



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
Hospital Transmittal No. 277
Free-Standing Dialysis Facilities Transmittal No. 03
October 29, 2020

TO: Hospitals
 Free-Standing Dialysis Facilities

FROM: Alexander Shekhdar, Acting Director
 Medical Benefits Management *Alexander Shekhdar*

RE: Changes to Emergency Service Review Submission Procedures for
 Undocumented or Unqualified Aliens (X02/X03)

Note: **Be sure to inform the appropriate staff members in your organization of the content of this transmittal.**

Effective November 1, 2020, the process for submitting requests for emergency service reviews for undocumented or unqualified aliens will change. This change will affect acute hospitals, free-standing dialysis facilities, and other intermediaries that assist undocumented or unqualified aliens with acquiring financial eligibility for Medicaid for dialysis services or certain emergent services received at an inpatient facility.

Medical Record Retention

Prior to November 1, 2020, undocumented or unqualified aliens are required to bring copies of their medical records to the local Departments of Social Services (DSS) and Local Health Departments (LHDs) when applying for Medicaid eligibility. If the applicant is determined to be eligible for coverage, the local case worker forwards the medical records to Telligen, the Department's Utilization Control Agent (UCA), for medical review. These documents include discharge summaries with admission and discharge dates, emergency department admission information, and other records showing the emergency nature of the medical service.

Beginning November 1, the Department has changed its process for submitting medical documentation. Therefore, providers seeking reimbursement for emergency or dialysis services rendered to undocumented or unqualified aliens must continue to retain all relevant medical records for submission to Telligen, after the applicant has received approval of technical and financial eligibility. Eligibility applications must be submitted within six months of the date of service or date of discharge, and the medical records must be submitted to Telligen within 60 days of the date of the financial eligibility decision.

Maryland Medicaid has two coverage groups for undocumented or unqualified aliens, as shown in the table below, depending on whether the individual is blind or disabled.

NEW PROCESS AS OF 11/1/2020	Undocumented or Unqualified Alien (65+ Years Old, Blind or Disabled)	Undocumented or Unqualified Alien (Under 65 Years of Age, Not Blind or Disabled)
Which Department?	Local Department of Social Services (DSS)	Local Department of Social Services (DSS) Local Health Department (LHD)
Medicaid Coverage Group	X02	X03
Eligibility System	CARES and Eligibility & Enrollment (phased in by counties beginning October 12, 2020)	Maryland Health Connection

Process Instructions after November 1, 2020

Effective November 1, 2020, the review submission process is as follows (see the attached revised OES 401):

- 1) The service provider must complete sections 1 and 2 of the OES 401, and give the form to the individual on the date of service or at the time of discharge.
- 2) The applicant is required to take that OES 401 form to the local DSS or LHD office when applying for Medicaid eligibility. With the applicant's consent, a representative may submit the OES 401 form to the DSS or LHD.
- 3) The DSS or LHD will complete sections 3 and 4 of the OES 401 form and return the form to the service provider identified in section 2 of the form.
- 4) The service provider must submit the completed OES 401 along with any relevant medical documentation for review to Telligen via <https://myqualitrac.com>. Dialysis providers should continue to submit reviews via electronic mail at X02@telligen.com at this time.

Questions

For hospital policy questions, please contact Denise James at (410) 767-1939 or denise.james@maryland.gov.

For dialysis policy questions, please contact Earl Tucker at (410) 767-4078 or earl.tucker@maryland.gov.

For questions related to review submissions, please contact Telligen at (888) 276-7075 or MarylandUCSupport@telligen.com.