



MARYLAND Department of Health

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM

September 14, 2018

TO: Disposable Medical Supplies Providers
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: Future Submissions of DMS Preauthorization Requests

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

Effective October 1, 2018, Telligen, Inc., Maryland Department of Health's (MDH) utilization control agent, will complete reviews for Maryland Medicaid participants who request disposable medical supplies (DMS) requiring preauthorization. Telligen has been performing similar authorizations for durable medical equipment (DME) and oxygen services since September 1, 2016. This review is conducted to determine eligibility, medical necessity, utilization or continuation of medical need for the items provided to Maryland Medicaid participants in order to support their independence in their home, school, worksite, and community per Code of Maryland Regulations (COMAR) 10.09.12.

Beginning October 1, 2018, providers are required to submit DMS 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. MDH will not accept preauthorization requests for DMS services after September 30, 2018.

At this time, MDH requires that all providers complete a security registration for Qualitrac. 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 October 1, 2018. Sections 3, 4, and 5 of the packet must 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.

Telligen will be offering trainings on how to submit DMS preauthorization requests. A training announcement and schedule will be made available prior to October 1, 2018. For providers who

cannot attend the online training, Telligen will publish a recording of the training at:
<http://www.telligenmd.qualitrac.com/home>.

To view the DMS/DME/Oxygen Approved List of Items, procedure codes, and fee schedule please visit: <https://mmcp.health.maryland.gov/communitysupport/Pages/approvedlist.aspx>.

For questions about DMS services, please contact John Pelton at (410) 767-2862 or john.pelton@maryland.gov.

cc: L. Simone Bratton, Chief, Community Support Services
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