



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: Nursing Facility Administrators
Hospital Administrators

FROM: Jane Sacco, Chief 
Division of Long Term Care Services

SUBJECT: Reviews for Nursing Facility Services – Interim Process

DATE: February 1, 2016

First, we'd like to thank everyone for their patience and cooperation with the interim process that the Department has set up to process level of care and related reviews for Maryland Medicaid nursing facility and chronic hospital/special pediatric hospital benefits. Your cooperation has gone a long way toward making the process workable.

We are aware that some of you are experiencing delays in obtaining needed level of care decisions. We are working diligently to ensure that requests are completed as quickly as possible. To assist you in submitting requests, we have made several improvements to our process:

1. We have posted a page on the DHMH website that is dedicated to the UCA transition: <https://mmcp.dhmh.maryland.gov/Pages/UCATransition.aspx>. This page contains useful information on making various requests during the transition period. Additionally, fillable forms are included here, which we hope you will find very useful.
2. In addition to the designated fax number for submitting requests, we have designated an e-mail address that requestors who have the ability to submit secure (encrypted) e-mails may use: dhmh.MERfax@maryland.gov. Please use this address only if you are sending an encrypted e-mail. We cannot accept requests that are unencrypted.
3. To address many of the questions and concerns that have arise, we have developed the attached Frequently Asked Questions list. Hopefully, it covers most questions and concerns that you may have.

When submitting requests, following the directions below will help in obtaining a prompt level of care determination:

1. The designated Fax Cover Sheet must be used for all requests. Because decisions will be conveyed to the requestor designated on the Cover Sheet, please enter the fax number to which you want the decision to be sent.

2. Please be sure to use the correct forms when submitting. The following forms must be submitted for the program designated below:

Nursing facility level of care – 3871B, Revised 1/2016 (any other versions of the 3871B will not be accepted); PASRR Level I Screen and other PASRR documentation if required; if the request is being submitted by the admitting facility, you may also submit the 257 at this time.

Chronic or special pediatric hospital level of care – 3871 for most cases; if the request is for a person who is ventilator dependent, the request must be submitted via the 3871B Revised 1/2016 and the Ventilator Questionnaire

3. Please complete all sections of the form in full. If required information (e.g., name and address of next of kin) is not known, please enter “unknown” or “unavailable” in the designated field.

4. For nursing facility level of care requests (3871B), if any response to Section F is “yes” you must complete and submit the PASRR Level I Screen (4345) and any other required documentation. Please note that the information on the 4345 must agree with the information in Section F.

5. For certification requests (257s), please complete in full and attach a copy of the previous level of care approval and the last page of the request with the physician's signature. If the level of care printout is not available to you, please note this on the Fax Cover Sheet.

Again, we really appreciate your cooperation and patience during this transition. Any questions regarding this memo may be sent to dhmh.maltcf@maryland.gov.

Attachment

Transition Frequently Asked Questions

1. How do I submit a request? What forms do I use?

We have implemented a webpage to guide providers through the review process during the “transitional” phase. Here is the link: <https://mmcp.dhmf.maryland.gov//Pages/UCATransition.aspx>

This page contains fillable forms for use as well as instructions for submitting requests. Please be sure to use current forms and complete them fully, as out-of-date or incomplete forms will be returned for correction.

2. I keep getting “busy signals” on the 410-333-5213 fax line/the fax won’t go through/etc. How can I get my request through?

If you receive a message stating that the above line is busy, you may not have to re-fax immediately. Many fax machines have the capability to “store” data to be faxed, and will automatically make a certain number of attempts to re-fax. If your fax machine has this capability, we suggest that you wait to see if it goes through later.

If your fax machine does not have this capability or it isn’t going through despite multiple attempts, you may also fax to 410-333-7803. We ask that you only use this line when necessary, however, since the first fax number is monitored more frequently.

Alternatively, if you have the ability to send encrypted e-mails, you may e-mail your request to dhmf.MERfax@maryland.gov. Please use this route only if sending encrypted messages; attachments to unencrypted messages that are likely to contain confidential information will not be opened.

4. How long will it take to process my request?

Most level of care requests and 257 requests that are properly completed and submitted should be processed within three business days. Priority is being given to hospital patients being discharged to a lower level of care. Here are some suggestions for facilitating the process:

a. Be sure that the correct (current) forms are used and that they are completed fully. If PASRR documentation is necessary, be sure that the documentation is attached.

b. On the Fax Cover Sheet, please include the fax number to which you would like to have responses sent.

5. How will I learn about the results of the review?

You will get your results via return fax to the number you entered on the Fax Cover Sheet.

6. What about the temporary ID?

Because the Department is no longer using iEXCHANGE, review requests for MA pending applicants during the transition period will not need a temporary ID.

7. How are “advisory” requests being handled?

During the transition, advisory requests (requests for tentative level of care determinations for individuals who are not yet Medicaid-eligible) should be sent in the same manner as the “regular” request. Please write “Advisory” on the first page of the 3871B. During the transition period, there is no charge for advisory determinations.

8. When will the new contractor be taking over?

The new contractor is actively working to modify its data systems to meet Maryland Medicaid’s needs. We will let you know as soon as we have more information on the switchover date.