



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

**MARYLAND MEDICAL ASSISTANCE PROGRAM**

August 24, 2016

To: Hospital Administrators  
From: Susan J. Tucker, Executive Director  
Office of Health Services  
Re: Lack of additional information results in technical denials

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

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As indicated in Hospital Transmittal No. 241 dated March 10, 2016, hospital providers must submit 3808 retrospective review requests to Telligen with the patient's full medical record attached. At this time, Telligen has a large number of reviews that have been sitting in queue for an extended period of time without a full medical record uploaded with the request.

When additional information is needed to make a determination of medical necessity on a retrospective review request, Telligen generates a letter to the provider requesting that the needed documentation be uploaded to the case within 20 calendar days. The provider is immediately alerted of this letter via email. If the provider does not upload the requested information within the 20 day timeframe, Telligen will issue a denial for technical reasons and the Qualitrac user will be notified of this decision. The hospital has 30 days from the date of the denial letter to request a reconsideration of the case in Qualitrac. At the time of the request for reconsideration, the hospital should upload the additional information needed to review the case for medical necessity. If the hospital does not request reconsideration and provide the appropriate documentation to Telligen within 30 calendar days, the provider will forfeit the right to have the case reviewed for medical necessity and receive payment for the acute inpatient hospital stay.

If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services, at 410-767-1724 or by email at [maryam.baharloo@maryland.gov](mailto:maryam.baharloo@maryland.gov).