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

MEMORANDUM

To : Medical Day Care Providers

From: Marc Blowe MB
Division of Community Long Term Care

Date: February 24, 2011

RE: Delmarva Foundation – Transition Update

The Division of Community Long Term Care (DCLTC) is forwarding Medical Day Care providers documentation regarding the new Utilization Control Agent, Delmarva Foundation, Inc. (DFMC) to assist providers with the transition. Please review these documents and provide your center's staff with this memo and each of the attached documents to ensure that everyone is informed of the issues and resolutions regarding the transition. The following documents are attached:

1. Maryland Medical Assistant Program Medical Day Care Transmittal No. 76, dated January 19, 2011, announcing the New Utilization Control Agent.

2. Tips for Entering Long Term Care (LTC) Requests Document - Please review the sub-section regarding Tips for Waiver Requests.

Note: DFMC offers providers Webinar trainings for IEXCHANGE LTC Requests. To obtain the schedule for Webinar Trainings go to http://dhmh.dfmc.org. The schedule is posted under the sub-heading Training Center. Sessions for March 2011 will be posted next month. To further assist providers there is also a training power point presentation under this sub-heading

3. Transition Update Memo from Linda Oliver, DFMC Project Director, dated February 18, 2011, addressing the submission of DHMH 3871B assessments, temporary ID requests and the facilitation of timely telephone responses.

Note: Due to a high volume of calls, the maximum response time for calls made to the Provider Service Line (866-571-3629) in five business days. If a response is not returned within five business days, please notify Lynn Price by email (pricel@dhmh.state.md.us). The email should state the date and nature of the call made to the Provider Service Line. The DCLTC staff will request that the untimely response be addressed immediately by DFMC staff.

A wealth of information regarding DFMC is located on Delmarva website, http://dhmh.dfmc.org. The DCLTC recommends that providers and their staff access the website regularly to obtain information regarding iEXCHANGE, training sessions, updates, announcements, alerts and contact information.

If you have any questions regarding this email, please do not hesitate to contact the DCLTC at 410-767-1444. Thank you.

Attachments/

cc: Jane Sacco
Lynn Price