



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

MARYLAND MEDICAL ASSISTANCE PROGRAM
General Transportation Transmittal No. 32
September 21, 2022

To: Air Ambulance Providers

From: Marlana R. Hutchinson, Director *mrh*
 Office of Long Term Services and Supports

Subject: Maryland Medicaid Reimbursement for Rotary Wing Air Ambulance
 Transportation after October 1, 2022

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

The contents of this transmittal supersede Provider Transmittal (PT) 13-03, General Transportation Grants Transmittal No. 2.

Effective October 1, 2022, the Maryland Department of Health's Utilization Control Agent (UCA), Telligen, will assume responsibility for reviewing and authorizing Air Ambulance Rotary Wing (RW) claims submitted to Maryland Medicaid.

As Maryland Medicaid providers transition their billing practices to the processes outlined below, the following will remain unchanged for reimbursement:

- All RW services must be provided by an enrolled Maryland Medicaid provider. Providers with multiple bases or sites, must ensure the entity providing the RW transport is enrolled with Maryland Medicaid.
- RW transport from the scene of a "911" incident is not a covered service under Maryland Medicaid.
- Providers shall accept the Department's payment(s) as payment in full for covered services rendered to a participant.
- RW is the transportation mode of last resort for interfacility transfer when critical care ground transport is not appropriate due to documented weather, time, distance, or unavailable crews. Additionally, it may be appropriate to use RW, when the service for which a participant is being transferred is not available at the sending facility, **and** the receiving facility is the closest appropriate provider, **and** the transfer is not for the convenience or preference of the participant or medical provider.

Beginning October 1, 2022, providers are required to submit RW claims electronically through Telligen's web-based provider portal, Qualitrac (<https://myqualitrac.com/>). Qualitrac is a web-

based application that allows healthcare providers to submit claim approval requests, and required documentation, for consideration.

Telligen will be replacing the Baltimore City Health Department Office of Field Health Services for:

- Claims submission, updates, and requests for reconsideration.
- Approval or denial of claims will be made using the same criteria that has been in place with the Baltimore City Health Department Office of Field Health Services. Namely:
 - PT 25-09 - Timeframe for submitting claims to Maryland Medicaid
 - PT 33-17 - No backdating of provider enrollment to the date of service
- Claims will continue to be reimbursed at the base rate of \$1,500 with \$20 per loaded mile to the closest appropriate facility.
- Requests for reconsideration of a denial with additional supporting documentation.

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/>. 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.

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 official will receive a copy of the fully executed Provider Portal Agreement for their records.

Telligen will be offering training on how to submit claim processing requests. A memo will be sent addressing training registration and dates. For providers who cannot attend the online training, Telligen will publish a recording of the training at: <https://telligenmd.qualitrac.com/education-training/>

If you have questions regarding the contents of this transmittal, please contact Sara Daneshpour, Chief, Division of Community Support Services, at (410) 767-1726 or sara.daneshpour@maryland.gov.