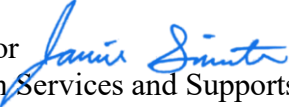




Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

**MARYLAND MEDICAL ASSISTANCE PROGRAM**  
**Nursing Home Transmittal No. 310**  
**May 5, 2026**

**TO:** Nursing Facility Administrators

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

**RE:** Clarification of the Continued Stay Review Process

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

This transmittal clarifies Maryland Medicaid's requirements for the completion and submission of continued stay reviews (CSRs) for nursing facility residents. This guidance should be read in conjunction with [PT 23-17 Process for Continued Stay Reviews](#) and [PT 29-25 Nursing Facility Continued Stay Review \(CSR\) Requests](#), which established CSR requirements and updated submission processes.

Maryland Medicaid requires nursing facilities to complete CSRs to determine ongoing medical eligibility for all pending and current fee-for-service Medicaid residents according to the following schedule: quarterly during the first year of admission and annually thereafter. PT 29-25 modified the CSR submission process through the Utilization Control Agent (UCA), Telligen; however, it did not change the required review frequency or the level-of-care (LOC) criteria, as outlined in [PT 32-08 Medical Eligibility for Nursing Facility Level of Care](#).

Nursing facilities must submit all CSRs timely and ensure that each pending and current fee-for-service Medicaid resident maintains an active nursing facility LOC determination in Qualitrac. Providers may access pending CSRs through their facility's task queue in Qualitrac. If the CSR is approved, Qualitrac automatically opens the next CSR 60 days prior to the due date for submission, ensuring the nursing facility has ample time for completion.

The following is an example of a CSR schedule for a resident with an initial eligibility for 3/1/2026 - 3/30/2026, assuming each LOC is approved:

CSR Period	Next CSR Available Date	Due by	LOC Validity Period
First Quarter	Immediately upon approval of the initial LOC request	3/31/2026	3/31/2026 - 6/1/2026
Second Quarter	4/2/2026	6/1/2026	6/1/2026 - 9/1/2026
Third Quarter	7/3/2026	9/1/2026	9/1/2026 - 12/2/2026
Fourth Quarter	10/3/2026	12/2/2026	12/2/2026 - 3/4/2027
Annual 1	1/3/2027	3/4/2027	3/4/2027 - 3/3/2028
Annual 2	1/2/2028	3/3/2028	3/3/2028 - 3/3/2029

Facilities must not use the same clinical documentation from the initial LOC to support the first quarter CSR. It is recommended that the facility submit the first quarter CSR close to the due date to ensure there is sufficient new clinical documentation available for review.

### **CSR Completion and Status Updates**

Once a CSR is generated, 60 days prior to the due date, providers must take one of the following actions prior to the due date:

- (1) Complete and submit the CSR any time prior to the due date to be considered on time; or
- (2) Update the resident's status to indicate:
  - (a) Discharge;
  - (b) Transferred to a new facility;
  - (c) Death; or
  - (d) Other applicable change with explanation.

### **New Level of Care Determinations**

A new initial LOC determination resets the CSR schedule. Facilities must obtain a new initial LOC determination under the following circumstances:

- (1) Payer change;
- (2) Transfer to a new facility, even if the facilities are part of the same organization; or
- (3) Readmission following an acute hospital stay of more than 15 calendar days.

### **CSR Denials and Billing Implications**

If a CSR is denied, the resident or their authorized representative may appeal the decision within 10 calendar days to continue receiving pending benefits, which covers the nursing facility's full room and board rate. If the denial is not appealed within 10 days or no appeal is filed, the facility must stop billing at the full room and board rate. However, the facility may request payment at the administrative day rate in accordance with the instructions outlined in [PT 79-26 Administrative Days Reimbursement in Nursing Facilities](#). No additional CSRs will be generated following a denial unless an appeal overturns the determination.

Per [COMAR 10.01.04](#), only the Medicaid participant holds the right to request and participate in a fair hearing. An individual or organization may not represent a participant unless formally designated as an authorized representative through a signed authorization form, power of attorney, or similar legal documentation. In addition, in accordance with [COMAR 10.09.36.03](#), a

provider may not require a participant to designate the provider as their representative or otherwise restrict a participant's fair hearing appeal rights as a condition for receiving services.

**Delinquent CSRs and Compliance**

If a resident has multiple overdue CSRs, the system will generate reviews sequentially until the resident's record is up to date with all required CSRs. A nursing facility LOC determination issued for participation in a home and community-based services program does not satisfy CSR requirements. Claims submitted without the corresponding approved LOC in Qualitrac may be subject to recoupment, except in cases where a denial is under active appeal.

For questions regarding this transmittal, please contact Jarrod Terry, Chief, Division of Institutional Services at 410-767-6764 or jarrod.terry@maryland.gov.

For questions regarding a resident's CSR schedule or a facility's Qualitrac task queue, please contact Telligen at 1-888-297-427 or MarylandUCSupport@telligen.com.