# MHA MEDICAID PAYER RELATIONS INCIDENT FORM

**DISCLAIMER:** This form is evaluated only in preparation for scheduled Medicaid Payer Task Force meetings. Please contact MD Medicaid and/or Medicaid MCOs directly for all urgent issues. Please do not submit protected health information (PHI); any issues containing PHI will be deleted and a new incident form without PHI will need to be submitted. This form is being submitted to MHAMedicaid@KohlerHC.com (click **here** to submit) and information on the issue will be forwarded to MD Medicaid.

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| **REPORTED BY:** <br> *Can we refer your contact information to the state/payer?* ❏ Yes ❏ No | **DATE OF REPORT:** |
| **TITLE/ROLE:** | **ORGANIZATION:** |
| **EMAIL ADDRESS:** | **TELEPHONE #:** |

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| **I am reporting a(n):** ❏ Operational Issue ❏ Financial Issue ❏ Both |
| **This issue is related to:** ❏ MD Medicaid FFS ❏ MD Medicaid MCO ❏ Other <br> *If this is an MCO issue, please specify which MCO:* |
| **What is the issue being experienced by your hospital?** *For example: "We are experiencing delays with Medicaid eligibility applications."* |
| **What is the impact of this issue?** *For example: "There are XX dollars of revenue being held up." OR "There are XX number of applications affected." OR "This has resulted in denials of XX number of claims."* |
| **Are there any other administrative impacts?** *For example: Quality concerns, patient flow, care transitions, staffing.* |
| **Have you communicated this issue to the state and/or payer?** ❏ Yes ❏ No <br> *If yes, what was the state/payer's contact name?* <br> *Date of contact with state/payer?* <br> *Any actions taken?* |
| **Are you working on this issue with any other hospitals in the state?** ❏ Yes ❏ No <br> *If yes, which hospital?* <br> *Hospital contact's name?* |
| **Please provide any other details you wish to share on this issue, including any relevant non-PHI data.** <br> *If you would like to send sample documentation of the issue (please remove PHI), then please email to MHAMedicaid@KohlerHC.com and reference this issue.* |

Maryland Hospital Association