



# MARYLAND Department of Health

PT 21-18

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

## MARYLAND MEDICAL ASSISTANCE PROGRAM Hospital Transmittal No.255 March 9, 2018

TO: Hospital Administrators

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

RE: Revised Process for Submitting Retroactive Eligibility Cases to Telligen

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

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Effective immediately, Telligen will accept all retroactive eligibility cases for review through Qualitrac. Since April 2017, hospitals have had to submit retrospective review requests to Telligen via fax if the dates of service were more than three years old. Hospitals are now able to enter these retrospective reviews directly into Qualitrac.

Currently, if the patient's eligibility span that corresponds with the date of service is not found in Qualitrac, the system will not prompt the provider to upload the medical record for review. In these instances, the status of these reviews will automatically default to *No Review Required*. Telligen has developed a process that will allow them to identify these cases and assign them for review. Once the case has been assigned, a request for additional information will be sent to the provider via email requesting that the provider log into the portal and upload the medical record to the case in Qualitrac.

Telligen will process these cases in the same manner that they process all other retrospective reviews. In order for Telligen to easily identify these cases and to avoid receiving a denial for timely filing, please complete the *Retro-Eligibility Review Request Form* and upload it to the review request along with the complete medical record. If the medical record is not uploaded in Qualitrac within 20 calendar days of the request for additional information, the case will be denied on technical grounds.

The *Retro-Eligibility Review Request Form* is available in a fillable format and can be found on the following websites: <http://www.telligenmd.qualitrac.com/document-library> and <https://mmcp.dhmh.maryland.gov/Pages/UCATransition.aspx>.

Please note that the Department will validate the date that the patient's eligibility was determined. Nothing is required to be submitted by the hospitals for this verification to occur. Telligen will not accept the DES 81 letter as an acceptable form of proof of the patient's eligibility determination date.

If you have questions regarding this memorandum, please contact Denise James, Division Chief for Hospital Services at 410-767-1939 or [denise.james@maryland.gov](mailto:denise.james@maryland.gov).