

Quick Reference Guide

On the Phone

- Contact Provider Services at 1-800-953-8854, option 4 Monday-Friday 8 am-5 pm, EST
- Claim Status
- Request Provider Education or Orientation Session
- Network Participation
- Member Eligibility

On the Web

- Provider Manual
- Provider Forms
- Guides and FAQs
- Prior Authorization Checker Tool
- Health Plan News
- Clinical Guidelines
- Change or Update Demographic Information

On the Secure Portal

- Log into Provider.MarylandPhysiciansCare.com
- Member Eligibility
- PCP Verification
- PCP Panel Lists
- Submit, Inquire, or Correct Claims
- Submit Authorization/Check Status

Medical Management

Scheduled Inpatient and Outpatient Prior Authorization
1-800-953-8856 (fax)

Notice of Admission
1-800-385-4169 (fax)

Concurrent Review/Clinical Information:
1-877-535-0591 (fax)

Special Needs Coordinator
1-844-356-2083 (fax)

Verify and submit authorizations through Provider.
MarylandPhysiciansCare.com

Specialty Services

High Tech Radiology Imaging
National Imaging Associates (NIA)
1-800-424-4836
www.radmd.com

Non-Emergent Medical Transportation (NEMT)
1-800-953-8854

Routine Vision Services
Superior Vision
1-800-428-8789

Dental Services
DentaQuest (21 and older)
1-800-685-1150

Healthy Smiles Program (under 21 and pregnant women)
1-855-934-9812

Pharmacy Services
Express Scripts
Phone: 1-800-953-8854
PA Fax: 1-866-207-7231
RxBIN: 610084

Provider Relations

MPC providers have designated Provider Relations Representatives. The territory contact list can be found on the “Provider Resources” section of our website.

Translation Services

Providers may contact MPC Member Services Department at 1-800-953-8854. Your call will be linked to a translation service (telephonic only).

Claims

Secure Web Portal
Submit claims free of charge
through Provider.
MarylandPhysiciansCare.com

Electronic Clearinghouse
Emdeon - Payor ID 22348
1-866-506-2830

Paper Claims

Mail to:
Maryland Physicians Care
P.O. Box 5080
Farmington, MO 63640-5080

Claims Payment
MPC uses PaySpan to provide
Electronic Funds Transfer (EFT) and
Electronic Remittance Advice (ERA).
The service is free. To register, call
1-877-331-7154.
www.payspanhealth.com

Appeals

Complete the Appeal Form,
which can be found online at:
[MarylandPhysiciansCare.com/
providers/forms/html](http://MarylandPhysiciansCare.com/providers/forms/html)

Appeals must be submitted within
90 business days of the claim
remittance advice or it will be denied
for timely submission of an appeal.

Mail form and documentation to:
Maryland Physicians Care
Attn: Maryland Physician Care
P.O. Box 5080
Farmington, MO 63640-5080


Member Pre-Service Appeal


MPC requires a formal written
request to reconsider a medical
decision. Medical records should
be attached. Complete the Appeal
Form, which can be found online
at: [MarylandPhysiciansCare.com/
providers/forms/html](http://MarylandPhysiciansCare.com/providers/forms/html)

Mail or fax form and
documentation to:
Maryland Physicians Care
1201 Winterson Rd, 4th Floor
Linthicum Heights, MD 21090
1-866-831-0790 (fax)

Please note that member consent
is required.

Member ID Card

 MARYLAND physicians care MANAGED CARE ORGANIZATION	
Member ID # 0000000000	Date of Birth 00-00-0000
Member Name Last Name, First Name MI	Sex X
PCP Last Name, First Name	Effective Date 00-00-0000
PCP Phone 000-000-0000	
.....	
Member Services 1-800-953-8854	
HealthChoice Enrollee Help Line 1-800-284-4510	
RxBIN 610084 RxPCN PRODURI	
RxGRP RX8809	
Pharmacist Use Only 1-800-922-1557	
www.MarylandPhysiciansCare.com	
THIS ID CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.	



MEMBERS: If you have a medical emergency, please call 911. Call your PCP within 48 hours. Outside of Maryland, only medical emergencies are covered.
For non-emergency issues, talk to an ER doctor using our free MyVirtualMPC telehealth service. Visit www.MyVirtualMPC.com to sign up today.
To verify member eligibility or request an outpatient prior authorization, call 1-800-953-8854 or go to our secure online web portal at www.MarylandPhysiciansCare.com .
Prior authorization is required for selected outpatient services and all inpatient admissions within 24 business hours of admit. To notify of an admission, fax to 1-800-385-4169. To request an outpatient service, fax to 1-800-953-8856.
Adult Services 1-800-685-1150
Vision Services 1-800-428-8789
Send Medical claims to: Maryland Physicians Care · PO Box 5080 · Farmington MO 63640-5080

EDI/EFT/ERA please visit For Providers at
www.MarylandPhysiciansCare.com
EDI claims - Please submit using payer ID (92348)