

# Office of Medical Assistance Programs

## MAAC Updates

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Deputy Secretary

- Deputy Secretary Updates
  - PHE Update
  - HealthChoices implementation
  - Provider revalidation
  - Eligibility transition

# Provider Revalidation Report

MAAC

May 26, 2022

Effective on **June 1, 2021**, we reinstated provider revalidation requirements.

- Announced via MA Bulletin at the end of March 2021 (on website)
- Also issued Provider Quick Tip # 255 (also on website)
- Also ran Banner messages on claims RAs
- Briefed other committees/venues (e.g., FFS Sub, MC Sub)

Despite communications and almost a year since requirements were reinstated, the volume of providers who do not submit timely revalidation applications remains alarmingly high.

This results in unnecessary claims/payment delays for locations that are disenrolled (closed) and need to be re-enrolled, the large numbers of re-enrollment requests plus requests to be “expedited”, which negatively affects application processing for all other providers.

## **Revalidation volumes & stats (by number of locations):**

- February 2022: 9494 revals due. 4822 revals submitted timely. 4672 failed to submit timely & closed. 49% fail rate.
  - 2930 unique providers closed.
- March 2022: 9816 revals due. 4969 revals submitted timely. 4847 failed to submit timely & closed. 49% fail rate.
  - 3144 unique providers closed.
- April 2022: 12618 revals due. 6437 revals submitted timely. 6181 failed to submit timely & closed. 49% fail rate.
  - 3491 unique providers closed.

**PLEASE NOTE:** Once your service location has closed, you must complete a reactivation application to reopen, i.e., be “re-enrolled”.

- PT 31, Physicians account for approximately 50% of all revalidation applications submitted.
- Unfortunately, PT 31, Physicians also account for approximately 55% of the total reval fails (not submitted timely).
- As expected:
  - Physicians overwhelmingly constitute the largest enrollment group by PT.
  - Physicians also have the highest average number of locations per provider, among the practitioner PTs.

# Provider Enrollment Tips



## Pro Tips for provider staff:

- **Maintain** your MA provider file POC information, keep it current and accurate. Know who your “enrollers or credentialers” identified as your POC!
- Make sure your enrollers submit reval apps **timely when due**. The locations **will stay open** while we process the apps, even if it takes us significant time to do it.
- Make sure your enrollers do good QC checks of your application content before submission. Minimize need to return apps for corrections and the associated delays.
- Your enrollers can and should check their app status in the portal.
- Help reduce unnecessary application submissions. Unnecessary volume affects application processing for everyone.
- If you/your enrollers have questions about revalidation or enrollment status, **the best thing to do** is contact **MA enrollment staff** at: **800-537-8862**  
**Option 2 Option 4**

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