



STATE OF MARYLAND

DHMH

Office of Health Services
Medical Care Programs

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

Medical Supply and Equipment Transmittal No. 69

Oxygen Transmittal No. 30

August 12, 2016

TO: Durable Medical Equipment Providers
Oxygen and Respiratory Providers

FROM: *Susan J. Tucker*
Susan J. Tucker, Executive Director
Office of Health Services

RE: Future Submissions of Certain DME Preauthorization Requests

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

Effective September 1, 2016, Telligen will be responsible for preauthorizing certain durable medical equipment requests. Telligen is the Department's utilization control agent (UCA) and performs similar authorizations for acute and long term care services.

From September 1, 2016 forward, providers are required to submit these requests electronically through Telligen's web-based provider portal, Qualitrac. Qualitrac is a web application that allows healthcare providers to submit review requests for consideration. Enclosed is the July 21, 2016 memorandum on the new preauthorization process for certain DME requests, including all procedure codes that must be submitted through Qualitrac.

The Department will not accept preauthorization requests for the procedure codes listed in the July 21, 2016 memorandum after August 26, 2016. Please hold all submissions until they can be submitted electronically to Telligen on September 1, 2016.

At this time, the Department requires that all providers complete a security registration for Telligen's Qualitrac provider portal. Please visit Telligen's website at <http://www.telligenmd.qualitrac.com/document-library> to download the Security Administrator Registration Form and to view the guide for completion. All providers must complete the security registration prior to September 1, 2016. Sections 3, 4, and 5 of the packet will need to be completed and sent to Telligen for processing. Section 5 needs to be notarized. If notarization cannot be completed in a time frame to meet the deadline, the forms can be faxed to Telligen and the notarized form may be mailed within 30 days. Once completed documentation is received by Telligen, please allow 3 - 5 days for processing.

Additionally, Telligen is offering trainings on how to submit certain preauthorization requests. Enclosed is the training announcement and schedule.

Your patience and cooperation during this process is greatly appreciated. If you have any further questions regarding this matter, please contact Deneen Ratchford-Price, Supervisor, DMS/DME Unit at 410-767-5711 or at deneen.ratchford@maryland.gov.

Enclosed: Attention Durable Medical Equipment Providers
 Memo on July 21, 2016

ATTENTION DURABLE MEDICAL EQUIPMENT PROVIDERS!

Training Announcement

Telligen is offering DME providers several opportunities for training on its web-based provider portal, Qualitrac. Qualitrac is a web application that will allow DME providers to submit certain preauthorization requests for consideration.

Beginning August 22 and continuing through August 31, 2016, Telligen will be offering WebEx trainings to educate and assist providers with registering for user accounts, logging into the portal, and learning how to submit preauthorization requests. Each training session will last approximately one hour and will be hosted on the following days:

- Monday, August 22, 2016 at 10 AM
- Tuesday, August 23, 2016 at 2 PM
- Wednesday, August 24, 2016 at 10 AM
- Thursday, August 25, 2016 at 2 PM
- Friday, August 26, 2016 at 10 AM
- Monday, August 29, 2016 at 2 PM
- Tuesday, August 30, 2016 at 10 AM
- Wednesday, August 31, 2016 at 2 PM

How to Register

Advance registration is required. Providers may attend these trainings as many times as needed, and there is no limit on the number of attendees per provider. To register for one or more of the August training sessions, please send an email to Cori Bondon (Telligen) at cbondon@telligen.com with the following information:

- Provider name;
- Training session(s) you want to register for;
- Number of attendees from your agency; and
- Name, phone number, and email address of the contact person at your agency.

Information needed to access the training programs will be distributed to registered participants prior to the training dates.

If you have any questions regarding the Qualitrac website or trainings, please contact Cori Bondon at cbondon@telligen.com or visit www.telligenmd.qualitrac.com/education-training.



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MARYLAND MEDICAL ASSISTANCE PROGRAM

July 21, 2016

- TO:** Durable Medical Equipment Providers
Oxygen and Respiratory Providers
- FROM:** Marlana R. Hutchinson, Deputy Director 
Nursing and Waiver Services
Long Term Services and Supports Administration
- RE:** Introduction of New Utilization Control Agent – Telligen
New Preauthorization Process for Certain Durable Medical Equipment Requests
- NOTE:** Please ensure that appropriate staff members in your organization are informed of the contents of this memorandum.

The Maryland Medical Assistance Program is pleased to announce its new utilization control agent (UCA), Telligen. Telligen began performing some of its duties for certain Medicaid programs effective February 1, 2016. Some of the UCA's duties include, but are not limited to, conducting level of care assessments and reviews, preauthorization of certain Medicaid services, etc.

Effective September 1, 2016, Telligen will begin performing some of the functions currently done by staff in the Division of Community Support Services, DMS/DME Unit. Specifically, Telligen will review and determine medical necessity for certain durable medical equipment (DME) preauthorization requests. Preauthorization requests processed by Telligen will transition from a paper to electronic submission process. DME providers will electronically submit requests to Telligen for preauthorization for the following procedure codes:

A9276	E0328	E0625	E0935	E1820	K0012	K0815	K0831	K0851	K0864	K0891
A9277	E0329	E0637	E0936	E1821	K0014	K0816	K0835	K0852	K0868	
A9278	E0350	E0638	E1800	E1825	K0108	K0820	K0836	K0853	K0869	
E0193	E0352	E0639	E1801	E1830	K0606	K0821	K0837	K0854	K0870	
E0194	E0371	E0640	E1802	E1840	K0800	K0822	K0838	K0855	K0871	
E0277	E0373	E0641	E1805	E1841	K0801	K0823	K0839	K0856	K0877	
E0296	E0465	E0642	E1806	E8000	K0802	K0824	K0840	K0857	K0878	
E0297	E0466	E0747	E1810	E8001	K0806	K0825	K0841	K0858	K0879	
E0300	E0470	E0748	E1811	E8002	K0807	K0826	K0842	K0859	K0880	
E0301	E0471	E0760	E1812	K0007	K0808	K0827	K0843	K0860	K0884	
E0302	E0472	E0764	E1815	K0009	K0812	K0828	K0848	K0861	K0885	
E0303	E0482	E0769	E1816	K0010	K0813	K0829	K0849	K0862	K0886	
E0304	E0483	E0770	E1818	K0011	K0814	K0830	K0850	K0863	K0890	



Prior to the effective date of September 1, 2016, the Department will announce dates of scheduled training to assist DME providers with becoming familiar with the new preauthorization process and Telligen's electronic system. To ensure that providers receive timely updates regarding this process and upcoming trainings, please confirm that the email address the program has on file for your agency is accurate by emailing Deneen Ratchford-Price at deneen.ratchford@maryland.gov.

Your patience and cooperation during this process is greatly appreciated. If you have any further questions regarding this matter, please contact Deneen Ratchford-Price, Supervisor, DMS/DME Unit at (410) 767-7283 or at deneen.ratchford@maryland.gov.

cc: L. Simone Bratton, Chief, Community Support Services
Mark A. Leeds, Director, Long Term Services and Supports Administration
Michael Mercado, Telligen
Deneen Ratchford-Price, Supervisor, DMS/DME Unit
Eric Saber, UCA Contract Monitor, Long Term Services and Supports Administration
Susan J. Tucker, Executive Director, Office of Health Services