



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

To: Air Ambulance Providers

From: Sara Daneshpour, Chief *Sara Daneshpour*
Division of Community Support Services

Subject: Updates to Processing Air Ambulance - Rotary Wing Claims

Date: September 7, 2022

Effective October 1, 2022, responsibility for reviewing and authorizing air ambulance claims submitted to Maryland Medicaid will be moved to the Maryland Department of Health's Utilization Control Agent (UCA), Telligen. Telligen will be offering real-time online training to providers on how to submit claims for processing. For providers who cannot attend one of the available online training dates, Telligen will publish a recording of the training accessible at your convenience on the [Qualitrac training site](#).

Please see below for Telligen training dates. The second session is a repeat of the first.

Air Ambulance Provider Training #1

Friday, September 16 · 9:00 – 10:30am

Google Meet joining info

Video call link: <https://meet.google.com/fti-qvnf-sif>

Or dial: (US) +1 515-808-2126 PIN: 720 923 359#

More phone numbers: <https://tel.meet/fti-qvnf-sif?pin=3458953562807>

Air Ambulance Provider Training #2

Thursday, September 22 · 2:00 – 3:30pm

Google Meet joining info

Video call link: <https://meet.google.com/wvf-fgcd-tvo>

Or dial: (US) +1 276-738-2641 PIN: 826 896 231#

More phone numbers: <https://tel.meet/wvf-fgcd-tvo?pin=9902074885715>

Maryland Medicaid providers submitting claims for payment after October 1, 2022 will be required to use the Qualitrac Provider Portal to submit requests for review. Provider organizations new to Qualitrac will need to register to gain access by following the registration link at <https://telligenmd.qualitrac.com/>.

All provider organizations must complete the online DocuSign registration process for Qualitrac access prior to October 1, 2022. Once completed, the provider organization's authorized representative will receive a copy of the fully executed Provider Portal Agreement for their records.

The Department recommends that provider organizations register for the Qualitrac Provider Portal at least one week prior to October 1, 2022 as it can take up to a week to process. Provider organizations that already have access to Qualitrac should work with their Authorized Official responsible for managing accounts within their organization. For questions about the registration process, please contact Telligen's Registration Specialist at qtregistration@telligen.com or 1-888-276-7075.

Additional information and details of the billing process will be forthcoming in a Transmittal.

If you have any additional questions, please contact Jason Higgins at jason.higgins@maryland.gov or 443-306-5497 or Kim Reed at KReed@telligen.com or 443-561-3358.

cc: Marlana R. Hutchinson, Director (MDH)
Jamie Smith, Deputy Director (MDH)
Jason J. Higgins, UCA Contract Manager (MDH)
John Pelton, Program Supervisor (MDH)