TO: Durable Medical Equipment Providers  
Oxygen and Respiratory Providers

FROM: 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.
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:

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201 W. Preston Street – Baltimore, Maryland 21201
Toll Free 1-877-4MD-DHMH – TTY/Maryland Relay Service 1-800-735-2258
Web Site: www.dhmh.maryland.gov
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