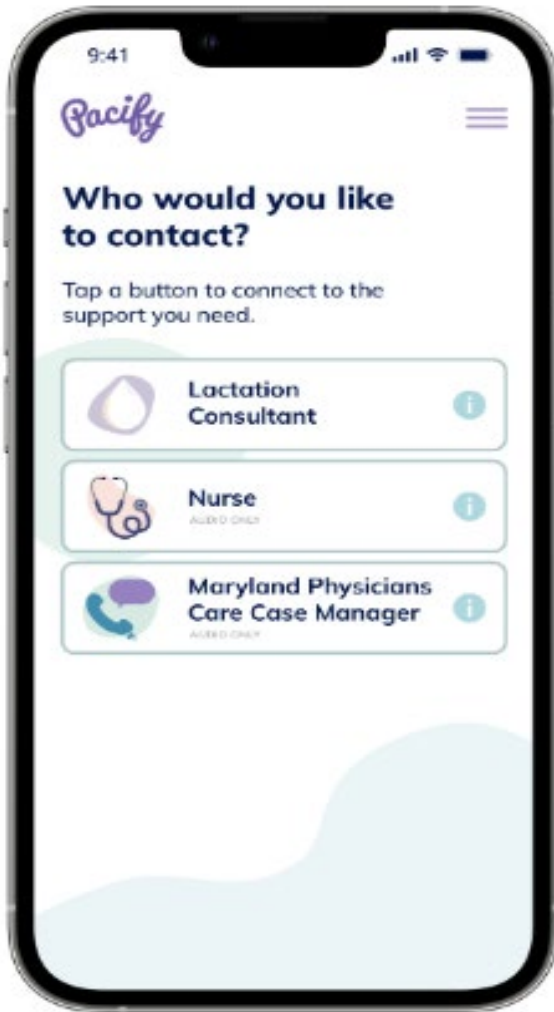
Pregnancy can be hard. The MOM program can help make it easier.

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 Notes Available 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



QUESTIONS?



Pharmacy Updates

Pharmacy Updates – September 2026

Agenda

- Formulary Updates
- UM Review – Provider Education

Formulary Updates 3Q 2026

August 2026				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
<u>Incruse Ellipta</u>	Anticholinergic	Remove from formulary	10/01/2026	Umeclidinium
Umeclidinium Ellipta	Anticholinergic	Add to formulary	09/01/2026	
Xeljanz IR and ER	JAK Inhibitor	Remove from formulary	11/01/2026	Tofacitinib IR/ER
Tofacitinib IR and ER	JAK Inhibitor	Add to formulary w/PA	09/01/2026	
Jardiance	SGLT2 Inhibitor	Add to formulary w/PA	10/01/2026	Dapagliflozin
<u>Steglatro</u>	SGLT2 Inhibitor	Remove from formulary	01/01/2027	Dapagliflozin
<u>Segluromet</u>	SGLT2 Inhibitor/Biguanide	Remove from formulary	01/01/2027	Dapagliflozin
Kirsty	Insulin	Add to formulary	10/01/2026	<u>Admelog</u>
Memantine	NMDA Receptor Antagonist	Add to formulary	09/15/2026	Galantamine, Rivastigmine
Donepezil	Acetylcholinesterase Inhibitor	Add to formulary	09/15/2026	Galantamine, Rivastigmine
September 2026				
Drug Name	Therapeutic Class	Change	Effective Date	ADL Alternative (if applicable)
No Formulary Changes				

UM Review – Provider Education

- **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.

UM Review – Provider Education

- Starting in 4Q 2026, MPC Pharmacy leadership will be working with our Provider Relations team to give support/education to our network providers based on the issues we continue to see regarding the UM process
- **UM process concerns include:**
 - Missing feedback related to incomplete prior authorization requests
 - Failure to send supporting documentation with prior authorization requests
 - Submission of duplicate incomplete prior authorization requests
- **Education goal:**
 - Reiterate that the MPC Pharmacy review team sends a note back to your ePA dashboard to address missing information, address missing answers from the PA form or to clarify the use of the correct prior authorization form
 - Minimize the administrative burden related to the prior authorization

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 2026 Provider Forum.

Mark Your Calendar!

MPC's Q4 2026 Provider Forum will be held on December 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

Post-Event Feedback Survey:
Q3_2026 Provider Forum Date:
Wednesday, September 16, 2026

