



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**

June 16, 2016

To: Hospital Administrators

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

Re: Reviews and processing of 3808s with “non-covered” days

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

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At the Maryland Hospital Association meeting that was held on June 9, 2016, the hospitals expressed concerns about the process for reviewing the “non-covered” days that were denied due to MCO spans being recognized on a Fee-for-Service inpatient stay. The Department has worked with Telligen and has come up with a solution that will allow these retrospective reviews to be re-reviewed and processed with minimal administrative burden to the hospitals.

Telligen has identified the cases in Qualitrac that were affected due to the recipient having an MCO span during the inpatient hospital stay and they are working to review the “non-covered” days for medical necessity. Once the review is completed, Qualitrac will send an email to the user stating that the case status has been updated. Hospitals will be able to view the new decision in Qualitrac, as well as an updated decision letter if any portion of the hospital stay is denied. Once the notification email is received, hospitals can expect the change to be made to the 3808 within two business days. **There will be no need for hospitals to submit a reconsideration or a 3808 correction for these cases.**

Telligen is working diligently to review and process these retrospective review requests as soon as possible. The Department appreciates your patience with this matter. If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services at 410-767-1724 or she may be reached at [maryam.baharloo@maryland.gov](mailto:maryam.baharloo@maryland.gov).