



STATE OF MARYLAND

DHMH

Office of Health Services
Medical Care Programs

Maryland Department of Health and Mental Hygiene

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

MEMORANDUM

TO: Hospital Administrators
Nursing Facility Administrators
Local Health Departments
Hopkins ElderPlus
The Coordinating Center
VA Hospital Discharge Caseworkers

FROM: Susan J. Tucker *Susan J. Tucker*
Executive Director
Office of Health Services

DATE: April 14, 2016

RE: Online Submissions of Medical Eligibility Review Requests

The Maryland Medicaid Program is pleased to announce that beginning Monday, May 9, 2016, providers will be able to submit level of care requests for chronic hospital, special hospital, nursing facility, Program of All-Inclusive Care for the Elderly (PACE), and Model Waiver services using Qualitrac, Telligen's secure web-based system. This system, which Telligen has used successfully for Medicaid programs in other states, is expected to result in much faster (in many cases, same-day) responses. It also provides other benefits to providers, including auto-assignment of temporary ID numbers for Medicaid-pending cases (no more calling to get a temporary number), the ability to save partially-completed requests, and the ability to upload documents, including the DHMH 257, to Qualitrac.

To familiarize providers with the process for submitting MERs through Qualitrac, Telligen is offering WebEx training (including how to register and log onto the portal) on the following dates:

Friday, April 22	Friday, April 29
Monday, April 25	Tuesday, May 3
Tuesday, April 26	Wednesday, May 4
Wednesday, April 27	Thursday, May 5
Thursday, April 28	

Two sessions, 10:00 AM and 2:00 PM, will be offered on each date. Each session is expected to last one hour.

Advance registration is required. Providers may attend multiple trainings if desired, and there is no limit on the number of attendees per provider. To register for one or more sessions, please e-mail the following information to Mary Endres at Telligen (mtendres@telligen.com):

- Provider name and type (e.g., NF, hospital)
- Desired session date(s) and time(s)
- Number of attendees; and
- Name, phone number, and e-mail address of the provider's contact person.

Telligen will send information necessary to access the training program to registered participants prior to the training dates.

You are strongly encouraged to take advantage of this opportunity to learn how Qualitrac can facilitate the process for obtaining MERs. Questions regarding the training may be addressed to Telligen at 888-276-7075 or support@telligen.com.