



# Escalated Cases Guide

Producers, as a service to their clients, are involved in trying to resolve enrollment issues between Maryland Health Connection and their client's insurance carrier. Producers can seek assistance with these issues from the Producer Operations Team, the Producer Support Hotline, or through the Producer Portal.

The intention of this Guide is to provide producers a detailed resource on how to get enrollment issues resolved through the escalation process while protecting Personally Identifiable Information (PII). This is an evolving document and may be subject to change at any point. However, it is intended to provide a basic framework on how best to assist your clients.

## Important Contacts

Authorized Producers should utilize the following contacts for assistance when working with Maryland Health Connection / Maryland Health Benefit Exchange. Each resource and their respective role will be explained in detail in the following section. Producer Operations does not recommend producers go to each resource about the same issue as it tends to exacerbate as well as duplicate issues.

## Administration Teams

- **Producer Operations Team** – this team is your resource for authorization questions and general policy questions. You can contact Producer Operations at [mhbe.producers@maryland.gov](mailto:mhbe.producers@maryland.gov). Please note this team is not designed to handle your enrollment support issues. Please contact the Producer Support Hotline or escalate through the producer portal to address enrollment concerns. This contact is the best resource for questions such as:
  - Current Authorization Status
  - Renewal of Authorization
  - Producer Portal Password Resets
  - Status of training
  - General policy questions
- **MHBE Training Support** – this team is your resource for issues accessing or completing your authorization training or annual training. You may contact this team at [mhc.trainingsupport@maryland.gov](mailto:mhc.trainingsupport@maryland.gov).



## Enrollment Support Teams

- **Producer Support Hotline** – This is a hotline designated specifically for producers to assist their clients with enrollment questions or issues. The phone number is 1-844-224-6761. This is the best place to start with enrollment questions or if you find a problem with a client’s enrollment. Enrollment issues can be escalated via this phone number. Do not share this number with your clients.

## Interacting with the Producer Support Hotline

**This support hotline should be your first contact for any specific consumer issues.** As mentioned above, the phone number is **1-844-224-6761**. When calling the Producer Support Hotline, you should limit the number of consumers to no more than three. Producers should be prepared to provide their name and NPN as well as provide identifying information for their clients during the phone call. The Producer Support Hotline may be able to resolve your question or enrollment issue during the phone call. If resolution is not able to be provided, the team member may have to escalate the case to ask for assistance from our escalated cases team. It is very important to maintain the incident number of the original escalation request as this should be used to follow-up on the issue.

## Escalating through Producer Portal

Producers can also escalate issues through the producer portal. If you are unable to access your account, you should email [mhbe.producers@maryland.gov](mailto:mhbe.producers@maryland.gov) for assistance – do not include any consumer information in your email. Using the step-by-step instructions found in this guide, the following issues can be escalated through the Producer Portal:

- Consumer Enrollment Issue
- Determination Issue
- System Error Issue
- Termination Issue
- 1095 A Issue
- Commission Issue

After the issue is escalated, producers will receive an automated email with the Person ID (if applicable) and incident number. Producers will receive an additional email response from either the Producer Support Hotline team or the Producer Operations team with resolution or next steps; you will be able to reply to this email, but you should not include any PII in your response.

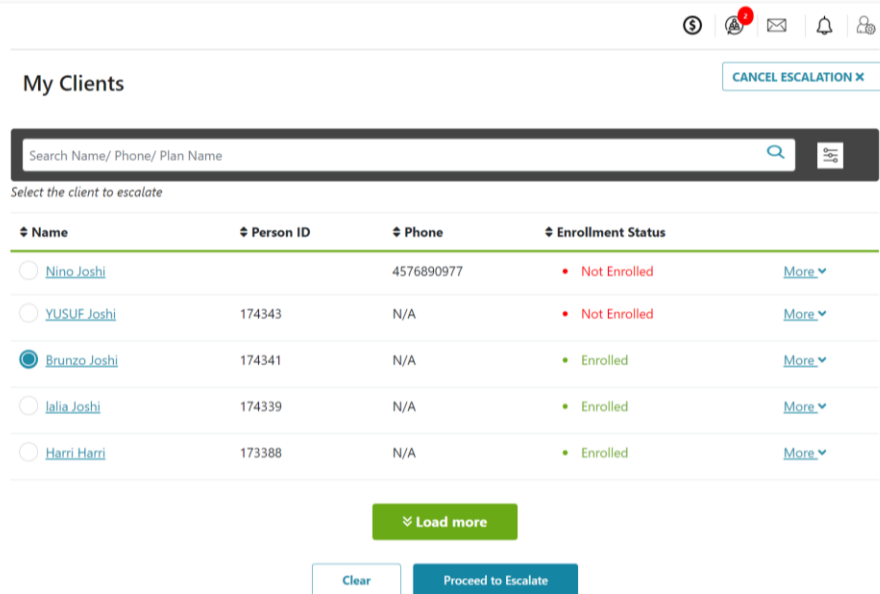


## Escalation Instructions

1. For Enrollment, Determination, System Error, Termination, and 1095 A issues, select the “Escalate” button (proceed to step 2). For commission issues, select the \$ icon (proceed to step 8).



2. For Consumer Enrollment, Determination, System Error, Termination, and 1095 A issues:
  - i. search for the consumer
  - ii. select the radio button to choose the consumer
  - iii. select the “Proceed to Escalate” button





3. Select the Escalation Type from the drop down

The screenshot shows the 'Escalate Issues' form. At the top right, there are navigation icons: a home icon, a profile icon with a red notification badge, an email icon, a bell icon, and a user icon. Below these is the title 'Escalate Issues'. A button labeled 'Back to Clients Details' is in the top left. The 'Escalation Type' dropdown menu is open, displaying the following options: 'Select escalation type', 'Escalate Consumer Enrollment Issue', 'Escalate Determination Issue', 'Escalate System Error Issue', 'Escalate Termination issue', and 'Escalate 1095A Issue'. The footer of the page includes the Maryland Health Benefit Exchange logo and text: '© 2021 Maryland Health Benefit Exchange. All Rights Reserved'.

4. Producers should verify the correct consumer was selected by reviewing the PII shown. Then, type a description, upload any additional documents (if applicable), and select Submit

The screenshot shows the 'Escalate Issues' form with the 'Escalation Type' dropdown menu set to 'Escalate Consumer Enrollment Issue'. The form displays the following details:

- Escalation Type:** Enrollment
- Broker Details:**
  - Name: Jignesh test
  - Email: jignesh.joshi+2134@maryland.gov
  - Escalation Type: Enrollment
- Consumer Details:**
  - Date of birth: 02/03/1980
  - SSN: 321903090
  - PID: 174341
  - Address: 2001 chuna road columbia 21045 81
- Description:** Test
- Upload Documents:** A green 'Upload' button is visible.
- Buttons:** 'Cancel' and 'Submit' buttons are at the bottom.

The footer of the page includes the Maryland Health Benefit Exchange logo and text: '© 2021 Maryland Health Benefit Exchange. All Rights Reserved'.



5. After submission, a confirmation message will appear

The screenshot shows a web application interface. At the top right, there are navigation icons: a dollar sign, a profile icon with a red notification bubble, an envelope, a bell, and a person icon. Below these is a green notification bar that says "Your Escalation submitted successfully" with a close button (x). Underneath is a section titled "My Clients" with two buttons: "Escalate" and "Export Clients". Below the buttons is a search bar with the placeholder text "Search Name/ Phone/ Plan Name" and a magnifying glass icon. At the bottom, there are four column headers: "Name", "Person ID", "Phone", and "Enrollment Status", each with a small downward arrow icon.

6. Producers will also receive an automated email with incident number and person ID:

From: Case Auto Reply [[noreply.mhbetestspt@gmail.com](mailto:noreply.mhbetestspt@gmail.com)]  
Sent: 5/28/2020 11:52 AM  
To: [jignesh.joshi+217030@maryland.gov](mailto:jignesh.joshi+217030@maryland.gov)  
Subject: Escalated Case: Enrollment.PID #:174097

Hi sam amsung,

We have received your inquiry. The assigned incident number is 200528-2866868. You can expect a reply within 2 business days.

Thanks  
MHBE Escalated caseworkers Team  
ref:\_00Dr01aQ5\_500r06HRvE:ref

7. Once the issue has been resolved, or if additional information is needed, the Escalated Cases team will reach out to the producer by email with instructions.



- For Commission issues, producers can escalate multiple consumers. Search for the consumer (or carrier) and select the checkbox next to the name(s). The Escalate button will change to Proceed to Escalate (#). If additional consumers need to be added to the escalation, use the search function, then select the checkbox next to the name(s), and “Proceed to Escalate (#).”

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**My Clients** CANCEL ESCALATION ✕

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*Select the client to escalate*

☑ Name	☑ Person ID	☑ Phone	☑ Enrollment Status	
<input checked="" type="checkbox"/> <a href="#">Nino Joshi</a>		4576890977	• Not Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">Asifa Joshi</a>		3564753467	• Not Enrolled	<a href="#">More</a> ▾
<input type="checkbox"/> <a href="#">Giup Joshi</a>	174707	N/A	• Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">Lucian Joshi</a>	174706	N/A	• Not Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">YUSUF Joshi</a>	174343	N/A	• Not Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">Brunzo Joshi</a>	174341	N/A	• Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">Ialia Joshi</a>	174339	N/A	• Enrolled	<a href="#">More</a> ▾
<input checked="" type="checkbox"/> <a href="#">Harri Harri</a>	173388	N/A	• Enrolled	<a href="#">More</a> ▾

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Clear Proceed to Escalate (1)



9. Producers should verify the correct consumers were selected. Then, enter a description and select “Submit”

Escalation Form: Broker Commission

[← Back to Clients Details](#)

Broker Details:

Name: Jignesh test	Email: jignesh.joshi+2134@maryland.gov	Escalation Type: Broker Commission
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Consumer Details:

Germana Joshi, PID: [Delete](#)

Description:

10. After submission, a confirmation message will appear

Your Escalation submitted successfully

My Clients

11. Producers will also receive an automated email with incident number

From: Case Auto Reply [[noreply.mhbetestprod@gmail.com](mailto:noreply.mhbetestprod@gmail.com)]  
Sent: 5/28/2020 11:53 AM  
To: [jignesh.joshi+217030@maryland.gov](mailto:jignesh.joshi+217030@maryland.gov)  
Subject: Producer Operations. Escalate Issue: Broker Commission.Date case created:05/28/2020

Hi sam amsung,

We have received your inquiry. The assigned incident number is 200528-2866869. You can expect a reply within 2 business days.

Thanks  
MHBE Broker Operations Team  
ref:\_00Dr01aQ5\_500r06HRwH:ref

12. Once the issue has been resolved, or if additional information is needed, the Producer Operations team will reach out to the producer by email with instructions.