

MCO RECIPIENT CONFLICTING DATA REPORT FORM

(HEALTHCHOICE)

INSTRUCTIONS FOR MCOS

1. The MCO representative should complete the Conflicting Data Report form when the MCO receives information that there is a discrepancy in the recipient's demographics.
2. All sections of the Conflicting Data Report form must be completed by the MCO representative who will be the contact for DHMH.
3. DHMH will compare the information with MMIS and CARES. If MMIS is showing the same information, nothing further needs to be done.
4. If CARES has the reported information and MMIS does not, the HealthChoice Enrollment Unit will notify the Division of Recipient Eligibility to change the information in MMIS.
5. If neither MMIS nor CARES are showing the reported information, the HealthChoice Enrollment Unit will send a Conflict Data Report to the Division of Recipient Eligibility. They will then forward the Report to the Local Department of Social Services notifying DSS of the change. Once DSS has verified the change in the information and updates CARES, DHMH will receive an electronic transmission to update MMIS.

Mail forms to: HealthChoice Enrollment Unit
DHMH
201 W. Preston Street
Room L9
Baltimore, Maryland 21201
Phone: 410-767-5460