



STATE OF MARYLAND

DHMH

Office of Health Services
Medical Care ProgramsMaryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – John M. Colmers, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM**Nursing Home Transmittal No. 225****Managed Care Organization Transmittal No. 77****Hospital Transmittal No. 205****Living at Home Waiver Transmittal No. 21****Medical Day Care Transmittal No. 73****Waiver for Older Adults Transmittal No. 32****Model Waiver Transmittal No. 33****November 23, 2009**

TO: Nursing Home Administrators
Area Agencies on Aging
Hospital Administrators
Managed Care Organizations
Living at Home Case Managers
Model Waiver Case Managers
Medical Day Care Centers

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

NOTE: Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal.

SUBJECT: Use of iEXCHANGE for Medical Eligibility Determinations

Keystone Peer Review Organization (KePRO), the Medical Assistance Program's Utilization Control Agent, employs iEXCHANGE, a web based system to process medical eligibility reviews. With this system, providers and others authorized to make medical eligibility requests input these requests directly into the system. Requests for additional information and determinations are also communicated through iEXCHANGE¹. The use of iEXCHANGE results in greater accuracy, reduces or eliminates the possibility of requests being lost, and leads to quicker (often same day) determinations. There is no cost to users for utilizing iEXCHANGE.

Effective March 1, 2010, providers seeking a medical eligibility determination for long term care facility or home/community-based services for which a nursing facility or

¹ Denials of medical eligibility are also conveyed in writing as required under COMAR 10.01.04.

chronic hospital level of care is mandated² will be required to submit these requests using iEXCHANGE. Fax requests will be accepted only under the following circumstances:

1. The provider is an infrequent user, i.e., has submitted ten (10) or fewer medical eligibility requests in the past 12 months, and expects to continue to submit ten or fewer requests annually. The provider must note "infrequent user" on the fax cover sheet. KePRO will monitor the number and frequency of requests from infrequent users and if a significant increase in usage is noted, may require the provider to submit via iEXCHANGE.
2. The provider is unable to use iEXCHANGE (e.g., iEXCHANGE or provider computer system problems). In such cases, the reason for using the fax must be clearly stated on the top of the first page of the DHMH 3871/3871B.

In an effort to assist providers to become familiar with iEXCHANGE, KePRO will continue to provide training, both web-based and onsite. Providers are strongly encouraged to take advantage of these training opportunities before the March 1, 2010 deadline.

*Please also note that effective December 1, 2009, KePRO will no longer send fax level of care confirmations to providers who have submitted requests through iEXCHANGE. These users may obtain level of care confirmations by checking the iEXCHANGE notes. Only providers submitting requests via fax will continue to receive fax confirmations.

If you have any questions regarding this transmittal, please feel free to contact the Division of Long Term Care Services at (410) 767-1736. Questions regarding iEXCHANGE should be directed to KePRO at (443) 589-3000.

cc: Nursing Home Liaison Committee
Hopkins ElderPlus
Maryland Department of Aging
Local Health Departments
Health Facilities Association of Maryland
LifeSpan Network
Maryland Association of Adult Day Services
Maryland Hospital Association

² Currently nursing facility, chronic hospital, chronic rehabilitation hospital, Medical Day Care Waiver, Model Waiver, Waiver for Older Adults, Living at Home Waiver, Waiver for Traumatically Brain Injured Adults, and Program of All-Inclusive Care for the Elderly (PACE) services.