



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

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

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**MARYLAND MEDICAL ASSISTANCE PROGRAM**

February 3, 2016

To: Department of Human Resources  
Directors, Local Departments of Social Services  
Deputy/Assistant Directors for Family Investment  
Family Investment Supervisors and Eligibility Staff  
Health Officers, Local Health Department Eligibility Staff

From: Debbie Ruppert, Executive Director  
Office of Eligibility Services *Debbie Ruppert*

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

Re: Utilization Control Agent (UCA) Transition and Interim Changes to Processing X02 and DHMH 257 Reviews

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The Delmarva Foundation for Medical Care (Delmarva) ended their utilization control agent responsibilities with the Department of Health and Mental Hygiene (DHMH) on January 31, 2016. On February 1, 2016, DHMH entered into a new contract with Telligen to assume responsibility for performing utilization review services formerly conducted by Delmarva. DHMH is working diligently with Telligen to implement a smooth transition for these services. To bridge the transition between the two vendors, DHMH will temporarily take over certain responsibilities.

Please note that these are temporary processes that will end when transition to Telligen is complete.

**DHMH 257 Processing**

DHMH will process all 257 requests related to nursing facility level of care during the transition period. Please note that DHMH only accepts fax submissions from providers. Original signatures from the requesting provider are not required.

DHMH will sign and mail, *via* United States Postal Services (USPS), all DHMH 257 forms to the Receiving Agency at the address indicated at the top of the DHMH 257. The mailing will have an original signature of nursing facility level of care approval from DHMH and the faxed signature from the requesting provider.

**X02 Processing**

DHMH will not process X02 medical eligibility requests during the transition period. Hospital Administrators received notice that they will receive advance payments from DHMH until the UCA transition is complete. Once operational, Telligen will review all requests retrospectively.

Do not send any forms related to X02 to Delmarva. Any X02 submission already sent to Delmarva will be forwarded to DHMH and will be processed on a future date. Do not re-send previously submitted forms.

Effective immediately, please mail all X02 medical review requests to Telligen at the address below. They will be stored at Telligen until the reviews begin.

Telligen, Inc.  
6518 Meadowridge Road Suite 114  
Elkridge, MD 21075  
ATTN: Medicaid Medical Records

The DES 401 is being revised and will be placed on the website under Additional Information when it is available.

**DHMH 4245 (LTC) Physician Report Processing**

DHMH will review the DHMH 4245 (LTC) physician report. Please do not re-send forms already submitted to Delmarva. All forms must be faxed to (410) 333-5213.

**Additional Information**

Please visit the UCA Transition website for up-to-date information about the transition:  
<https://mmcp.dhmf.maryland.gov/Pages/UCATransition.aspx>.

We appreciate your patience during this transition. Any questions regarding the transition may be directed to [dhmf.maltcf@maryland.gov](mailto:dhmf.maltcf@maryland.gov).