



STATE OF MARYLAND

DHMH

Office of Health Services
Medical Care Programs

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Parris N. Glendening, Governor - Georges C. Benjamin, M.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

Managed Care Organization Transmittal No. 22

February 2, 2001

TO: Managed Care Organizations (MCOs)

FROM: Joseph M. Millstone, *JMM* Executive Director
Office of Health Services

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

RE: Procedure for Recipient Disenrollment for Continuity of Care Reasons

The Department of Health and Mental Hygiene is proposing substantial changes to COMAR 10.09.63.06, Maryland Medicaid Managed Care Program: Disenrollment. These changes will, in accordance with the Continuity of Care House Bill 950 which became effective October 1, 2000, allow a recipient to disenroll from their managed care organization (MCO) for the following reasons: their primary care provider (PCP) is terminated by the managed care organization for reasons other than quality of care or the PCP terminates the contract due to the MCO's reduction of rate payment and the inability of the PCP to negotiate a reasonable rate with the MCO. In these cases, the recipient will be allowed to disenroll from their current MCO to follow their PCP to another MCO in which the PCP participates for up to 90 days after the termination of the PCP contract.

Effective immediately, the MCO is to notify the Division of HealthChoice Management in the Department as it becomes aware of provider terminations for continuity of care reasons at least 30 days before the termination. The MCO, at that time, is to provide the following information on an Excel Spreadsheet by e-mail: a list of recipients including the recipients' names, Medical Assistance numbers, and the provider(s) name(s) and Medical Assistance provider number(s). This early notification will ensure that the process is in place before recipients begin calling the Enrollment Broker for MCO changes.

Toll Free 877-4MD-DHMH • TTY for Disabled - Maryland Relay Service 800-735-2258

Web Site: www.dhmh.state.md.us

Information on other MCOs in which the provider participates will be requested from the provider by the staff of the Division of HealthChoice Management. All recipient and provider verification information will be forwarded to the Enrollment Broker. When recipients call requesting MCO changes, those recipients whose names can be verified on appropriate lists will be changed to MCOs in which their provider participates.

The disenrollment source code C3 will be reactivated to accommodate the requirement for a new disenrollment for continuity of care reasons. This source code (C-3) was previously used during the first year of HealthChoice only (1997). Its previous use included disenrollment when a recipient was not satisfied with the Department's assignment when an old provider terminated. As a result of this activation, please make sure your enrollment system will be able to accept and correctly apply this code when daily transactions are transmitted.

It is important to note that waiting for recipients to notify the Department of a provider contract termination is not the most timely and efficient method for initiating this disenrollment process. Therefore, the Department is emphasizing that the MCO is expected to provide this information. If, however, a recipient does call the Enrollment Broker before an MCO has made the Department aware of a provider's contract termination for continuity of care reasons, the Department will contact the MCO for verification of the reason for provider termination and for submission of a list of other recipients affected by the termination in case these recipients should, also, call for disenrollment.

The recipient list is to be e-mailed by the MCO to Mr. Harvey Rodgville or Ms. Juanita Blagmon in the Division of HealthChoice Management. The e-mail addresses for Mr. Rodgville and Ms. Blagmon are RodgvilleH@dhhm.state.md.us and BlagmonJ@dhhm.state.md.us, respectively. If you require additional information on this process please call the Division of HealthChoice Management at 410-767-1482.

RK/MB/kag

cc: Shelby Boggs
Diane Herr
Patricia Rutley-Johnson
Rosalie Koslof
Harvey Rodgville
Juanita Blagmon