

MedStar Family Choice Providers and Providers who are not part of MedStar Family Choice: Prior Authorization

MedStar Family Choice will pay for the care you get when you go to one of our doctors or other healthcare providers. We call these doctors and other healthcare providers our network providers. All these in-network doctors can be found in your Provider Directory. A doctor or provider who is not one of ours is called an out-of-network provider. If you go to an out-of-network doctor, hospital, lab or other provider, you may have to pay for the care you get. You will not have to pay if you have asked us first and we have told you, usually in writing, that it is okay. We call this prior written authorization.

MedStar Family Choice may require prior authorization for certain services. Your participating doctor has been given a list of services that need prior authorization. In addition, if you need to be seen by an out-of-network provider, your provider will need to get our approval before seeing you (prior written authorization). In order for this to happen, the provider must contact MedStar Family Choice for approval. MedStar Family Choice requires 14 days to process a request once all necessary information has been received. If it is of benefit to you,

MedStar Family Choice can extend the decision-making process another 14 days if we need additional information from you or your provider. The decision may be shorter depending on the urgency of the request. MedStar Family Choice will review all requests on an individual basis. In cases where out-of-network services have been approved, you are not responsible for the cost of these services.

Remember: You need to go to a provider in MedStar Family Choice's network.



Prior authorization (or prior approval) means to get approval from your health plan for a health service before the service is provided. Usually your doctor will take care of this for you.

You may go to a family planning provider who is out-of-network even if you do not have prior authorization. See page 20 for more information on family planning services.