



**MEDICAL CARE POLICY ADMINISTRATION
DEPARTMENT OF HEALTH AND MENTAL HYGIENE**

201 WEST PRESTON STREET • BALTIMORE, MARYLAND 21201

Parris N. Glendening
Governor

Martin P. Wasserman, M.D.,J.D.
Secretary

**Maryland Medical Assistance
Managed Care Organization Transmittal No. 5**

August 6, 1998

TO: Managed Care Organizations

FROM: Joseph M. Millstone *J.M.M.*
Medical Care Policy Administration

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

RE: Home Visits

We have recently received complaints from enrollees concerning unannounced visits to their home by staff from Managed Care Organizations. Therefore, the Department is asking each MCO to follow the following procedures set forth below when conducting home visits:

Require staff or agents of the MCO to contact the enrollee prior to the home visit to explain the purpose of your visit and to arrange a mutually agreeable date and time for the home visit. Written notice is not sufficient. If the enrollee has no telephone, please send the notice for a meeting to the enrollee in writing with information on time and date. You must insure that an adult enrollee or parent or guardian of a child enrollee is present during any scheduled home visits.

- 2. Require staff or agents of the MCO to present photographic identification of their connection to the MCO upon arriving at the enrollee's home.



3. Ensure that all MCO staff are fully educated concerning the prohibition against direct marketing.
4. Provide to the Department, prior to engaging in a home visiting program, a copy of the qualifications of any MCO agent or staff visiting an enrollee's home and a detailed description of the training provided them for the purpose of home visits.

If your organization conducts home visiting programs, please submit all required materials and any questions to Mr. Donald M. Engvall, Chief, Division of Managed Care Policy at Medical Care Policy Administration, 201 West Preston Street, Baltimore, MD 21201. Mr. Engvall's phone number is 410-767-1482. The Fax number is 410-333-5185.