

## DC Healthy Families & DC Healthcare Alliance

### Important Contact Numbers Quick Reference Guide

#### Behavioral Health

Beacon Health Options - 1-877-398-0124  
*Members may self-refer to a participating provider or provider may initiate referral. Limited coverage for DC Health Alliance.*

#### Care Management

MedStar Family Choice Care Management Center  
901 D Street, SW Suite #1050, Washington DC 20024  
1-855-210-6203 or (Fax) 202-243-5496  
Care Management processes requests for any services requiring authorization. *Fax or mail a Uniform Referral Form to MFC Care Management Center.*

#### Claims/Encounter Data Submission/Provider Portal

MedStar Family Choice Claims Processing Center  
P.O. Box 2142  
Milwaukee, WI 53201  
800-261-3371 Provider Calls  
888-404-3549 Member Calls  
*Processes claims and encounter data. Resolves claims issues. Claims must be submitted within 180 days. Electronic claims submission is also available; please visit our website for options.*  
844-275-8756  
*Provider Portal Support, to obtain a portal log in or to seek assistance with portal related questions.*

#### Dental Benefits

Denta Quest- 1-855-388-6251  
*Dental services available to all members. Benefit package depends on the type of coverage.*

#### Diabetes and Nutritional Counseling

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
*Care Management processes requests for any services requiring authorization.*

#### DME, Home Health, & Soft Supplies

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
Care Management processes requests for any services requiring authorization.

#### Eligibility Verification

IVR: 1-202-906-8319 (Inside DC Metro) or 1-866-752-9233 (Outside DC Metro)  
*The District's IVR line verifies that a patient is eligible to receive benefits and is active with MFC.*  
In addition, you can contact MFC's  
Provider Customer Service Line: 1-800-261-3371  
*Verification of or questions related to eligibility, benefits and PCP assignment.*

#### Outreach

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
*Outreach assists with transportation and with required outreach attempts for preventive care and member compliance.*

#### Pharmacy / Injectables & Infusion Drugs

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
*Some drugs require prior authorization via MFC Care Management. Care Management processes requests for any drugs requiring authorization.*

#### Laboratory

LabCorp 1-800-631-5250 Quest Diagnostics 1-866-697-8378  
*Requesting physician sends patient to an approved LabCorp or Quest draw station using a LabCorp or Quest Requisition Form with MedStar checked off.*

#### Orthotics & Prosthetics

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
Care Management processes requests for any services requiring authorization.

#### Outpatient Rehab (PT, OT, ST)

MedStar Family Choice Care Management Center  
1-855-210-6203 or (Fax) 202-243-5496  
Care Management processes requests for any services requiring authorization.

#### Provider Relations

MedStar Family Choice Provider Relations  
901 D Street, SW Suite #1050, Washington DC 20024  
[MFC-ProviderRelations2@MedStar.net](mailto:MFC-ProviderRelations2@MedStar.net)  
[www.MedStarFamilyChoice.com](http://www.MedStarFamilyChoice.com) (for self service options)  
1-855-210-6203 or (fax) 202-243-5496  
*Assists providers and their staff in problem solving, orientations, training, recruitment, contracting, credentialing, setting up interpreter services, and cultural competency concerns.*

#### Radiology

MFC Outpatient Radiology Network (see Provider Manual)  
*Requesting Physician completes a Consultation referral form or a script to a participating radiology site for any radiology tests.*

#### Transportation (DC Healthy Families Only)

Access2Care 1-866-208-7357  
*Providers and members may call directly to schedule transportation*

#### Vision Benefits, both Routine and Medical (DC Healthy Families Only)

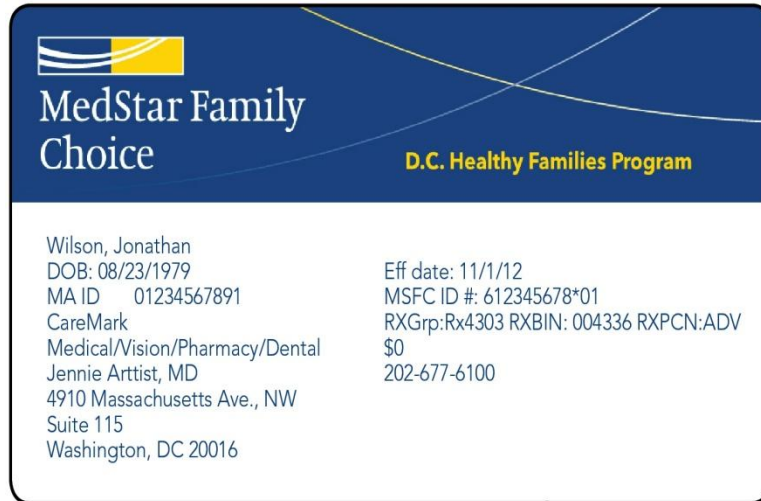
Superior Vision (formerly Block Vision) 1-888-785-8990  
*Members may self refer to a participating provider for routine vision care. Medical eye problems must be referred to a participating ophthalmologist. Referrals are not required for Diabetic eye exams.*

#### 24/7 Nurse Advice Line

MedStar Family Choice Nurse Advice Line  
*Our 24/7 nurse advice line can help direct patients to the care they need any time of the day or night. 855-210-6204.*

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## D.C. Healthy Families Program



MedStar Family  
Choice

**D.C. Healthy Families Program**

Wilson, Jonathan	Eff date: 11/1/12
DOB: 08/23/1979	MSFC ID #: 612345678*01
MA ID 01234567891	RXGrp:Rx4303 RXBIN: 004336 RXPCN:ADV
CareMark	\$0
Medical/Vision/Pharmacy/Dental	202-677-6100
Jennie Artist, MD	
4910 Massachusetts Ave., NW	
Suite 115	
Washington, DC 20016	

## D.C. Healthcare Alliance (Benefits are only available in Washington, DC locations)



MedStar Family  
Choice

**D.C. Healthcare Alliance**

Wilson, Jonathan	Eff date: 11/1/12
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