

About this Document

Have you ever needed a link that would take you directly to a website that has the key information you are looking for? Do you need to speak to a live person regarding a key reimbursement-related question? If so, this document can help and/or point you in the right direction to get your questions answered.

Below you will find website addresses/links and telephone numbers that may assist you in locating helpful information from Maryland's Medicaid agency regarding questions such as patient eligibility and where to locate provider billing manuals.

Maryland Medicaid Helpful Contact Numbers

Maryland Medicaid is operated by the Department of Health. In Maryland, Medicaid covers about 1.8 million people. Nearly one in four Marylanders get their health insurance through Medicaid. Half of those covered are children. Locally, people also call it Medical Assistance.

The following contact numbers and/or websites will assist providers and clinical staff in navigating the many departments within Maryland Medicaid.

If you have questions about member eligibility, claim status, pre-authorizations, provider enrollment, reenrollment, revalidation, demographic changes, and/or NPI (National Provider Identifier) status, contact Maryland Medicaid for additional assistance. *Note: In order to expedite your request, Provider ID number, NPI and/or the recipient's Medicaid ID number may be required.*

Provider Relations Unit: 866-445-1159

Member Eligibility:	Option "1"
CMS 1500 Professional Billing Inquiries:	Option "2"
UB04 Institutional Billing Inquiries:	Option "3"
Provider Enrollment & NPI Inquiries:	Option "4"

Optum (PBHS): 800-888-1965 (*Healthcare Professionals: Option 2*)

Eligibility and Benefits:	Option "1"
Claims or Appeals:	Option "2"
Treatment & Authorization Assistance:	Option "3"

Maryland ePREP Hotline: 844-463-7768

Enrollment, Provider Help (other than ePREP): 410-767-5340

Maryland Medicaid Maternal and Child Health Programs

Please direct questions regarding Maryland HealthySteps payment or provider qualifications to mdh.medicaidmch@maryland.gov.

Maternal and Child Health Programs Main Page: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/Home.aspx>.

Maryland Medicaid HealthySteps: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/HealthySteps.aspx>.

Maryland Medicaid HealthySteps Provider Information: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/HealthySteps-Providers.aspx>.

Helpful Website Links and Access to Maryland Provider Billing Manuals

The following links provide useful information related to Maryland Medicaid, such as provider manuals, coverages directly related to Federally Qualified Health Centers (FQHCs), Community Health Centers (CHCs), and Rural Health Clinics (RHCs), Early and Periodic Screening, Diagnostic, And Treatment (EPSDT), Screenings Tools, and telehealth services.

- 2023 Maryland Medical Assistance Program Professional Services Provider Manual: <https://health.maryland.gov/mmcp/Documents/2023%20Professional%20Services%20Provider%20Manual.%20Effective%201.1.2023%20updated%2010.27.23.pdf>.
- 2023 Maryland Medical Assistance Program Professional Services Provider Manual: <https://health.maryland.gov/mmcp/Pages/Provider-Information.aspx>.
- Professional Services Fee Schedule – Effective January 2023, revised 10/10/2023: [2023 Professional Services Fee Schedule](#).
- Maryland Department of Health. Early Periodic Screening Diagnosis and Treatment: <https://health.maryland.gov/mmcp/epsdt/Pages/Home.aspx>.
- EVS Users Guide January 2023: https://health.maryland.gov/mmcp/provider/Documents/evs/EVSIVR_Brochure_Jan2023.pdf.
- Maryland Department of Health - Preauthorization Information: <https://health.maryland.gov/mmcp/Pages/Preauthorization-Information.aspx?PageView=Shared&InitialTabId=Ribbon.WebPartPage&VisibilityContext=WSSWebPartPage&>.

- Maryland Department of Health – Preauthorization Request Form – Physician Services: <https://health.maryland.gov/mmcp/Documents/Preauth%20Form%20-%20Physicians%20Services%20%2810.23.20%29.pdf>.
- Maryland Department of Health. FQHC & RHC – Claims and Encounter Submissions. March 21, 2022: <https://health.maryland.gov/mmcp/MCOupdates/Documents/PT%2038-22%20FQHC%20&%20RHC%20Claims%20and%20Encounter%20Submissions.pdf#search=FQHC>.
- Medicaid Maternal and Child Health Program. Medicaid HealthySteps Provider Information – Enhanced Provider Payment Program: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Pages/HealthySteps-Providers.aspx>.
- HealthySteps Services – Enhanced Provider Payment Program. Maryland Department of Health. December 16, 2022: <https://health.maryland.gov/mmcp/medicaid-mch-initiatives/Documents/CenteringPregnancy/PT%2030-23%20Coverage%20of%20CenteringPregnancy%20and%20HealthySteps%20Services.pdf>.
- Optum Maryland - Maryland PBHS Provider Billing Appendix: https://maryland.optum.com/content/dam/ops-maryland/documents/provider/home/pbhs/Maryland%20Billing%20Appendix%20_BH2536_FINAL_REVI SED%2002.05.20.pdf.
- Reimbursement in the Public Behavioral Health System (PBHS) – Fee Schedules for Optum – Behavioral Health Providers. Effective January 2024: <https://maryland.optum.com/content/dam/ops-maryland/documents/provider/information/pbhs/fee-schedules-eff--1-1-24/PBHS%20Individual%20Practitioner%20and%20OMHC%20Rates%20%20Eff%201.1.2024.pdf>.

The American Academy of Pediatrics Periodicity Schedule

Bright Futures, led by the American Academy of Pediatrics (AAP), is a national health promotion and prevention initiative program. The Bright Futures guidelines provide evidence-driven guidance for all preventive care screenings and health supervision visits. The Bright Futures Periodicity Schedule, also referred to as the periodicity table, lists recommended pediatric services such as screening requirements, and it is recognized by Healthy Connections and adopted as the standard of care in the state.



The AAP’s Bright Futures 2023 Periodicity Schedule:

<https://www.aap.org/en/practice-management/bright-futures/bright-futures-materials-and-tools/bright-futures-guidelines-and-pocket-guide/>.

Once in the page, click onto the hyperlink labeled, “*Bright Futures/AAP Periodicity Schedule.*”



The following resource link contains a comprehensive listing of codes that align with Bright Futures. We recommend that you identify the codes most relevant to your practice's HealthySteps model and include those codes on your encounter form or billing sheet. It is highly recommended to append the required billing modifiers to avoid common claim denials.

Coding for Pediatric Preventive Care, American Academy of Pediatrics, Bright Futures, 2022:

<https://downloads.aap.org/AAP/PDF/Coding%20Preventive%20Care.pdf>.

The AAP Coding Hotline

The AAP offers a coding hotline as a resource to assist in accurate pediatric coding for services rendered to patients: <https://form.jotform.com/Subspecialty/aapcodinghotline>.

If you have a coding question, you can submit it via e-mail, and in most cases receive a response within the same week.

Submit your Coding Hotline Inquiry

Note: If you need to send additional supplemental information, it can be attached to your email. This information must be patient de-identified as required under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). If you do not remove all patient identifiers (e.g., patient name, DOB, account number, member ID, etc.), your document(s) will be shredded upon receipt.