



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
Hospice Transmittal No. 25
July 26, 2024

TO: Hospice Provider Administrators

FROM: Jamie S. Smith, Director *Jamie Smith*
Office of Long Term Services and Supports

RE: Hospice Continued Stay Review (CSR) Requests and Reviews

NOTE: Please ensure that the appropriate staff members in your organization are informed of the content of this transmittal.

Pursuant to COMAR 10.09.35.04, the Maryland Department of Health (MDH) determines that the election period or extended election period for hospice services shall be terminated for cause by way of review. MDH's Utilization Control Agent (UCA), Telligen, will conduct this review on the Department's behalf.

Effective September 3, 2024, MDH shall implement a new continued stay review (CSR) process for reviewing ongoing hospice services. The purpose of CSRs is to review the health status of participants who have been continuously enrolled in Medicaid hospice care benefits for more than one year, and to determine whether continued hospice services are medically necessary.

Providers will be responsible for submitting CSRs periodically to Telligen electronically through the Qualitrac Provider Portal. Qualitrac is Telligen's web-based application that allows providers to submit requests and required documentation for consideration. Telligen will complete the review and render a decision, which will be displayed in Qualitrac. The provider will also be notified via email when a decision is available in Qualitrac. Qualitrac can be accessed using this link: <https://myqualitrac.com/>.

Provider organizations new to Qualitrac will need to register to gain access by following the registration link: <https://telligenmd.qualitrac.com/>. The Department recommends that provider organizations register for the Qualitrac Provider Portal no later than August 27th to ensure the provider has full access to Qualitrac by September 3rd. All provider organizations must complete the online DocuSign registration process for Qualitrac access prior to September 3, 2024. After completing registration, the provider organization's authorized official will receive a copy of the

fully executed Provider Portal Agreement for their records. 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. Telligen will be offering training on how to submit hospice CSR requests in Qualitrac. A future memorandum 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 Andrea Lavine, Acting Chief, Division of Hospice and PACE Services, at (410) 767-6771 or andrea.lavine@maryland.gov.