



Together We Have Achieved Great Results!

Sometime in the next few weeks you will be receiving the Primary Care Provider (PCP) HealthChoice Satisfaction Survey from the Center for the Study of Services (CSS). This is an annual survey sent to Medicaid providers.

Your feedback in these surveys is very important to us and we ask that you:

- **Complete the survey.**
- **Consider the exceptional turnaround times we achieved together.**
- **Reach out to MFC if you identify opportunities for us to improve our UM processes. We value your input.**

Standards	2019 Compliance with Turn Around Times
Pre-service standard requests (non-pharmacy)	>99% compliance
Pre-Service (non-pharmacy) Notifications standard requests	>99% compliance
Pre-Service (non-pharmacy) Urgent Decisions	100% compliance
Pre-Service (non-pharmacy) Urgent Notifications	100% compliance
Pharmacy requests within 24 hours (approvals, denials or request for clinical)	>99% compliance
Urgent Decisions Pharmacy	>99% compliance
Urgent Notifications Pharmacy	>99% compliance

With your help, MFC continues to exceed authorization timeliness standards in all categories! Thank you for providing needed information with your authorization requests or responding promptly when a MFC nurse reaches out to your practice for supporting clinical. This is important to maintain timely decisions and to avoid denials for lack of information.

Thank you,

MedStar Family Choice
Utilization Review Team
410-933-2200, option 2