

## MedStar Family Choice - Maryland HealthChoice Important Numbers Quick Reference Guide

### Behavioral Health/Substance Abuse Benefits

Public Behavioral Health Systems- 1-800-888-1965  
*Members may self-refer to a participating provider or provider may initiate referral by calling mental health provider.*

### Care Management

MedStar Family Choice Care Management Center  
5233 King Ave, Suite 400 • Baltimore, MD 21237  
1-800-905-1722 or (fax) 1-888-243-1790  
*Care Management process requests for any services requiring authorization. Fax or mail Maryland Uniform Referral Form to MFC Care Management Center. Referrals are valid for 180 days.*

### Claims/Encounter Data Submission

MedStar Family Choice Claims Processing Center  
PO Box 2189  
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. Claims appeals must be submitted within 90 business days from the date of denial. Electronic claims submission is also available; please visit our website for options.*  
844-275-8756 Provider Portal Support  
*Contact Provider Portal Support to obtain a portal log in or seek assistance with portal related questions.*

### Dental Benefits

Maryland Healthy Smiles Program- 1-844-275-8753. *Children under 21 yrs and pregnant women.*

DentaQuest 1-888-308-2489 *Adult members may self-refer to a participating dental provider for routine dental care.*

### Diabetes and Nutritional Counseling

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790  
*Care Management processes requests for any services requiring prior authorization.*

### DME, Home Health, & Soft Supplies

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 1-888-243-1790  
*Care Management processes requests for any services requiring prior authorization.*

### Eligibility Verification

EVS: 1-866-710-1447  
*The State's EVS 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.*

### Hearing (Audiology)

*Not a benefit for 21 yrs and older. Refer member to ENT. Under 21 yrs is managed by DHMH.*

### Infertility

*Not a MFC benefit*

### Injectables & Infusion Drugs

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790  
*Care Management processes requests for any services requiring prior authorization.*

### Laboratory

LabCorp- 1-800-859-0391 or 1-800-631-5250  
*Requesting physician sends patient to an approved LabCorp draw station using a LabCorp Requisition Form with MedStar checked off.*

### Orthotics & Prosthetics

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 410-933-2274 (Fax) 1-888-243-1790  
*Care Management processes requests for any services requiring prior authorization.*

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

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790  
*Care Management processes requests for any services requiring prior authorization.*  
*(State manages patients under age 21 for PT, OT, ST; MFC only manages patients ages 0-20 yrs for Chiropractic manipulation. Adults are not covered for services rendered by a Chiropractor.*

### Outreach

MedStar Family Choice Care Management Center  
1-800-905-1722 or (fax) 1-888-991-2232  
*Outreach arranges access for non-emergency transportation to medical appointments for MFC members and can assist providers in required outreach attempts for preventive care and member compliance.*

### Provider Relations

MedStar Family Choice Provider Relations  
[MFC-ProviderRelations2@MedStar.net](mailto:MFC-ProviderRelations2@MedStar.net)  
[www.MedStarFamilyChoice.com](http://www.MedStarFamilyChoice.com) (for self service options)  
5233 King Ave, Suite 400 • Baltimore, MD 21237  
1-800-905-1722 or (fax) 855-600-3077  
*Assists provider 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 script or MD uniform referral form to a participating radiology site for any radiology tests.*

### Vision Benefits

Superior Vision FKA, Block vision- 1-888-998-5005  
*Members may self refer to a participating provider for routine vision care. Medical eye problems must be referred to an approved ophthalmologist. Referrals are not required for diabetic eye exams.*

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Sample MFC ID card