



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**

March 14, 2016

To: Hospital Administrators  
From: Susan J. Tucker, Executive Director  
Office of Health Services  
Re: Management of 3808 backlog  
Note: **Please ensure that appropriate staff members in your organization are informed of the contents of this memorandum.**

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As agreed upon at the Maryland Hospital Association (MHA) meeting held on February 18, 2016, all hospitals were asked to provide their contact information for Telligen to Maansi Raswant at [mraswant@mhaonline.org](mailto:mraswant@mhaonline.org). Information requested includes provider name, provider number, contact name, contact email, and number of claims the provider expects to have ready to submit to Telligen on April 1, 2016. No protected health information (PHI) should be sent to MHA.

On March 3, 2016, MHA forwarded a list of those organizations that sent contact information to them; however, this list is not comprehensive. For each organization that sent contact information to MHA, Telligen will send a spreadsheet of 3808 requests that were transferred to them by Delmarva. Telligen will note any incomplete submissions that do not have a corresponding medical record attached. Each organization will be responsible for resubmitting those 3808 requests identified as incomplete, with the attachment of a medical record into the Qualitrac system. Telligen will begin accepting these resubmissions on April 1, 2016. No CD or paper files will be accepted.

If your organization did not send contact information to MHA to be forwarded to Telligen, you will not receive a list of 3808s that were transferred to Telligen. It will be the responsibility of these hospitals to reconcile remittance advice with accounts receivable.

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).