



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

September 8, 2016

To: Hospital Administrators
From: *Susan J. Tucker*
Susan J. Tucker, Executive Director
Office of Health Services

Re: Requests for additional information

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

Effective immediately, Telligen has been instructed to not request additional information from providers for concurrent reviews. The hospital is responsible for submitting appropriate documentation showing medical necessity of the days requested at the time the concurrent review is submitted. If sufficient documentation is not provided and a determination of medical necessity cannot be made, Telligen will issue a denial for the days requested.

Likewise, Telligen has been instructed to not request additional information on reconsiderations of retrospective review denials. If there is any additional information that can be submitted to assist Telligen with determining medical necessity, the hospital is responsible for uploading appropriate documentation to the reconsideration at the time that the request is made.

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.