



Provider Alert

New Electronic Process for Appeal Requests - UPDATE

In response to provider requests for an alternative method of submitting appeals, MedStar Family Choice has implemented an electronic process via fax. These changes are effective immediately:

- Clinical/Medical Necessity appeal requests can be faxed to **410-350-7435**
- Administration/Claim appeal requests can be faxed to **410-350-7455**

Guidelines:

- Submit the appeal request using the correct Appeal Form (Clinical or Claims Appeals). The provider must specifically document that an appeal is being requested.
- Use one Appeal Form per appeal request. Do not include multiple appeal requests or claim numbers on a single Form.
- For Medical Necessity (clinical appeal) requests, the medical records for the date-of-service are required. Not including the medical records will delay processing of the appeal.
- Limit the medical records to no more than 75 pages. Larger files must be sent via mail.
- All documentation or medical records for the appeal request must be submitted together.
- Please do **NOT** submit duplicate appeal requests for the same date-of-service via multiple routes, as this may delay processing the appeal.
- An acknowledgement letter will be mailed to you once the appeal request meets all appeal requirements.
- Appeal decisions may take up to 30-days to process. Written notification of the decision will be mailed after a decision is made.

The Appeal Forms can be viewed and printed from the Medstar Family Choice website at:
<https://www.medstarfamilychoice.com/maryland-healthchoice/for-maryland-healthchoice-physicians/claims/appeals/>

Mailing address:

For Clinical Appeals
MedStar Family Choice
Attn: Denials & Appeals
P.O Box 43790
Baltimore MD 21236

For Claims Appeals
MedStar Family Choice
Attn: Claim Appeals
P.O Box 43730
Baltimore MD 21236

MedStar Family Choice will continue to closely monitor all communications from MDH. We will communicate with our provider community as quickly as possible to any changes that may impact what has been outlined in this provider alert. If you have any questions, please call 800-905-1722, option 5. You may also email us questions at MFC-ProviderRelations2@medstar.net.