



STATE OF MARYLAND

DHMH

Office of Health Services  
Medical Care Programs

Maryland Department of Health and Mental Hygiene

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

**MARYLAND MEDICAL ASSISTANCE PROGRAM**

**March 2, 2016**

TO: Hospital Administrators

FROM: *Susan J. Tucker*  
Susan J. Tucker, Executive Director  
Office of Health Services

RE: 3808 Training with Telligen as Utilization Control Agent

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

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Telligen, the new Utilization Control Agent for the Maryland Medical Assistance Program, will be offering providers several opportunities for training on the Qualitrac system. Beginning March 15, 2016 and continuing through March 24, 2016, Webex trainings will be offered to educate and assist providers with registering and logging onto the portal and learning how to submit a 3808 for review. Telligen staff will present training content and respond to questions from the provider community.

Each training session will last approximately one hour and the program will be offered twice on each training day:

- Tuesday, March 15, 2016: 10:00am and 2:00pm
- Wednesday, March 16, 2016: 10:00am and 2:00pm
- Thursday, March 17, 2016: 10:00am and 2:00pm
- Tuesday, March 22, 2016: 10:00am and 2:00pm
- Wednesday, March 23, 2016: 10:00am and 2:00pm
- Thursday, March 24, 2016: 10:00am and 2:00pm

Advance registration will be required. Information needed to register for the training program is listed below. Providers may attend these trainings as many times as needed and there is no limit on the number of attendees per provider. To register for one or more of the March training sessions, please send an email to Kris Raibikis at Telligen ([kraibiki@telligen.com](mailto:kraibiki@telligen.com)) with the following information:

- Facility name;
- Training session(s) you want to register for;
- Number of attendees from your facility; and
- Name, phone number and email address of the contact person at your facility

Information needed to access the training programs will be distributed to registered participants prior to the training dates.

Additional training opportunities will be offered in the month of April, providing more detail regarding the Qualitrac system and its capabilities. These trainings will be offered electronically through Webex, as well as in person at locations throughout the State. Dates, times and training sites will be announced in the future.

If you have questions regarding this memorandum, please contact Maryam Baharloo, Division Chief for Hospital Services at 410-767-1724 or email [maryam.baharloo@maryland.gov](mailto:maryam.baharloo@maryland.gov).