

*****IMPORTANT MESSAGE*****

***** Decommission of the Office of Long Term Care Dedicated Email Account *****

To: Maryland Medicaid Long Term Care (LTC)/Nursing Facility Providers

Beginning Tuesday, December 1, 2020, DHS will decommission the Office of Long Term Care (lrc.madocs@maryland.gov) dedicated email account that some facilities use to submit applications, redeterminations or documentation.

This is part of an effort to prepare for the upcoming expansion of the MD THINK Enrollment and Eligibility (E&E) system and to encourage timely and online submissions for applications, redeterminations, interim changes and verifications.

Any emails sent to the old dedicated email address will receive an auto reply email informing the sender that the email account is no longer in use, beginning December 1, 2020. This means all applications, redetermination applications, and verifications submitted to the decommissioned email account on and after December 1, 2020 will not be received by the Office of Long Term Care.

We encourage all facilities and other representatives of long term care participants to use the E&E System to submit applications, redeterminations, interim changes, and documentation. Online submission reduces processing time and ensures accurate data entry.

If you have never used the E&E system, you can gain access by [following these steps](#).

If you need assistance, please contact help.mdthink@maryland.gov.