

Transition Frequently Asked Questions

1. How do I submit a request? What forms do I use?

We have implemented a webpage to guide providers through the review process during the “transitional” phase. Here is the link: <https://mmcp.dhmh.maryland.gov/Pages/UCATransition.aspx>

This page contains fillable forms for use as well as instructions for submitting requests. Please be sure to use current forms and complete them fully, as out-of-date or incomplete forms will be returned for correction.

2. I keep getting “busy signals” on the 410-333-5213 fax line/the fax won’t go through/etc. How can I get my request through?

If you receive a message stating that the above line is busy, you may not have to re-fax immediately. Many fax machines have the capability to “store” data to be faxed, and will automatically make a certain number of attempts to re-fax. If your fax machine has this capability, we suggest that you wait to see if it goes through later.

If your fax machine does not have this capability or it isn’t going through despite multiple attempts, you may also fax to 410-333-7803. We ask that you only use this line when necessary, however, since the first fax number is monitored more frequently.

Alternatively, if you have the ability to send encrypted e-mails, you may e-mail your request to dhmh.MERfax@maryland.gov. Please use this route only if sending encrypted messages; attachments to unencrypted messages that are likely to contain confidential information will not be opened.

4. How long will it take to process my request?

Most level of care requests and 257 requests that are properly completed and submitted should be processed within three business days. Priority is being given to hospital patients being discharged to a lower level of care. Here are some suggestions for facilitating the process:

a. Be sure that the correct (current) forms are used and that they are completed fully. If PASRR documentation is necessary, be sure that the documentation is attached.

b. On the Fax Cover Sheet, please include the fax number to which you would like to have responses sent.

5. How will I learn about the results of the review?

You will get your results via return fax to the number you entered on the Fax Cover Sheet.

6. What about the temporary ID?

Because the Department is no longer using iEXCHANGE, review requests for MA pending applicants during the transition period will not need a temporary ID.

7. How are "advisory" requests being handled?

During the transition, advisory requests (requests for tentative level of care determinations for individuals who are not yet Medicaid-eligible) should be sent in the same manner as the "regular" request. Please write "Advisory" on the first page of the 3871B. During the transition period, there is no charge for advisory determinations.

8. When will the new contractor be taking over?

The new contractor is actively working to modify its data systems to meet Maryland Medicaid's needs. We will let you know as soon as we have more information on the switchover date.