



**Topic of the Month
January 2015**

Verifying Member Eligibility for Medicaid Products

Prior to rendering services, provider offices must verify that MedStar Family Choice Medicaid members have benefits on the date of service. If a member does not have benefits on the date of service than claims will deny.

Along with verifying member benefits, providers should be familiar with MedStar Family Choice products and that their office is contracted as a participating provider. Since MedStar Family Choice participates in the Maryland Health Choice Program, the District of Columbia Healthy Families as well as the DC HealthCare Alliance program, providers should note which cards members are presenting and that they are contracted as a par provider because each Medicaid product is contracted separately. Sample member ID cards for each Medicaid product is available on our website at www.medstarfamilychoice.com.

Please follow these steps to determine eligibility for your MedStar Family Choice patients:

MedStar Family Choice-Maryland HealthChoice Product:

1. Call the Maryland's EVS line at 1-866-710-1447 to verify if a patient is eligible to receive benefits and is active with MedStar Family Choice on the date of service. More information on the EVS line can be found at <http://www.emdhealthchoice.org>.
2. If providers have further questions regarding member benefits under MedStar Family Choice please contact the Medstar Family Choice Outreach Department at 800-905-1722, option 2.

MedStar Family Choice-DC Healthy Families and DC HealthCare Alliance Products:

1. Call DC Medicaid Interactive Voice Response (IVR) line at 1-202-906-8319 or 1-866-752-9233 (if outside the DC Metro area) to verify if a patient is eligible to receive benefits and is active with MedStar Family Choice on the date of service. More information on the IVR line can be found at <http://www.dc-medicaid.com>.
2. If providers have further questions regarding member benefits under MedStar Family Choice please contact the Medstar Family Choice Outreach Department at 855-210-6203, option 1.

Requests for printed materials can be directed to MFC Provider Relations at MSFCProviderRelations2@medstar.net or by calling 800-905-1722, option 6, for MFC Maryland HealthChoice materials and/or 855-210-6203, option 5, for MFC DC Healthy Families and DC HealthCare Alliance materials.