



STATE OF MARYLAND  
**DHMH**

Maryland Department of Health and Mental Hygiene  
 201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

**MARYLAND MEDICAL ASSISTANCE PROGRAM**  
**Hospital Transmittal No. 211**  
**January 20, 2011**

To: Hospital Administrators

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

Re: Acute Care Utilization Review Process

Date: January 20, 2011

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

Effective February 1, 2011, Delmarva Foundation for Medical Care, Inc. (Delmarva), will become the new Maryland Medicaid Utilization Control Agent (UCA). The purpose of this transmittal is to notify hospital providers about changes in the 3808 retrospective review documentation requirements that will occur effective January 29, 2011.

As you were previously notified in Transmittal Number 210 dated January 19, 2011, the current UCA will continue to process any requests for 3808 retrospective reviews that are received through Friday, January 28, 2011, as long as all of the required documentation is included. Any 3808 retrospective review requests received on or after January 29, 2011 will be processed by Delmarva and will require submission of the complete medical record for review.

Currently, MEDdecision's iEXCHANGE® interface does not allow for the submission of medical records. However, this functionality is expected to occur with MEDdecision's next version of iExchange, which is expected to be implemented in approximately 3 months. In the interim, providers have the following options for submission of medical records:

1. Please send hard copy records or scanned documents that have been saved to a disc via Fed Ex, UPS, or Courier to:

Delmarva Foundation for Medical Care, Inc.  
 6940 Columbia Gateway Drive, Suite 420  
 Columbia, MD 21046-2788

OR

2. Upload medical records electronically through a secure web-based portal located on Delmarva's website. The process and procedures for obtaining a user name and password for uploading medical records can be found at Delmarva's Maryland Medicaid Provider Web site at <http://dhmh.dfmc.org>.

Please note that there are no changes in the documentation requirements for preauthorization and concurrent reviews, which should continue to be submitted by fax or through iEXCHANGE®. If you have questions about the information in this transmittal please contact Stephanie Oliver at [olivers@dhmh.state.md.us](mailto:olivers@dhmh.state.md.us) or 410-767-1722 or Delmarva's Provider Services Line at 1-866-571-3629.