



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

December 9, 2021

Dear Maryland Medicaid Provider:

Over the weekend, a security incident was discovered involving the Maryland Department of Health's (MDH) information technology systems.

There is no evidence at this time that any data was compromised. However, as a cautionary measure, MDH servers have been taken temporarily offline. This has impacted MDH staff and their ability to access some systems and information. We appreciate your patience as some functions may take additional time to complete, and these particular users may therefore require additional time to respond to and resolve issues.

Here is what you need to know at this time:

- The MDH Electronic Data Interchange Transaction Processing System (EDITPS) is temporarily unavailable.
- eMedicaid is operational and is accepting eClaims; however, eClaims will not process until EDITPS is back online.
- The Medicaid recipient Eligibility Verification Service (EVS) on eMedicaid is temporarily unavailable. Please use our telephone interactive voice response (IVR) at: 1-866-710-1447.
- If a patient does not have a Medicaid card or an eligibility letter, providers are still able to verify Medicaid eligibility using EVS via IVR. If the MA# is not available to the provider, they can use the patient's SSN and Name Code (first 2 characters of the Medicaid recipient's last name) to check eligibility and to obtain the patient's MA#.
- MDH's email communications and contents are safe as GMAIL is not hosted directly on the MDH network.
- Services not hosted directly by MDH operations are not impacted. These include Connect:Direct and MMIS. Our partner IT systems were not impacted from a security perspective -- Qualitrac (Telligen), LTSSMaryland, ePREP, Pharmacy Point of Sale (POS) Claims Processing System, Enterprise (Skygen), and Optum Maryland, among others, with which you work on a daily basis.

Certain fee-for-service providers will not be able to submit electronic claims. Those FFS providers not impacted include dental, pharmacy, and behavioral health.

We encourage you to remain vigilant to any security issues on your network.

If you have any technical questions, please contact the MDH Chief Information Security Officer, Matthew Otwell, matthew.otwell@maryland.gov.

Please check for provider updates on eMedicaid at <https://encrypt.emdhealthchoice.org/emedicaid/> and/or health.maryland.gov/providerinfo.

Sincerely,



Steven R. Schuh
Deputy Secretary
Health Care Financing and Medicaid Director