

Provider Alert
November 3, 2020
MedStar Family Choice-District of Columbia ID Cards

Please be aware that MFC-DC ID cards for enrollees were recently mailed to our enrollees. **It is imperative that you DO NOT turn away MedStar Family Choice-District of Columbia enrollees for not having an MFC-DC ID card.** Providers should always verify eligibility of an enrollee prior to rendering services. This process should be followed regardless of whether or not the enrollee presents an ID card. Providers can access the DC Provider Inquiry and Automated System by calling **(202) 906-8319** (inside DC) or **(866) 752-9233** (outside DC) or use the DHCF Portal: <https://www.dc-medicaid.com/dcwebportal/home>. You may also call our provider services line at **(800) 261-3371** for claims and eligibility questions.

It is also important to note that the ID cards have been mailed without a primary care provider (PCP) or primary dental provider (PDP) listed on the card. We have done this to ensure enrollees have the opportunity to select their PCP and PDP during this transition period (through 12/31/2020). Enrollees will be sent new enrollee cards upon making their selection. However, please remember that during the transition period, enrollees can continue to see their current providers even if that provider is not in network.

Once the transition period ends, enrollees are expected to receive care from in-network providers, and enrollees who do not make their selection prior to the end of the transition period will be auto-assigned to a participating PCP and PDP. Please note that enrollees can change their PCP and PDP at any time and the name of the PCP/PDP will not need to be on the card in order for the enrollee to see a participating PCP/PDP.

Participation Status During Transition Period

To ensure all enrollees are provided the necessary care, please do not turn them away if they are in your office or cancel or refuse to schedule any appointments based on participation status. During the transition period, enrollees may continue to see their providers and claims are to be submitted to MFC-DC for processing. Please refer to our authorization guide on our website (www.medstarfamilychoice.com) to determine which services require authorization. Only authorization for new services must be obtained. Providers who received authorization from the enrollee's previous health plan are not required to obtain additional authorization. If you wish to continue seeing the enrollee past December 31, 2020, please submit a Provider Interest form as quickly as possible to ensure adequate time for credentialing and contracting with MFC-DC. You may do so by accessing this link: <https://www.medstarfamilychoice.com/for-district-of-columbia-providers/new-provider-interest-form/>



MedStar Family Choice

DISTRICT OF COLUMBIA

Pre-Authorization

Due to heavy call volumes, in lieu of calling, we ask that you submit all requests for prior authorization via fax to **(202) 243-6258**. We will respond to your request verbally or in writing within required timeframes.

Please note that we had a fax outage between October 19th and October 20th. If you submitted an authorization request and have not yet received a response, please resubmit your request and add the following note to the request: **Resubmission due to October 19th and 20th outage.**

Claims

Please ensure you have the correct claims information when submitting claims for MedStar Family Choice-District of Columbia. We are experiencing situations in which claims for District of Columbia Healthy Families (DHCF) and DC Healthcare Alliance (Alliance) enrollees are being sent to the claims address and electronic Payor ID for MedStar Family Choice Maryland.

For DHCF and DC Alliance members the claims submission information is as follows:

MFC-DC Claims Processing Center
PO Box 1624
Milwaukee, WI 53201
EDI Payer ID#: DCMED

Effective 11/15/2020, we will reject claims for DHCF or Alliance members that are sent to the MFC Maryland claims address. The rejection reason will be: **Please resubmit to correct DC PO Box: P.O. Box 1624, Milwaukee, WI 53201.**

Electronic claims for MFC-DC that are sent using the Maryland MedStar Family Choice Payor ID (39190) will also be rejected starting 11/15/2020. The rejection reason will be: **Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor.**

We thank you for taking care of our enrollees and look forward to working with each of you in order to provide our enrollees with the highest level of care and service.

**It's how we
treat people.**