



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

April 13, 2016

To: Hospital Administrators

From: Susan J. Tucker, Executive Director
Office of Health Services

Re: Qualitrac training for submission of preauthorizations, concurrent reviews, and reconsiderations with Telligen

Note: **Please ensure that appropriate staff members in your organization are informed of the contents of this memorandum.**

Hospitals will be required to submit preauthorization requests, concurrent reviews, and reconsiderations to Telligen on May 2, 2016. Qualitrac will begin accepting DHMH 3871B submissions beginning on May 9, 2016. Until that date, please continue to fax these requests to 888-297-4276.

Beginning April 19, 2016 and continuing through April 21, 2016, Telligen, the new Utilization Control Agent, will be presenting Webex trainings to educate providers on how to submit preauthorization requests, concurrent reviews, reconsiderations, and 3871Bs (requesting a Level of Care). During these training sessions, Telligen staff will present training content and respond to questions from the provider community.

Each training session will last approximately one hour and the webinar will be offered twice on each training day:

- Tuesday, April 19, 2016: 10:00am and 2:00pm
- Wednesday, April 20, 2016: 10:00am and 2:00pm
- Thursday, April 21, 2016: 10:00am and 2:00p

Advance registration will be required. Information needed to register for the training program is listed below. Providers may attend these trainings as many times as needed and there is no limit to the number of attendees per provider. To register for one or more of the April training sessions, please send an email to Mary Endres at Telligen (MTEndres@telligen.com) with the following information:

- Facility name;

- Provider MA #;
- Training session(s) you want to register for;
- Number of attendees from your facility; and
- Name, phone number and email address of the contact person at your facility.

Information needed to access the Webex trainings will be distributed to registered participants prior to the training dates.

If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services at 410-767-1724 or email maryam.baharloo@maryland.gov.