

## VIII. OTHER IMPORTANT INFORMATION

### **A. MedStar Family Choice Website (MedStarFamilyChoice.com)**

MedStar Family Choice has developed a website to provide you with access to up-to-date information about your health plan. On the website, you will find the following:

- Appeal process
- Benefit information
- Out of network services
- Second opinions
- Self referral services
- What services are covered or not covered
- Added services under MedStar Family Choice
- Whether or not there are co-pays
- What to do if you are billed for a covered service
- Out of area coverage
- Case management and disease management services
- Contact information for our company
- Find-A-Provider (searchable provider directory)
- Formulary (Medication List)
- Health encyclopedia
- Hours of operation and after hours instructions
- Interpreter services
- Member handbook
- Member rights and responsibilities
- New technology policies
- Notice of privacy practices
- Outreach program

- Preventive care programs
- Pharmacy protocols and procedures
- Pharmacy quick reference guide
- Quality improvement programs
- Schedule of health education classes
- Transportation guidelines
- Utilization management decision making

If you do not have access to the internet, all of these materials are available in print by contacting our Member Services Department, Monday through Friday 8:30 a.m. to 5 p.m. at 888-404-3549.

### **B. How to Make Suggestions for Changes in Policies or Procedures**

MedStar Family Choice welcomes your comments and ideas. If you have suggestions for changes to be made in how we provide healthcare or give you service, call Member Services toll-free at 888-404-3549. Your ideas will be taken seriously. They will be brought before the Consumer Advisory Board, and you will receive a response from us.

We want you to be happy with your healthcare and we want you to help us to take care of you. We hope you will let us know what we are doing right, as well as what we could do better.

### **C. New Technology**

MedStar Family Choice evaluates new technology on an as needed basis. Providers will contact the MedStar Family Choice Care Management Department to request authorization for the new technology. The MedStar Family Choice Medical Director will review the request and make sure that it has been approved by the Food and Drug Administration. In addition, we will determine if Medicaid covers the service at this time.

If Medicaid determines that the new technology should be a covered service, the request will be approved if it is medically necessary. If Medicaid does not currently cover the new technology, we will review industry standards in considering whether or not to cover the new technology.

#### **D. Out-of-Pocket Expenses**

You should always be sure to show your MedStar Family Choice identification card when you need medical care. All MedStar Family Choice providers are aware that they may not charge members for covered services. If, however, you were asked to pay for a covered service, please contact Member Services as soon as possible. We will contact the provider to determine why you were charged. In addition, if you were incorrectly charged for a service that is covered by MedStar Family Choice, we will assist you in getting reimbursed for this expense. In order to review the issue, we will request documentation, such as a receipt from the provider office.

#### **E. Notice of Privacy Practices**

With your enrollment packet, you received a copy of our Notice of Privacy Practices. This important document includes:

- how MedStar Family Choice may use and disclose your medical information
- how you can access this information
- how to report a complaint if you feel your privacy has been violated

You may call to request a copy of the Notice of Privacy Practice by calling Member Services at 888-404-3549, or you may view it on our website at [MedStarFamilyChoice.com](http://MedStarFamilyChoice.com).

For your protection, MedStar Family Choice has policies to make sure that your protected health information is safe. These policies explain how we protect oral (verbal), written, or electronic protected health information.

Before talking about your protected health information with anyone over the phone, we verify the identity of the caller and make sure the caller has the authority to know this information. Within our company, we make sure that any discussions about our members' protected health information occur in a way that only those individuals who need to be involved in the discussions will hear them. MedStar Family Choice also makes certain that we secure all written (paper) or electronic protected health information, including mobile devices. Paper documents are kept in secure locations. Electronic information is protected with a password. Only staff members who must have access to your information to perform their jobs have access. When using your information, only the minimum amount needed is used.

#### **F. Fraud and Abuse**

Fraud is when someone knowingly does something wrong or dishonest in order to benefit himself or someone else. Abuse consists of behaviors or actions that are unnecessary and create waste and could be dangerous in a health care setting.

You must report fraud and abuse when you think it might be occurring. Some examples of health care fraud are:

- Not reporting all of your financial information or giving false information when you apply for benefits
- Allowing someone else to use your health insurance card
- Permanently living in another state while still receiving health benefits from Maryland
- Selling medicines or supplies given to you by your doctor
- Changing or forging prescriptions given to you by your doctor

Some examples of how providers might commit fraud and abuse are:

- Performing services that are not needed
- Billing for services that were never performed
- Billing numerous times for the same service

When someone is reported for possible fraud and abuse, MedStar Family Choice will perform an investigation. The results are reported to the Department of Health and Mental Hygiene (DHMH). DHMH may perform its own investigation too. People who perform these activities or any other dishonest activity on purpose may lose their health benefits, be fined or jailed.

While MedStar Family Choice looks for possible fraud and abuse activities, we need your help to stop fraud and abuse. MedStar Family Choice has a strict nonretaliation policy. You do not need to give your name.

However, if you choose to give us your name, you don't have to worry about anyone denying you service, removing you from the managed care organization or treating you in any way that would cause you or a family member from feeling that you did something wrong for reporting any incident. If you know of a situation that may involve fraud and abuse, please report it immediately by calling our Compliance Director at 410-933-2283 or you may call Member Services at 888-404-3549. Your report will remain confidential.

You may also call the HealthChoice Fraud hotline at 1-800-455-4521. Again, you do not have to give your name. You may also send something in writing to the DHMH Program Integrity Unit, 201 West Preston Street, Baltimore, MD 21201.