



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary

PT 38-16

Office of Health Services
Medical Care Programs

MARYLAND MEDICAL ASSISTANCE PROGRAM

Hospital Transmittal No. 241

March 10, 2016

TO: Hospital Administrators
FROM: *Susan J. Tucker*
Susan J. Tucker, Executive Director
Office of Health Services
RE: Future submissions of 3808s to Telligen

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

As mentioned at the Maryland Hospital Association meeting on February 18, 2016, Telligen will begin accepting 3808s for review and processing on April 1, 2016 in their Health Insurance Portability and Accountability Act (HIPAA) compliant and secure system. If this date changes, your organization will be notified by the Department. Until that time, please continue to hold all retrospective review requests (3808). Additionally, preauthorizations for elective inpatient admissions and concurrent reviews are not being completed at this time. The Department will notify you when these reviews will begin.

On April 1, 2016, all 3808 requests and supporting documentation must be sent to Telligen for review. Medical records will not be accepted on CDs or in paper format, nor will requests be accepted without a full medical record being attached. Furthermore, in order to be in compliance with HIPAA regulations, Telligen will not be accessing medical record portals in order to obtain documentation needed to complete 3808 reviews. Each organization will be responsible for ensuring that the required documentation is submitted to Telligen with each 3808 review request. We recognize that all organizations will have a backlog. We request that each organization structure the entry of these requests in an organized fashion to allow Telligen to promptly process these existing requests as well as new requests that you will have.

If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services at 410-767-1724 or she may be reached at maryam.baharloo@maryland.gov