

MedStar Family Choice- Maryland HealthChoice Quick Reference Guide

Behavioral Health/Substance Abuse Benefits

Public Behavioral Health Systems- 1-800-888-1965
Members may self-refer to a participating provider or provider may initiate referral for member by calling mental health provider.

Care Management

MedStar Family Choice Care Management Center
5233 King Ave, Suite 400 • Baltimore, MD 21237
1-800-905-1722 or (fax) 1-888-243-1790
Care Management process requests for any services requiring authorization. Fax or mail Maryland Uniform Referral Form to MFC Care Management Center. Referrals are valid for 180 days.

Claims/Encounter Data Submission

MedStar Family Choice Claims Processing Center
PO Box 2189
Milwaukee, WI 53201
800-261-3371 Provider Calls
888-404-3549 Member Calls
Processes claims and encounter data. Resolves claims issues. Claims must be submitted within 180 days. Claims appeals must be submitted within 90 business days from the date of denial. Electronic claims submission is also available; please visit our website for options.

Provider Portal Support

844-275-8756
Contact Provider Portal Support to obtain a portal log in or seek assistance with portal related questions.

Dental Benefits

Maryland Healthy Smiles Program 1-844-275-8753.
Children under 21 yrs and pregnant women.

Avesis 1-833-241-4248

Adult members may self-refer to a participating dental provider for routine dental care.

Diabetes and Nutritional Counseling

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790
Care Management processes requests for any services requiring prior authorization.

DME, Home Health, & Soft Supplies

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 1-888-243-1790
Care Management processes requests for any services requiring prior authorization.

Eligibility Verification

EVS: 1-866-710-1447
The State's EVS line verifies that a patient is eligible to receive benefits and is active with MFC.
MedStar Family Choice Provider Customer Service Line
1-800-261-3371
Questions related to of Verification of eligibility, benefits, and PCP assignment.

Hearing (Audiology)

Effective 7/1/2018, Audiology Services are covered by MedStar Family for all ages.

Infertility

Not a MFC benefit

Injectables & Infusion Drugs

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790
Care Management processes requests for any services requiring prior authorization.

Laboratory

LabCorp- 1-800-859-0391 or 1-800-631-5250
Requesting physician sends patient to an approved LabCorp draw station using a LabCorp Requisition Form with MedStar checked off.

Orthotics & Prosthetics

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 410-933-2274 (Fax) 1-888-243-1790
Braces and Splints greater than \$500.00 requires prior authorization. All foot orthotics require prior authorization.

Outpatient Rehab (PT, OT, ST, Chiropractic Care)

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 410-933-2274 (fax) 1-888-243-1790
PT, OT, ST for Adults 21 years and older refer to a participating rehab site. >30 visits requires prior authorization. (State manages patients under age 21 for PT, OT, ST; Refer to MDH 877-463-3464. MFC only manages patients ages 0-20 yrs for Chiropractic manipulation. Adults are not covered for services rendered by a Chiropractor.

Outreach

MedStar Family Choice Care Management Center
1-800-905-1722 or (fax) 1-888-991-2232
Outreach arranges access for non-emergency transportation to medical appointments for MFC members and can assist providers in required outreach attempts for preventive care and member compliance.

Provider Relations

MedStar Family Choice Provider Relations
5233 King Ave, Suite 400 • Baltimore, MD 21237
1-800-905-1722 or (fax) 855-600-3077
mfc-providerrelations2@medstar.net
Assists provider and their staff in problem solving, orientations, training, recruitment, contracting, credentialing and in-office interpreter services.

Radiology

MFC Outpatient Radiology Network
Requesting Physician completes a script or MD uniform referral form to a participating radiology site for any radiology tests. Eff 2/1/2019 Referrals are no longer required for mammogram screenings.

Routine Vision Benefits

Avesis- 1-833-241-4248
Members may self refer to a participating provider for routine vision care. Referrals are not required for diabetic eye exams. For medical eye problems refer to an in-network ophthalmologist.