



# Cognito Training for Nursing Facility Providers

June 22, 2022

# Topics we will cover

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- Current span inquiry process
- Common inquiries
- What is Cognito?
- How to submit an inquiry
- Provider responsibilities & important changes
- Tracking your inquiry
- Resources: transmittals & contacts
- Q & A

# What is the current Span Inquiry process?

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- Sent by Email or Fax
- Submitted with a 257 and other supporting documentation

# Common Inquiries to LTCPRU

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- Medicare coinsurance
- Short term stays
- Facility transfers
- Hospice revocations
- Special program conflicts (waivers, etc.)

*\*MCO disenrollment is not handled by LTCPRU\**

# COGNITO

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**Maryland**

DEPARTMENT OF HEALTH

## **Long Term Care Provider Resolution Unit (LTCPRU) Inquiry Request**

Please use the following form to submit inquiries for submission of Long Term Care (LTC) span denials by Maryland Medicaid.

# What is Cognito?

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- Data management tool that is used to collect, organize, and manage data.
- HIPAA compliant, secure
- Facilities will use hyperlink to submit LTCPRU span inquiries, including supporting documentation.

LTCPRU will now use Cognito as the intake tool for span inquiries.

# How will Cognito work?

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## **Cognito is an online Form:**

- Hyperlink to the Inquiry Submission Form for LTCPRU
- Facilities will enter all of the information into the form
- Form captures the information needed and shares it with LTCPRU

## **What information is required to submit a Form?**

- Demographic information for participant and provider
- 257 form
- Relevant attachments (e.g., NOE, hospice E-request)

# How do I submit a Span Inquiry using Cognito?

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## Cognito Form

THE LINK WILL BE SHARED WHEN WE LAUNCH COGNITO FULL-TIME.

# Provider Responsibilities

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- Work with the caseworker when possible - sending an inquiry to LTCPRU should be your last stop for resolution!
  - Exception: Short-term stays. DHS cannot assist with those inquiries.
- When/if you need to submit an inquiry to LTCPRU, please ensure that you:
  - Send accurate information
  - Send inquiries timely
  - Inform LTCPRU of designated contact person for all communications

*\*LTCPRU does not process claims. Please do NOT submit claims as attachments to LTCPRU.*

# What will change with Cognito?

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- No faxes or emails to LTCPRU
- Providers will not receive a receipt notice via fax
  - Instead, Cognito sends an submission receipt with a case #
- Duplicate inquiries will be automatically closed
  - I.e., same participant, provider, date of service
- Inquiries will be automatically rejected if incomplete
  - I.e., Missing or inaccurate documents, inaccurate data (ineligible participant, incorrect date of service, etc.)

# How do I track my inquiry?

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- Your Cognito submission receipt will include a unique identifier number.
- This number may be used to reference an inquiry.
- Providers will receive an electronic notice when the inquiry is either approved/updated or denied/closed.
- LTCPRU will continue to report inquiry processing dates on existing public meetings.

# Resources

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## Transmittals

- Change to Short Term Stay Process: Transmittal No. 279:  
<https://docs.google.com/presentation/d/1uUBCwTjVg8aKyMZP-PaQLppsiyouwRfL/edit?usp=sharing&oid=100746563354039348923&rtpof=true&sd=true>
- Hospice e-Requests (2022 revision pending):  
<https://docs.google.com/presentation/d/1uUBCwTjVg8aKyMZP-PaQLppsiyouwRfL/edit?usp=sharing&oid=100746563354039348923&rtpof=true&sd=true>

## Contacts:

- Contact [mdh.dltcs@maryland.gov](mailto:mdh.dltcs@maryland.gov) to be added to the monthly Nursing Home Liaison meeting

# Q & A

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