



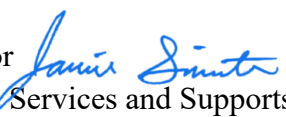
Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

Hospice Transmittal No. 28

October 17, 2025

TO: Hospice Providers

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

RE: Hospice Enrollment and Disenrollment Process via MarylandBenefits Portal

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

This transmittal supersedes [PT 16-23](#) and [PT 36-22](#) and updates, in accordance with [COMAR 10.09.35.05](#), the enrollment and disenrollment process for Medicaid participants age 21 and older who receive hospice services under the fee-for-service delivery system. This guidance does not apply to participants enrolled in a Home and Community-Based Services waiver program or in HealthChoice.

Background

The Maryland Department of Health (MDH) has implemented a new and secure online process for submitting hospice e-requests through the Department of Human Services' MarylandBenefits portal. The MarylandBenefits portal is Maryland's Eligibility & Enrollment Consumer Portal administered by the Department of Human Services. The portal is used for Medicaid eligibility determinations and enrollment transactions, including applications, renewals, and updates to participant information

This process will benefit providers in several ways including:

- (1) Streamlining submission and tracking of hospice e-requests;
- (2) Providing automatic communication from MarylandBenefits regarding the participant's contribution to care, eliminating the need for separate provider reporting;
- (3) Reducing paperwork errors through guided form entries and mandatory document uploads;
- (4) Providing a secure audit trail with seven years of correspondence;
- (5) Integrating the transfer and revocation workflows between providers; and
- (6) Ensuring compliance with federal and state hospice regulations.

Initial phase-in of this process began in June 2025, with a select group of Hospice providers piloting the portal. To support a smooth transition of the remaining Hospice providers to the MarylandBenefits portal, MDH will continue to accept e-requests submitted through the Hospice Request Form on the Cognito platform until full implementation of the MarylandBenefits portal for Hospice providers is complete.

Providers will be contacted by the Division of Hospice and PACE Services when they are to begin using the MarylandBenefits portal. Once fully transitioned into the system, Hospice providers may not use the Hospice Request Form on the Cognito platform.

Enrollment and Disenrollment of Medicaid Participants in Hospice Services

All hospice services e-request must continue to include the documentation specified in Medicaid Provider Transmittal [PT 84-25](#).

Additional information about the MarylandBenefits portal can be found in the [Consumer Portal User Guide](#) published by the Department of Human Services and Family Investment Administration.

For questions related to this transmittal, please contact the Division of Hospice and PACE Services at mdh.dhps@maryland.gov.