



# MARYLAND Department of Health

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

## MEMORANDUM

**To:** Durable Medical Equipment (DME) Providers  
Oxygen and Respiratory Providers

**From:** L. Simone Bratton, Chief  
Division of Community Support Services

**Subject:** Reminder to DME Providers Regarding Qualitrac Portal Submissions

**Date:** May 8, 2018

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### Background

This memo serves as a reminder for providers of several best practices regarding the Qualitrac Portal.<sup>1</sup> These recommendations will help to minimize errors and assure timely review processing.

### Recommendations

1. When a request has been entered in the Qualitrac portal and additional information is requested, providers have 20 days to gather the relevant information requested. Requests to close a case so the provider can gather information and submit a new request will be rejected.
2. Telligen considers an urgent/expedited case to be one in which the participant will be discharging from the hospital or nursing facility; accordingly, discharge planning should be initiated on admission. The provider is expected to provide documentation from the facility to indicate the anticipated discharge date. Telligen will process urgent requests within two (2) business days. Providers should call the support center to alert Telligen regarding such cases at 1-800-276-7075.
3. When multi-component items are entered in Qualitrac and there is a set price on the fee schedule (e.g., bath chairs and feeding chairs) please list the main item and the associated cost. The accessories are included in the cost of the equipment and should not be listed in Qualitrac as E1399.

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<sup>1</sup> <http://www.telligenmd.qualitrac.com/>

4. When entering multi-component items where individual consideration is given (e.g., gait trainers, standers, custom seats and custom back) enter the main item as the frame/shell cost and each accessory as E1399. The main item should not be the total amount for the item and should be listed first.
5. For requests to transmit properly to MMIS, the dates of service for rentals and purchases should be entered ending on the day prior to the start date (e.g., 3/19/18 to 3/18/19).
6. For rental items, enter the number of units being requested in Qualitrac so that it matches the intended duration in months. For example, a 3 month rental would be 3 units.
7. The Maryland Medicaid fee schedule is to be used to determine which durable medical equipment requires pre-authorization. Entering direct bill items in Qualitrac will result in a delay in processing the request. If the request contains multiple direct bill items, the request will be returned to the provider and a new request will be required.
8. Qualitrac is the mode of communication for providers to communicate with Telligen's nurse reviewers. In the event additional information is requested and the provider does not have anything else to provide, upload a document to the case that states this.
9. Quotes for individual consideration items should reflect the requested cost in Qualitrac. In the event there is a discrepancy, the lower requested cost either via Qualitrac or quote will be used to calculate the cost.
10. When a review request results in a partial approval, providers are expected to communicate the partial approvals to the participant.
11. In order for providers to be paid, the appropriate modifiers must be entered on the submissions. If the modifier is not added, the provider must submit a correction through Telligen. The appropriate modifiers for the request types are the following:
  - Rental (RR)
  - Used (UE)
  - New/Purchase (NU)