

MedStar Family Choice- <u>Maryland HealthChoice</u> Quick Reference Guide

Effective 1/1/2023

Behavioral Health/Substance Abuse Benefits

Optum Maryland- 1-800-888-1965 Members may self-refer to a participating provider or provider may initiate referral for member by calling mental health provider.

Care Management

MedStar Family Choice Care Management Center 5233 King Ave, Suite 400 • Baltimore, MD 21237 1-800-905-1722 or (fax) 1-888-243-1790 Processes requests for services requiring authorization. Fax or mail Maryland Uniform Referral Form to MFC Care Management Center. Referrals are valid for 180 days.

Claims/Encounter Data Submission

MedStar Family Choice Claims Processing Center PO Box 211702 Eagan, MN 55121 800-261-3371 Provider Calls 888-404-3549 Member Calls Processes claims and encounter data. Assists with claims resolution. Claims must be submitted within 180 days. Claims appeals must be submitted within 90 business days from the date of denial. Electronic claims submission is also available

Payor ID # RP063

Dental Benefits

Maryland Healthy Smiles Program 1-844-275-8753.

Avesis 1-833-241-4248 Adult members may self-refer to a participating dental provider for routine dental care.

Diabetes and Nutritional Counseling

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790 Care Management processes requests for services requiring prior authorization.

DME, Home Health, & Soft Supplies

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 1-888-243-1790 Care Management processes requests for services requiring prior authorization.

Eligibility Verification

EVS: 1-866-710-1447 The State's EVS line verifies that a patient is eligible to receive benefits and is active with MFC. MedStar Family Choice Provider Customer Service Line 1-800-261-3371 For questions related to Verification of eligibility, benefits, and PCP assignment.

Hearing (Audiology)

Audiology Services are covered by MedStar Family for all ages.

Infertility

Not an MFC benefit

Injectables & Infusion Drugs

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790 *Care Management processes requests for services requiring prior authorization.*

Laboratory

LabCorp- 1-800-859-0391 or 1-800-631-5250 Physician may send patient to an approved LabCorp draw station using a LabCorp Requisition Form with MedStar checked off.

Orthotics & Prosthetics

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 410-933-2274 (Fax) 1-888-243-1790 Braces and splints greater than \$500.00 require prior authorization. All foot orthotics require prior authorization.

Outpatient Rehab (PT, OT, ST, Chiropractic Care)

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790 *PT*, *OT*, *ST* for Adults 21 years and older refer to a participating rehab site. >30 visits require prior authorization. *MDH* manages patients under age 21 for *PT*, *OT*, *ST*; *Refer to MDH* 877-463-3464. *MFC* only manages patients ages 0-20 yrs for Chiropractic manipulation. *Check Quick Authorization Guide for authorization requirements Adults are not covered for services rendered by a Chiropractor.*

Outreach

MedStar Family Choice Care Management Center 1-800-905-1722 or (fax) 1-888-991-2232 Outreach arranges access for non-emergency transportation to MFC members for medical appointments and can assist providers with required outreach attempts for preventive care and member compliance.

Provider Relations

MedStar Family Choice Provider Relations 5233 King Ave, Suite 400 • Baltimore, MD 21237 1-800-905-1722 or (fax) 855-600-3077 mfc-providerrelations2@medstar.net Assists providers and staff with problem solving, orientations, training, recruitment, contracting, credentialing and in-office interpreter services.

Radiology

MFC Outpatient Radiology Network Requesting Physician completes a script or MD Uniform Referral form to a participating radiology site. Referrals are not required for mammogram screenings.

Routine Vision Benefits

Avesis- 1-833-241-4248 Members may self refer to a participating provider for routine vision care. Referrals are not required for diabetic eye exams. For medical eye problems refer to an in-network ophthalmologist.

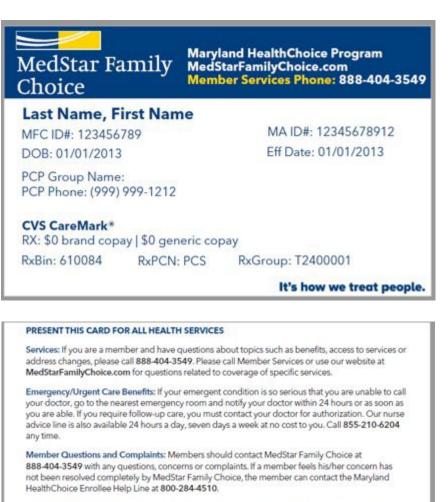
www.medstarfamilychoice.com



MedStar Family Choice- <u>Maryland HealthChoice</u> Quick Reference Guide

Effective 1/1/2023

Sample MFC ID card



Notice to Providers: All institutional services require pre-authorization. Questions regarding the pre-authorization of services should be directed to 800-905-1722. Claims submissions should be mailed to MedStar Family Choice, P.O. Box 211702, Eagan, MN 55121. Submit EDI claims using Payer ID RP063. If you have questions regarding the submission of claims or other claims issues, please call 800-261-3371.

Notice to Pharmacists: For questions regarding pharmacy claims submissions, please call 800-345-5413.