



# AAHAM PRESENTATION

Provider Relations  
2018

# ABOUT US

- **Mission Statement:**

- We are a values-driven, community-focused managed care organization that improves the health status of its members through effective care management systems. Our vision and values as a provider-sponsored organization enhance the mission of our owner's health system.

- **Vision Statement:**

- We seek to be a dominant, financially sound and socially responsible managed care organization of choice for members, providers and health care purchasers in the markets we serve.

# HISTORY

- The company was founded in 1996 and is based in Linthicum, Maryland.
- Owner Hospitals:
  - Meritus Health
  - Holy Cross Health
  - Ascension Health (St. Agnes HealthCare)
  - Western Maryland Health System
- Transitioned to new management company in July 2017.
  - Centene Corporation
  - Founded as a single health plan in Wisconsin in 1984

# UPDATES

- New Website
  - <https://www.marylandphysicianscare.com/>
- Notices
  - <https://www.marylandphysicianscare.com/providers/news-notices.html>
- MPC follows CMS guidelines as of 7/1/2017
- All claims prior to 7/1/2017 should be sent with a Reconsideration Form to the Farmington, MO address

# ADDITIONAL UPDATES

- **MyVirtualMPC App**

- Now available for MPC members
- When the provider's office is closed or appointments aren't available, the app gives Maryland Physicians Care members access to Emergency Medicine Associates between 9 a.m.-9 p.m., seven days a week from a computer or mobile device.
- Register: [MyVirtualMPC.com](https://www.MyVirtualMPC.com)
- Available in the App Store or Google Play

# CLAIMS

- **Submissions**

- Web Portal: Claims can be submitted free of charge through the Secure Web Portal
- 📧 EDI: Electronic Clearinghouse Emdeon
  - Payor ID = 22348 1-866-506-2830
- 📧 Paper Claims Mail to:
  - Maryland Physicians Care  
P.O. Box 5080  
Farmington, MO 63640-5080

- **Billing/Claims:**

- <https://www.marylandphysicianscare.com/providers/information/billing-claims.html>

- **Claims Inquiries**

- 1-800-953-8854
- Web Portal: My MPC Source

- **Billing Guidelines for routine physical/exams:**

- [https://mmcp.health.maryland.gov/epsdt/healthykids/Section6/H.-Billing-for-Services-to-Children-Not-in-a-MCO-\(Fee-for-Service\).pdf](https://mmcp.health.maryland.gov/epsdt/healthykids/Section6/H.-Billing-for-Services-to-Children-Not-in-a-MCO-(Fee-for-Service).pdf)

# IMMUNIZATION BILLING

There is an immunization billing guide on the website <https://mmcp.health.maryland.gov/Pages/home.aspx>

## Immunization Billing Guide

**Pediatric immunizations provided with vaccines from the Vaccine For Children (VFC) stock administered to Medicaid and Medicaid MCO covered patients:**

- A. Report the appropriate vaccine product CPT code(s) with the *SE modifier* appended to each code with an established fee.
- B. Payment of \$23.38\* should be expected\*\* for each VFC vaccine product reported for the administration of the vaccine.

**Do NOT** bill a separate CPT vaccine administration code to Medicaid/Medicaid MCO

# ADDITIONAL INFORMATION

Appeal	Reconsideration
<ul style="list-style-type: none"><li>• If it is a ER-PLP review it is an appeal (in most cases)</li><li>• If it denied A1 no prior auth; clinical or non clinical</li></ul>	<ul style="list-style-type: none"><li>• COB</li><li>• Timely filing</li><li>• Code review</li><li>• Member not on file</li></ul>

- [https://www.marylandphysicianscare.com/content/dam/content/maryland/pdfs/Claims\\_Submission\\_Guide.pdf](https://www.marylandphysicianscare.com/content/dam/content/maryland/pdfs/Claims_Submission_Guide.pdf)



# TOP DENIAL REASONS

- DENY: NO AUTHORIZATION ON FILE THAT MATCHES SERVICES(S) BILLED
- DENY: DUPLICATE CLAIM SERVICE
- DENY: CLAIM CANNOT BE PROCESSED WITHOUT AN ITEMIZED BILL
- DENY: Admin Denial
- DENY: TYPE OF BILL MISSING OR INCORRECT ON CLAIM  
PLEASE RE-SUBMIT

# LINKS FOR PROVIDERS

- **Provider Manual:**

- <https://www.marylandphysicianscare.com/providers/manual.html>

- **Forms:**

- <https://www.marylandphysicianscare.com/providers/forms.html>

- **Billing/Claims:**

- <https://www.marylandphysicianscare.com/providers/information/billing-claims.html>

- **Prior Authorizations:**

- <https://www.marylandphysicianscare.com/providers/preauth-check/medicaid-preauth-check.html>

- We encourage you to use Code Checker (located on the web portal) to identify whether or not a service requires prior authorization

# LINKS FOR PROVIDERS

- **Radiology and Lab Notification**

- <https://www.marylandphysicianscare.com/providers/medical-management/prior-auth.html> (This is listed under the Notifications drop down)

- **Upcoming Formulary Changes**

- <https://www.marylandphysicianscare.com/providers/news-notices.html> (This is under Pharmacy Updates)

# CONTACT INFORMATION

## Provider Relations Call Center

**Phone: 1-800-953-8854 (follow prompts to PR dept.)**  
**Fax: (866) 333-8024**

Tiffany Thomas-Brown  
Cell: (443) 545-9762  
Tiffany.M.ThomasBrown@marylandphysicianscare.com

Baltimore City and County (except where noted)  
St. Agnes Hospital  
MedStar  
University of MD Medical Systems  
Family Health Centers of Baltimore

Robert Hamilton  
Cell: (410) 855-2656  
Robert.L.Hamilton@marylandphysicianscare.com

Frederick, Carroll & Montgomery Counties  
Providers located in DC & VA  
Children's National Medical Center  
Holy Cross Hospital  
Community Clinic  
Patient First (all locations)  
Johns Hopkins Systems

Kim Tenor  
Cell: (443) 591-3819  
Kimberly.D.Tenor@marylandphysicianscare.com

Prince George's, Calvert, Charles & St. Mary's Counties  
Greater Baden Medical Services  
Lifebridge  
Bon Secours  
GBMC  
Mercy Medical Center Groups  
Univ. of Maryland Medical System

Tammy M. Barnes  
Cell: (410) 892-4344  
Tammy.M.Barnes@marylandphysicianscare.com

Allegany, Cumberland, Garrett & Washington Counties  
West Virginia & Western PA  
Western Maryland Health Systems  
Meritus  
All Out of State Providers

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## Q & A

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