

Provider Alert – Transition of Care Period Ending 12/31/2020

Please be advised the Transition of Care Period is rapidly coming to an end on December 31, 2020. As previously noted in our Provider Alert dated November 3, 2020, once the transition period ends, enrollees are expected to receive care from in-network providers.

Enrollees were given the Transition of Care period to identify their Primary Care Provider (PCP) and Primary Dental Provider (PDP). Enrollees who did not make their selection prior to the end of the transition period will be automatically assigned to a participating PCP and PDP. Enrollees can change their PCP or PDP at any time and the name of the PCP/PDP need not be on the card for care to be rendered to the enrollee. The provider must be enrolled in MFC-DC's network of participating providers in order for claims to be processed and paid after December 31, 2020.

Enrollees' identification cards will be reprinted late December / early January to show their newly identified PCP / PDP information. If you wish to continue seeing the enrollee beginning January 1, 2021, and you have not already done so, you must contact Provider Relations immediately by submitting a Provider Interest Form available at MedStarFamilyChoice.com/For-District-of-Columbia-Providers/New-Provider-Interest-Form.

If you are not yet credentialed as an MFC-DC provider, you must obtain a prior authorization prior to rendering services to our enrollees when the Transition of Care Period ends. Please initiate this outreach by faxing the [Prior Authorization \(Non-Pharmacy\) Request Form](#) to **202-243-6258**. We will respond to your request verbally or in writing within required timeframes.

Please note any previously covered benefits from legacy managed care organizations that fall outside MFC-DC's list of covered services (i.e., chiropractic services / acupuncture) will discontinue on December 31, 2020.

Reminder about Eligibility and Claims:

Before rendering services to Medicaid enrollees, please be sure to check eligibility. You may do so by calling the District's Interactive Voice Response (IVR) system at **202-906-8319** or by calling MFC-DC's Enrollee Services at: **888-404-3549**.

Please ensure you have the correct claims information when submitting claims for MedStar Family Choice – District of Columbia. For MFC-DC enrollees, the claims submission information is as follows:

MFC-DC Claims Processing Center
PO Box1624
Milwaukee, WI 53201
EDI Payer ID#: DCMED



MedStar Family Choice

DISTRICT OF COLUMBIA

Email Addresses to Whitelist

The following company addresses should be whitelisted to ensure delivery of important emails to your organization reacted to COVID-19 Response:

Critical System Email Addresses to Accept	Purpose
SNSSupport@McKesson.com	For communication from McKesson about ancillary kits
Pfizer.logistics@controlant.com	For communication from Controlant, including: <ul style="list-style-type: none">· Notice at time of vaccine shipment with tracking information· Exceptions for either shipment delay or cancellation· Delivery Quality Report
donotreply@pfizer.com	For confirmation of the ancillary kit shipment
cvgovernment@pfizer.com	Pfizer Customer Service
covdch-no-reply@cdc.gov	Data Clearinghouse (DCH) new user registration details