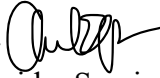




Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
General Provider Transmittal No. 105
August 21, 2025

TO: General Providers

FROM: Charles Crisp, Director 
Office of Medicaid Provider Services

RE: Updates to Communication with Provider Relations and Resolution Units

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

This transmittal provides updates regarding communication with the Provider Relations and Resolutions units.

New IPRU Delegated Inbox

Effective September 1, 2025, the Institutional Provider Relations Unit (IPRU) will begin use of a new delegated email account: mdh.institutionalpru@maryland.gov. Providers may submit the following requests to the delegated inbox:

- (1) Institutional claims beyond the 12-month timely filing deadline with applicable documentation demonstrating a valid timely filing exception;
- (2) Appeals for institutional claims; and
- (3) Institutional claims requiring additional review.

Email submissions must include all necessary attachments. For requests submitted beyond the 12-month timely filing deadline, this includes applicable documentation demonstrating a valid timely filing exception. Providers should ensure all scanned attachments are clear and legible before submitting electronically. Requests with attachments that are unclear or difficult to read will be returned to the provider for corrections, which may delay processing of the request.

Providers may continue to submit all requests via the existing paper mail in process. All submissions, regardless of the method used to submit, will continue to be processed in the order they were received.

For any questions regarding what may be submitted via the new email account, please contact PPRU at 410-767-5503 Option 2.

Provider Services Call Center Updated Hours

Effective September 1, 2025, the Provider Services Call Center will be expanding their regular business hours. Both the Institutional and Professional Provider Resolution Unit may now be contacted from 8:30am to 4:00pm Monday through Friday. The call center will continue to be closed when observing State holidays.

Providers may contact the call center via telephone at the following:

Professional Provider Resolution Unit (PPRU): 410-767-5503 Option 2
Institutional Provider Relations Unit (IPRU): 410-767-5457

Providers may also contact the Provider Resolution Units via email at the following:

Professional Provider Resolution Unit (PPRU): mdh.providerrelations@maryland.gov
Institutional Provider Resolution Unit (IPRU): mdh.institutionalpru@maryland.gov