



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

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

MARYLAND MEDICAL ASSISTANCE PROGRAM

July 21, 2016

- TO:** Durable Medical Equipment Providers
Oxygen and Respiratory Providers
- FROM:** Marlana R. Hutchinson, Deputy Director 
Nursing and Waiver Services
Long Term Services and Supports Administration
- RE:** Introduction of New Utilization Control Agent – Telligen
New Preauthorization Process for Certain Durable Medical Equipment Requests
- NOTE:** Please ensure that appropriate staff members in your organization are informed of the contents of this memorandum.

The Maryland Medical Assistance Program is pleased to announce its new utilization control agent (UCA), Telligen. Telligen began performing some of its duties for certain Medicaid programs effective February 1, 2016. Some of the UCA's duties include, but are not limited to, conducting level of care assessments and reviews, preauthorization of certain Medicaid services, etc.

Effective September 1, 2016, Telligen will begin performing some of the functions currently done by staff in the Division of Community Support Services, DMS/DME Unit. Specifically, Telligen will review and determine medical necessity for certain durable medical equipment (DME) preauthorization requests. Preauthorization requests processed by Telligen will transition from a paper to electronic submission process. DME providers will electronically submit requests to Telligen for preauthorization for the following procedure codes:

A9276	E0328	E0625	E0935	E1820	K0012	K0815	K0831	K0851	K0864	K0891
A9277	E0329	E0637	E0936	E1821	K0014	K0816	K0835	K0852	K0868	
A9278	E0350	E0638	E1800	E1825	K0108	K0820	K0836	K0853	K0869	
E0193	E0352	E0639	E1801	E1830	K0606	K0821	K0837	K0854	K0870	
E0194	E0371	E0640	E1802	E1840	K0800	K0822	K0838	K0855	K0871	
E0277	E0373	E0641	E1805	E1841	K0801	K0823	K0839	K0856	K0877	
E0296	E0465	E0642	E1806	E8000	K0802	K0824	K0840	K0857	K0878	
E0297	E0466	E0747	E1810	E8001	K0806	K0825	K0841	K0858	K0879	
E0300	E0470	E0748	E1811	E8002	K0807	K0826	K0842	K0859	K0880	
E0301	E0471	E0760	E1812	K0007	K0808	K0827	K0843	K0860	K0884	
E0302	E0472	E0764	E1815	K0009	K0812	K0828	K0848	K0861	K0885	
E0303	E0482	E0769	E1816	K0010	K0813	K0829	K0849	K0862	K0886	
E0304	E0483	E0770	E1818	K0011	K0814	K0830	K0850	K0863	K0890	



Prior to the effective date of September 1, 2016, the Department will announce dates of scheduled training to assist DME providers with becoming familiar with the new preauthorization process and Telligen's electronic system. To ensure that providers receive timely updates regarding this process and upcoming trainings, please confirm that the email address the program has on file for your agency is accurate by emailing Deneen Ratchford-Price at deneen.ratchford@maryland.gov.

Your patience and cooperation during this process is greatly appreciated. If you have any further questions regarding this matter, please contact Deneen Ratchford-Price, Supervisor, DMS/DME Unit at (410) 767-7283 or at deneen.ratchford@maryland.gov.

cc: L. Simone Bratton, Chief, Community Support Services
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