

## **Section 1 Introduction - Maryland Healthy Kids/ Early Periodic Screening, Diagnosis and Treatment (EPSDT) Program**

### **E. MEDICAID MANAGED CARE ORGANIZATIONS (MCOs)**

#### **Contract Agreements Between the MCO and the Primary Care Provider**

Primary Care Providers (PCPs) establish individual contracts with one or more of the nine MCOs. PCPs are responsible for familiarizing themselves with the content of the MCO Provider Manuals. These manuals reinforce service delivery requirements for the Medicaid recipients according to MCO policy and State regulations. Minor differences from one MCO to another are provided in the manuals that include, but are not limited to, MCO encounter data reporting requirements and MCO preauthorization processes. Providers who wish to enroll in one or more of the MCOs should contact the Provider Relations Department of that MCO. **HealthChoice regulations require that MCOs assign recipients under 21 years of age to a Healthy Kids certified PCP.**

Exceptions can be made if the parent specifically requests that their child be assigned to a non-certified PCP, e.g., when the child has a chronic condition and receives ongoing care from a specialist. Subcontracting components of Healthy Kids preventive care services is allowed, but can lead to fragmentation of care for the recipient and difficulty in managing the recipient's care. However, where subcontracting agreements exist, the PCP is required to have a copy of the preventive care service rendered by the subcontracted provider in the child's medical record. The regulations that govern the Medicaid HealthChoice Program are 10.67.01-.13 and can be viewed at the [Code of Maryland Regulations](#). Specific information about each of the MCOs, including preauthorization phone numbers, customer service lines, 24-hour Nurse Help Lines, as well as pharmacy and vision services vendors, can be found in [HealthChoice Managed Care Organization Resource List](#).

#### **MCO Newborn Coordinator Roles and Responsibilities**

Infants born to mothers who are enrolled in an MCO are automatically enrolled in the mother's MCO. Each MCO has a designated [MCO Newborn Coordinator](#) (Refer to Section 8) who serves as a point of contact for providers with questions or concerns related to eligibility and provision of services to newborns within the first 60 days of life. The Newborn Coordinator will be available through a toll-free line, Monday through Friday, during normal working hours 9:00 a.m. to 5:00 p.m. Services provided by the Newborn Coordinator are outlined in the Provider Action Grid (Refer to Section 8).

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The Newborn Coordinator will be able to:

- Research the eligibility of a newborn whose MCO assignment is in question and confirm for the provider the MCO to which the newborn belongs
- Interfacing with the Medicaid Enrollment Broker to resolve enrollment concerns
- Making retroactive provider enrollment and capitation adjustments
- Coordinating and authorizing both in-network and out-of-network care as appropriate
- Coordinating with MCO ancillary provider networks, pharmacy or durable medical equipment, to assure appropriate delivery of care
- Requesting newborn ID card
- Facilitating resolution of claims for services to newborns