



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

MARYLAND MEDICAL ASSISTANCE PROGRAM
Hospital Transmittal No. 334
Managed Care Organization Transmittal No. 281
Behavioral Health Administrative Service Organization Transmittal No. 46
August 31, 2026

TO: Hospitals
 Managed Care Organizations
 Behavioral Health Administrative Services Organization

FROM: Lorena de Leon, Director *Lorena de Leon*
 Office of Medical Benefits Management

RE: Updated Dispute Resolution Process

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

This transmittal notifies Hospitals of updates to the process for submitting cases electronically to the Dispute Resolution Committee (DRC) and clarifies the documentation requirements. This transmittal supersedes [PT 55-24 Billing Clarification about Somatic Conditions Related to Carved-Out Behavioral Health Diagnoses](#).

Effective October 1, 2026, the Maryland Department of Health will no longer accept any DRC submissions via postal mail. All cases must be submitted electronically via a secure email to mdh.mcoasodisputeresolution@maryland.gov. Providers are encouraged to start submitting electronically immediately. Submissions postmarked after October 1st will not be accepted.

DRC Submission Requirements

The DRC reviews claims that both the participant's MCO and the Behavioral Health Administrative Services Organization (BHASO) denied due to incorrect payor. The following requirements must be met for a case to be accepted by the DRC:

- (1) The disputed claim must have a denial from both the BHASO and the participant's MCO;
- (2) The disputed claim must go through the first level of appeal for both the BHASO and the participant's MCO;
- (3) No portion of the disputed claim other than the EMTALA triage fee was paid by either the BHASO or the MCO;

(4) The dates of service are within one year's time from the date stamp of submission to the MCO/BHASO Dispute Resolution Committee.

The [MCO/BHASO Dispute Resolution Committee Review Form](#) has been updated to reflect these requirements and the required documents. The Committee does not accept and will not review cases submitted with incomplete forms or documents.

First Level Appeal Process

Providers must complete the first level of claims appeals with both the BHASO and MCO prior to submission to the DRC. The appeal determinations from both payers must be included with the DRC submission. Providers should contact the participants' MCO for their appeal information.

Behavioral health claim appeals should be submitted to the BHASO, Carelon Behavioral Health at the address below:

Carelon Behavioral Health
ATTN: Provider Claims Appeals – Maryland
P.O. Box 1856
Hicksville, NY 11802
Claims appeals fax: 781-994-7636

More information on Carelon's claims appeal process is detailed in the [Maryland Public Behavioral Health System Provider Manual](#).

For any questions regarding this transmittal, please contact mdh.mcoasodisputeresolution@maryland.gov.