

Provider Action Grid

SCENARIO	PROVIDER ACTION	NEWBORN COORDINATOR ACTION
Baby not on EVS; Mother's MCO known	Call NC of Mother's MCO	<ul style="list-style-type: none"> * Call DHMH to assist getting baby enrolled in HealthChoice via an 1184. * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Baby not on EVS; Mother's MCO not known	Call DHMH 1-800-456-8900, then NC of Mother's MCO	<ul style="list-style-type: none"> * DHMH will complete 1184 * NC will authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Baby is on EVS and MCO is identified but baby is not in MCO system	Call NC of Baby's MCO	<ul style="list-style-type: none"> * Assist getting baby enrolled in MCO system. * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Baby is enrolled with MCO but is assigned to different PCP in same MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> * Facilitate transfer of baby to member panel of PCP in attendance * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.

Baby is enrolled with MCO but attending provider is either not participating with HealthChoice or not participating with baby's MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Mother wants baby in MCO of siblings and PCP is participating with sibling's MCO	Call NC of Baby's current MCO	<ul style="list-style-type: none"> * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Work with mother and Benova to transfer baby to new MCo and PCP effective 10 days in future * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Baby enrolled in Mother's MCO but attending PCP doesn't participate with Mom's MCO	Call NC of Baby's MCO	<ul style="list-style-type: none"> * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Baby previously confirmed enrolled in one MCO but changes MCOs unexpectedly	Call NC of original MCO	<ul style="list-style-type: none"> * Confirm mom's desire to have baby in original MCO * Call DHMH to facilitate change of MCO * Authorize preventative or acute primary care needed that day and assist with arranging/authorizing immediately medically necessary services including referrals, prescriptions, DME and follow-ups as needed. * Help parent choose PCP, facilitate entry of PCP selection and contact PCP as needed. * Ensure the appropriate documentation exists to facilitate undisputed payment to calling provider if services are rendered.
Mother is not in Medicaid system at time of delivery	Refer Mother to MCHP Hotline 1-800-456-8900 or the local health department to request a MCHP application.	N/A