STATE OF MARYLAND
DHMH

Office of Health Services
Medical Care Programs

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
Nursing Home Transmittal No. 232
Hospital Transmittal No. 210
Medical Day Care Transmittal No. 76
Waiver for Older Adults Transmittal No. 35
Model Waiver Transmittal No. 36
Living at Home Waiver Transmittal No. 24
TBI Waiver Transmittal No. 4
PACE Transmittal No. 3
January 19, 2011

TO: Nursing Home Administrators
Hospital Administrators
Medical Day Care Center Directors
Waiver for Older Adults Case Managers
Model Waiver Nursing Providers
Living at Home Waiver Case Managers
TBI Waiver Case Managers
Program of All-Inclusive Care for the Elderly

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

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

SUBJECT: New Utilization Control Agent

Effective February 1, 2011, Delmarva Foundation for Medical Care, Inc. (Delmarva) will replace the Keystone Peer Review Organization, Inc. (KePRO) as the Maryland Medical Assistance Program's contractor for utilization control services. On that date, Delmarva will assume responsibility for performing utilization review activities formerly conducted by KePRO for the following Medicaid Program areas:

- Acute Hospitals – Preadmission reviews for elective and emergency admissions; preoperative day reviews; preauthorization of procedures; concurrent reviews; and retrospective reviews
- Chronic/Special Hospitals and Nursing Facilities – Medical Eligibility Reviews; onsite Continued Stay Reviews; and patient assessments, PASRR compliance, and medical review for liens for nursing facilities

- Medical Day Care Waiver, Waiver for Older Adults, Living at Home Waiver, Model Waiver, Traumatic Brain Injury (TBI) Waiver, and Program of All-Inclusive Care for the Elderly (PACE) – Medical Eligibility Reviews (initial and annual recertification); Medical Day Care service reviews

Delmarva will continue to utilize MEDecision's iEXCHANGE™ for receiving and processing 3808 and Medical Eligibility Review requests. Providers will retain the same user name and password for iEXCHANGE™. Please note, however, that starting February 1, providers must access iEXCHANGE™ using a new link that can be found at http://dhmh.dfmc.org. This link will also contain information on iEXCHANGE™ training. Additional information on the acute care review process will be sent to all hospitals in a separate transmittal.

PLEASE NOTE THAT THE FINAL DATE TO SUBMIT REQUESTS FOR MEDICAL ELIGIBILITY, PREAUTHORIZATIONS, CONCURRENT AND RETROSPECTIVE REVIEWS TO **KEPRO** IS FRIDAY, JANUARY 28, 2011. ANY REQUEST THAT IS NOT SUBMITTED BY JANUARY 28 MUST BE HELD UNTIL FEBRUARY 1, THEN SUBMITTED TO **DELMARVA** ON OR AFTER THAT DATE. Requests submitted by January 28 that are complete, i.e., contain sufficient information to make a determination, will be processed and a decision issued by KePRO. If a request is incomplete or does not have sufficient information with which to make a determination, KePRO will forward the request to Delmarva and will notify the provider that Delmarva will be handling the case.

The Program is confident that review services will continue with a minimum of disruption to providers, and that any problems will be promptly resolved.

Any questions regarding Utilization Control activities in the above Program areas may be directed to:

- Acute hospital services – 410-767-1722
- Nursing facility, chronic/special hospital; Living at Home, Older Adults, or TBI Waivers; or PACE – 410-767-1736
- Model Waiver – 410-767-1448
- Medical Day Care Waiver – 410-767-1712

Additional information and updates during this transition phase can be found at http://dhmh.dfmc.org. For general questions, please call the Provider Services Help Line at 1-866-571-3629. We encourage you to use the Provider Services line so that all requests can be tracked and referred to the appropriate resources for a timely response to the issues or questions raised. In addition, members of Delmarva's management team will assist with answering technical questions and resolving issues as they are identified. The Project Management team members include:

- Linda Oliver, RN, CPHQ, CPC, PMP – Project Director – 410-763-6266 or oliverl@dfmc.org
- Barbara Bond, RN, CPUR – Manager, Acute Review Services – 410-872-9608 or bondb@dfmc.org
- Sheila Marshall, RN, RAC-CT, Manager, LTC Review Services – 410-770-8326 or marshalls@dfmc.org

The Program appreciates your cooperation through this important transition.

cc: Nursing Home Liaison Committee
Maryland Hospital Association
Maryland Department of Aging
Maryland Association of Adult Day Services
Mental Hygiene Administration
Local Health Departments