Dear Maryland Medicaid Provider:

Over the weeked, a security incident was discovered involving the Maryland Department of Health's (MDH) information technology systems.

There is no evidence at this time that any data was compromised. However, as a cautionary measure, MDH servers have been taken offline. This has impacted MDH staff and their ability to access some systems and information. We appreciate your patience as some functions may take additional time to complete, and these particular users may therefore require additional time to respond to and resolve issues.

As a result of the security incident, there will be a payment disruption for many fee-for-service (FFS) Medicaid providers this week.

The following providers/payments are **NOT impacted**:

- FFS providers not impacted include dental, pharmacy, and behavioral health providers.
- Payments from HealthChoice managed care organizations.

The following activities and providers **ARE impacted** until further notice:

- All providers submitting payments to the MDH Electronic Data Interchange Transaction Processing System (EDITPS). MDH has been unable to accept and process any transactions submitted after approximately 3 PM on Friday, December 3, 2021. This includes claims and eClaims submitted via eMedicaid, LTSSMaryland (including In-Home Supports Assurance System (ISAS), and other submitting systems.
- MDH is unable to process paper claims at this time.
- MDH will not process Medicare crossover files. Providers will need to submit secondary claims on paper for future processing.

If you did not receive our initial communication, please see additional information below.

Please check for provider updates on eMedicaid at https://encrypt.emdhealthchoice.org/emedicaid/ and/or health.maryland.gov/providerinfo .

Sincerely,

Steven R. Schuh
Deputy Secretary
Health Care Financing and Medicaid

Additional Information for Medicaid Providers and Partners:

- The Medicaid recipient Eligibility Verification Service (EVS) on eMedicaid is temporarily unavailable. Please use our telephone interactive voice response (IVR) at: 1-866-710-1447.
- If a patient does not have a Medicaid card or an eligibility letter, providers are still able to verify Medicaid eligibility using EVS via IVR. If the MA# is not available to the provider, they can use the patient's SSN and Name Code (first 2 characters of the Medicaid recipient's last name) to check eligibility and to obtain the patient's MA#.
- MDH's email communications and contents are safe, as GmailL is not hosted directly on the MDH network.
- Services not hosted directly by MDH operations are not impacted. These include Connect:Direct and MMIS. Our partner IT systems were not impacted from a security perspective -- Qualitrac (Telligen), LTSSMaryland, ePREP, pharmacy Point of Sale Electronic Claims Management System (POS), Enterprise (Skygen), and United Health Group/Optum Behavioral Health, among others, with which you work on a daily basis.