




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

MARYLAND MEDICAL ASSISTANCE PROGRAM
Nursing Home Transmittal No. 304
September 22, 2025

TO: Nursing Facility Administrators

FROM: Jamie S. Smith, Director 
Office of Long Term Services and Supports

RE: Submission of Doctor's Order for 257 Authorization

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

On April 28, 2025, the electronic submission process for the Long Term Care Patient Activity Report, also known as the MDH 257 went live. This process transitioned nursing facilities from paper-based submission of the MDH 257 to electronic submission via the MyMDThink consumer portal and aims to enhance accuracy through automated system validation, data checks, and streamlined routing of submissions to the Utilization Control Agent (UCA), Telligen. The MyMDThink portal used to review the MDH 257 cannot accept documents containing protected health information (PHI) and therefore cannot accept documentation of doctor's orders.

Effective October 1, 2025, nursing facilities must submit any doctor's order required for the authorization of the MDH 257 in Telligen's Qualitrac system. This upload will be done in a new review type called "257". The submitted doctor's order must specify that nursing facility services are required and must contain a clear and readable signature. If necessary, provider's may print the doctor's name next to the signature or attach a signature sheet to the submission. Telligen will no longer accept faxed doctor's orders nor faxed MDH 257 authorization requests after September 30, 2025.

257 Authorization Request Submission Process

To submit doctor's orders as part of a MDH 257 authorization request, providers must first submit a 257 authorization in the MyMDThink Consumer Portal. Providers must then download a copy of the 257 submission pending authorization in the Consumer Portal.

In Telligen's Qualitrac system, providers should create a new "257" review request. Providers should upload both the doctor's order and a copy of the pending 257 from the Consumer Portal to this request as attachments. The requested start date entered in the 257 review request in

Qualitrac must match the requested start date on the pending 257 in the Consumer Portal.

Telligen will then review the request in the Qualitrac system. Telligen will approve the 257 request if there is an existing level of care with the same start date and all required documents are uploaded. After approving the Qualitrac submission, Telligen will then authorize the 257 in the MyMDThink portal.

If Telligen determines there is incomplete or conflicting information on the 257 submissions in Qualitrac, they may deny the request. If Telligen denies the Qualitrac request, they will also deny the MyMDThink authorization. Providers may not appeal any denials but may submit a new request for review with the completed and corrected information.

Telligen will offer provider training on the new 257 request type in its Qualitrac system on September 25th and September 29th from 1:00-2:30 PM EST. Providers will receive an emailed invite from Telligen to register for one of the trainings.

If you have questions regarding the contents of this transmittal, please contact Shaune Clark, Utilization Control Manager and Contract Monitor at 410-767-6837 or shaune.clark@maryland.gov.