



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

MEDICAL ASSISTANCE PROGRAM
Hospice Transmittal No. 22
September 15, 2022

TO: Hospice Administrators

FROM: Marlana R. Hutchinson, Director *mru*
 Office of Long Term Services and Supports

SUBJECT: New Online Format for Hospice e-Request Submissions

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

The Department has implemented a secure online process for submitting hospice e-requests using the digital platform, Cognito Forms. This process will benefit providers in several ways:

1. Edits built into the format will help assure proper completion of the request, reducing the need to have requests returned as incorrect or incomplete;
2. Users will receive immediate confirmation that their submitted request has been accepted for review, and receive a copy of the submitted form for their records;
3. Providers will receive updates regarding the status of their requests; and
4. Each request will be assigned a unique request ID, making it easier for providers and the Department to track specific requests.

The new online Medicaid Hospice Request form may be found [here](#).¹ Information regarding this new process, including directions for completing this form, may be found [here](#).² The Department will also host training sessions during September 2022.

Initial phase-in of this process began in July 2022, with a selected group of providers using the format. Effective immediately, all providers have access to this process. **Effective October 10, 2022, use of the Cognito tool will become mandatory and the mdh.hospice mailbox will no longer accept e-requests after October 9, 2022.**

¹ <https://www.cognitoforms.com/MDH3/MedicaidHospiceRequestForm>

² https://health.maryland.gov/mmcp/longtermcare/SiteAssets/Pages/Hospice-Services/Hospice%20Requests%20-%20Instructions%20for%20Using%20Cognito%20-%202019_6_2022.pdf

We are confident that this new process will result in quicker completion and better tracking of e-requests. We appreciate your participation in this process.

Questions regarding this transmittal may be directed to Leslie Jackson, Hospice Coordinator, at (410) 767-1714 or leslie.jackson@maryland.gov.

cc: Hospice and Palliative Care Network of Maryland