

**MARYLAND MEDICAL ASSISTANCE PROGRAM**  
**Nursing Home Transmittal No. 295**  
**August 9, 2024**

TO: Nursing Facility Administrators

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

RE: Nursing Facility Continued Stay Review (CSR) Requests

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

---

Effective September 3, 2024, the Maryland Department of Health (MDH) will be transitioning to a new process for submission and review of nursing facility continued stay reviews (CSRs). In the new process, providers will submit requests for CSRs to Maryland's Utilization Control Agent, Telligen, using the Qualitrac Provider Portal (<https://myqualitrac.com/>). Qualitrac is Telligen's web-based application that allows healthcare providers to submit requests and required documentation for consideration. Telligen will complete the review and render a decision on CSRs submitted by nursing facility providers. The CSR decision will be displayed in the Qualitrac Provider Portal.

The new process is designed to mirror requests for an initial level of care (LOC). The new CSR process will use a modified electronic 3871B, which was developed by nursing facility stakeholders and designed to better capture the necessary contemporaneous and available information about the participant. The key features of the new process are:

- Active provider-driven CSR requests in Qualitrac. This process will be similar to the way nursing facilities already submit an initial request at-will, but instead of selecting an initial request the facilities will select the option for CSR.
- Participant-based CSR schedule. The participant's schedule will be set based on the initial eligibility start date (or transfer date, if applicable).
- Automated Assistance. If the participant has an initial or transfer level of care approval, providers will be assisted by an automated notification 60 days in advance of when the next CSR is due so there is adequate time to obtain and prepare the necessary documentation for submission. Due dates will be standardized and visible to both providers and reviewers within Qualitrac.

- Provider submission options. Providers will have the option to submit their CSR at any time before the due date to be considered on time. Providers will also have the option to satisfy the need for a request by reporting alternate scenarios such as when the participant has:
  - Discharged;
  - Transferred;
  - Passed away; or
  - Encountered another situation requiring explanation.

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. 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](mailto: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 Jarrod Terry, Chief, Division of Institutional Services, at (410) 767-6764 or [jarrod.terry@maryland.gov](mailto:jarrod.terry@maryland.gov).