



April 11, 2024

PROVIDER ALERT: CLINICAL APPEALS

MedStar Family Choice Maryland has rules for appeal submissions. We encourage all providers to utilize the resources below to reduce denials, reduce appeal submissions, and improve appeal outcomes (if an appeal is submitted).

Can Providers Appeal Denials?

- **No Authorization on File** – Provider Appeals will be denied when no authorization is on file. Providers will need to submit a timely retro review BEFORE submitting a timely claim. No Authorization equals Upheld Appeal.
- **Provider Files an Appeal Too Late** – Provider Appeals are denied if: 1st-level filed past 90 business days from the EOB date or the denial letter date. 2nd-level filed past 30 calendar days from the date of the first-level Appeal notification letter.
- **Provider did not submit sufficient clinical documentation with the Appeal request** – Providers receive a notification directing them to mail clinical documents when partial faxes are received. 1st-level resubmissions must occur within 90 business days from the EOB date or the date on the denial letter.
- **Provider sends an Appeal to the incorrect department** – The request will not be processed and must be sent to the appropriate department.
- **Provider submits a claim before sending a timely retro authorization request** – Provider claim will be denied when no authorization is on file.
- **If in doubt, let's figure it out** – If unsure, call your MedStar Family Choice PR Representative to help guide you.

KEY TAKEAWAYS

- Request prior authorization (PA) before submitting a claim.
- Know the rules.
 - Review Provider manuals to identify authorization requirements at <https://www.medstarfamilychoice.com/maryland-providers/provider-resources/provider-manual>
 - Review the Medical Policies and Procedures library at <https://www.medstarfamilychoice.com/maryland-providers/pharmacy-prescription-information>
- Check the formulary when writing a new prescription at <https://www.medstarfamilychoice.com/maryland-providers/pharmacy-prescription-information>
- Submit relevant and complete clinical documents.

For questions concerning this Provider Alert, please contact:

- MedStar Family Choice Maryland Provider Relations department, Monday through Friday (8:30 am to 5:00 pm).
- **Phone:** 800-905-1722 Option 2.
- **Email:** mfc-providerrelations2@medstar.net