

**Provider Alert**  
**June 3, 2014**  
**DC Healthy Families and DC HealthCare Alliance**

**Updated Provider Manual Effective July 3, 2014**

MedStar Family Choice has updated the provider manual for the DC Healthy Families and DC Healthcare Alliance products. The new manual becomes effective **July 3, 2014**.

A brief summary of changes is listed below. Please take the time to review the latest version of the Provider Manual to make sure you are familiar with all of the changes and new content.

- **Chapter 1**
  1. Clarification of program differences
  2. Member rights and responsibilities changes
  3. Primary Care Selection process update
  4. Initial Credentialing changes related to CAQH, DC HealthCheck requirements, non discrimination language, recredentialing changes related to CAQH, use of provider performance data.
- **Chapter 2**
  1. Updates to PCP and specialist responsibilities
- **Chapter 3**
  1. Complex Case Management and Disease Management program listings
  2. Health Education classes related to smoking cessation
  3. Primary dental care program
  4. Nurse Advice line
  5. Utilization Management- Financial incentives
  6. HIV/AIDS medications
  7. Pre-authorization grid updates
  8. ER-Auto pay list- Clarification payments
  9. Balance Billing of members
- **Chapter 4**
  1. Clarification of covered and non-covered services
- **Chapter 5**
  1. Provider Role in Quality Management

For those receiving this via email, a copy of the new manual has been attached. A copy of this manual may also be reviewed and downloaded from the DC Healthy Families and DC Healthcare Alliance portion of our website at [www.medstarfamilychoice.com](http://www.medstarfamilychoice.com).

For those without internet access, a copy of the changes to the Provider Manual can be mailed to you. If you are in need additional copies, please contact provider relations at (855) 210-6203.