



MARYLAND Department of Health

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

Audiology Provider Transmittal No. 6

EPSDT Provider Transmittal No. 41

Hearing Aid Dispenser Transmittal No. 11

Hospitals Transmittal No. 259

MCO Transmittal No. 127

Physicians Transmittal No. 144

June 18, 2018

TO: MCOs
Audiology Providers
EPSDT Providers
Hearing Aid Dispensers
Hospitals
Physicians

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

RE: Coverage of Audiology Services, Hearing Aids, Cochlear Implants and Auditory Osseointegrated Devices

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

Effective July 1, 2018, HealthChoice managed care organizations (MCOs) and the Maryland Medical Assistance fee-for-service program (FFS) will be responsible for covering medically necessary audiology services, hearing aids, cochlear implants, and auditory osseointegrated devices to managed care enrollees and FFS Medicaid participants regardless of age. MCO enrollees under 21 years of age, who previously received audiology services through the FFS Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program, will now be covered by the MCO. The Maryland Department of Health (MDH) is amending COMAR 10.09.51.01 – 10.09.51.07, 10.09.67.20, 10.09.67.26-4, 10.09.67.27, and 10.09.70.03 to reflect this new policy.

Prior to July 1, 2018, MDH will publish coverage details—including MDH's new benefit package, fee schedule and preauthorization requirements for audiology services—in the Audiology, Physical Therapy, and EPSDT Provider Manual available on the MDH website: <https://mmcp.health.maryland.gov/pages/provider-information.aspx>.

Future Submissions of FFS Preauthorization Requests

Effective July 1, 2018, Telligen will be responsible for reviewing FFS audiology preauthorization requests for participants not enrolled in an MCO. Telligen is MDH's utilization control agent and performs similar authorizations for acute and long-term care services.

Beginning July 1, 2018, audiologists, audiology centers, and hearing aid dispensers (audiology providers) must submit FFS audiology preauthorization requests electronically through Telligen's web-based provider portal, Qualitrac. Qualitrac is a web application for healthcare providers to submit review- requests for consideration. MDH will not accept preauthorization requests for FFS audiology services after June 29, 2018.

At this time, MDH requires audiology providers to complete a security registration for Telligen's Qualitrac provider portal. Please download the Security Administrator Registration Form and view the guide for completion on Telligen's website:

<http://www.telligenmd.qualitrac.com/document-library>.

Audiology providers must complete the security registration prior to July 1, 2018. Please note that completed sections 3, 4, and 5 of the packet must be sent to Telligen for processing. Section 5 needs to be notarized. If providers cannot complete notarization by the deadline, they may fax the completed forms to Telligen and then mail the notarized form within 30 days. Upon receipt of completed documents, please allow Telligen 3-5 days for processing.

Telligen is offering an online training for audiology providers on June 27, 2018. This training covers how to submit audiology preauthorization requests (see attached). For providers who cannot attend the online training, Telligen will publish a recording of the training at:

<http://www.telligenmd.qualitrac.com/home>

To view the FFS Audiology Services Fee Schedule, please visit:

<https://mmcp.health.maryland.gov/pages/provider-information.aspx>.

For questions about MCO coverage of audiology services, please contact Pam Williams at (410) 767-3532 or pam.williams@maryland.gov. For questions about FFS Medicaid coverage of audiology services, please contact Stephanie Hood at (410) 767-3998 or stephanie.hood@maryland.gov.

TRAINING ANNOUNCEMENT

WHO	Audiologists Audiology Centers Hearing Aid Dispensers
WHEN	Wednesday, June 27, 2018 11:00 AM to 12:00 PM

Beginning July 1, 2018, audiologists, audiology centers, and hearing aid dispensers (audiology providers) are required to submit FFS audiology preauthorization requests electronically through Telligen's web-based provider portal, Qualitrac.

Telligen is offering audiology providers an online training on Qualitrac on June 27, 2018. Providers will learn to register for user accounts, access the portal, and submit preauthorization requests. To register, please follow the instructions below.

Registration Instructions

**** Please register at least one day prior to the date of the event to ensure receipt of your confirmation email. Please do not wait until the day of the event to register.****

1. Open Internet Explorer
2. Click here or copy and paste the following link to a browser:
<https://telligen500.webex.com/telligen500/onstage/g.php?MTID=e0555ef8eade92c2192fa2082e1e59c2a>
3. Click on the Register link in the Event Status line or on the Register button at the bottom of the page.
4. Enter the required information
5. Upon registering, you will receive a confirmation email with all the necessary information to join the event.
6. If you experience any difficulties in registering or joining this event, please contact the Telligen WebEx Support Line at (515) 440-8555.

This training will be recorded.

Providers who are unable to attend the training can access the recording on Telligen's website at <http://www.telligenmd.qualitrac.com/home> on or after Thursday, June 28, 2018.