



Provider Alert
MedStar Family Choice Maryland HealthChoice
Updates to the Provider Manual
Effective April 2, 2023

We have made a few updates to the MedStar Family Choice Maryland HealthChoice Provider Manual. Please be sure to take the time to review the content as this is an extension of your existing contract. All changes and updates will be effective April 1, 2023.

Provider Manual available under the For Maryland HealthChoice Providers section of the MedStar Family Choice website at [MedStarFamilyChoice.com](https://www.MedStarFamilyChoice.com) or directly via [Bit.ly/MFCPRManual](https://bit.ly/MFCPRManual).

Here is a detailed summary of changes but please make sure you take the time to review the document in its entirety.

Notes
Printed page 17 - deleted 'will' from the 1st bullet under Individuals in one or more of these special needs populations... per the MDH template Printed Page 18 - updated link: health.maryland.gov/mmcp/Documents/Factsheet3_Medicaid%20Family%20Planning%20Program.pdf
Printed Page 18 - updated link under 2nd bullet under MedStar Family Choice and our providers are responsible for provider pregnancy related services, which include (For updated form visit: https://health.maryland.gov/mmcp/Documents/Maryland%20Prenatal%20Risk%20Assesment%20-%20Revised%2010.4.22.pdf)
Printed Page 28: Added the following language: Dental Services The Maryland Healthy Smiles Dental Program (MHSDP) provides comprehensive dental services which include diagnostic, preventative, restorative, endodontic, periodontic, and certain prosthodontic services; oral maxillofacial surgery; and sedation.
Printed page 36: Added "HealthChoice adults" and replaced Scion references to SKYGEN USA. Removed "for children and pregnant women" in accordance to the MDH template Printed page 36 - Replaced "The Spinal Muscular Atrophy drug Zolgensma" with "Certain high-cost low-volume drugs."
Printed Page 31 - Replaced 'on the basis of' with 'based on'
Updated local health department contact numbers



MedStar Family Choice

Removed form MDH 4850 (link is instead posted on page 18)
Printed page 29 - Added the following language: MedStar Family Choice continues to monitor appropriate billing guidelines for Durable Medical Services and Durable Medical Equipment. For more information related to this category of services, please see: Provider Resources for the most current policies.
Printed page 44 - Current language: Prior authorization numbers are valid for the date of service authorized or for a period not to exceed the date of service authorized MDH language reads: "Prior authorization numbers are valid for the date of service authorized or for a period not to exceed [INSERT] days after the date of service authorized.
Printed page 60 - Deleted "in July 1, 2018" to mirror MDH template language
Printed Page 89 - amended to read as "Penalties can include up to three times actual damages and an additional \$5,500 to \$11,000 per false claim."
Printed page 64 changed EOB to Remittance Advice and updated address to: MedStar Family Choice 5233 King Ave, Suite 400 / Baltimore, MD, 21237
Printed page 25-26 updated listing of the critical event or diagnosis under Complex Case Management and comprehensive care program conditions
Printed page 28 - updated fax numbers listed for participation in case management
Printed page 32 - under section Home Visiting Services / Eligibility - Added language: A health care professional (i.e., physician, or other licensed clinician such as social worker, nurse practitioner, or local health department worker) or MedStar Family Choice may refer a Member directly for HVS. A member may self-refer for HVS as well.
Printed page 35 - removed under Optional Services Covered by MedStar Family Choice - Adult dental services, since this benefit is moving under MDH coverage effective 1/1/2023
Printed page 38 - Bullet still has "Dental services for adult members (age 21 and older - except pregnant women and former foster care youth up to age 26) - this should be removed. Updated dental info on both these pages.
Printed page 46 - Added bullet - "Covered outpatient drug authorizations-within 24 hours of receipt of request"
Printed Page 47 - Added "Please note, submit a W9 along with your claim submission. If there was a single case agreement (SCA) executed with the out-of-network authorization request, please submit it with the claim."
Printed page 48 - Updated list of par labs
Printed Page 49 - removed dental for adults as a separate line and added to other line identifying Maryland Healthy Smiles
Printed page 51- Replaced dental with Maryland Healthy Smiles information for members to refer to.



MedStar Family Choice

Printed page 58 - edited existing language to read as "Requests for Pas for medications are handled expeditiously such that decisions and notifications are made within 24 hours of the receipt of the request. If the service is denied, MedStar Family Choice will notify the prescriber and the member in writing of the denial."
Printed page 62-64 - Updated "Submitting Claims to MedStar Family Choice" to reflect all pertinent changes as our claims vendor will change in 2023
Printed page 69 - Proposing to remove the section: Online Claims Look Up / Registration and provide a link to where it be posted online
Printed pages 70-71 - updated the mailboxes and web addresses
Printed page 83- added 2 bullets to the common examples of fraud and abuse
Printed pages 84 - 85 - updated language for Excluded Providers
Printed Page 86 - updated amount of penalty for false claims to align with the MDH templated material
Removed 105-106 the Maryland Prenatal Risk Assessment Form to align with the MDH templated material
Printed page 107 - Updated contact telephone numbers to reflect page 68 of MDH template.

For questions related to the MedStar Family Choice Maryland Health Choice Provider Manual, contact the MedStar Family Choice Provider Relations Department at **800-905-1722** or mfc-providerrelations2@medstar.net.