



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

April 29, 2016

To: Hospital Administrators
From: Susan J. Tucker, Executive Director
Office of Health Services
Re: Submitting 3808s using provider MA numbers

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

The Department has become aware that some providers have been experiencing problems with identifying the appropriate treating facility when entering retrospective review requests in Telligen's web portal, Qualitrac. After investigation of the problem, we believe that this is not a result of faulty data within Qualitrac.

To prevent this issue in the future, the Department is asking that Qualitrac users identify the appropriate treating facility by typing in the provider's Medical Assistance (MA) number, rather than searching for the facility using the National Provider Identifier (NPI). NPI's are often linked to multiple providers and locations, resulting in a higher likelihood of user error.

The MA number will link the user directly to a specific treating facility. In this manner, hospitals should have greater success in accurately entering requests for preauthorizations, concurrent reviews, and retrospective reviews in the future.

If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services at 410-767-1724 or email maryam.baharloo@maryland.gov.