



MedStar Family Choice

October 31, 2022

CRITICAL PROVIDER ALERT: THIRD PARTY ADMINISTRATOR VENDOR TRANSITION

Effective January 1, 2023, MedStar Family Choice will be transitioning to a new vendor for the provision of certain administrative functions. This change will impact both our Maryland and District of Columbia health plans.

As of January 1, 2023, we will utilize UST HealthProof as a Business Process As A Service (BPaaS) partner. Under this new contract, UST will be performing the following services:

- Claims Processing
- Encounter Data Management
- Enrollee Eligibility Processing/Verification
- Enrollee/Provider Services

MedStar Family Choice is very excited about this transition to UST. We believe that this new relationship will provide us with many advantages, along with supporting our goal to provide you with excellent customer service. ***Over the next few weeks, be on the lookout for additional communications from us concerning this transition. All of this information will be posted to our website as well.***

Also beginning on January 1, 2023, MFC's only direct clearinghouse partner will be Change Healthcare and ECHO Health, Inc. to provide EFT payments and 835 Electronic Remittance Advices (ERA). MFC **strongly** encourages you to enroll (ahead of time) in order to take advantage of these options. Very soon you will be receiving correspondence from Change Healthcare as well.

If you have any existing relationship with Change Healthcare, please be sure to check if any additional action is needed on your account to take advantage of this change. For those unfamiliar with Change Healthcare, Change Healthcare is committed to data privacy, security, and the prevention of fraud. They employ the latest intrusion prevention and fraud mitigation technologies to protect our clients. Their fraud mitigation strategy includes specific authentication, identify and account verification vendor technologies, and robust internal fraud prevention protocols to identify potential

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fraud before processing payments to enrolled accounts. Please note that payments will appear on your bank statement from Huntington National Bank and ECHO as “HNB – ECHO”.

Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO with the Change Healthcare Payer ID. **Please make sure that your Practice Management System will be updated to accept the Change Healthcare Payer IDs as identified for each respective MedStar Family Choice Health Plan:**

- MedStar Family Choice – District of Columbia: RP062
- MedStar Family Choice – Maryland HealthChoice: RP063

All generated ERAs will be accessible to download from the ECHO provider portal (www.providerpayments.com). You can also log into www.providerpayments.com to access a detailed explanation of payment for each transaction. Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at 440-835-3511.

Other Changes Related to This System Transition:

Please be sure to keep apprised of all changes that may impact your practice.

Additional details in future alerts will include information related to:

- Quick Reference Guides
- Provider and Claims Portal
- Claims Mailing Address
- Redesigned Member / Enrollee ID cards
- Authorization Grid
- Provider Manual
- **Key claims transition dates**

For questions concerning this Provider Alert, please contact your respective Provider Relations Department:

- MFC-DC during business hours: Monday through Friday, 8 a.m. to 5:30 p.m.
Phone: **855-798-4244, Option 2**
Email: mfcdc-providerrelations@medstar.net
- MFC-Maryland during business hours: Monday through Friday, 8:30 a.m. to 5:00 p.m.
Phone: **800-905-1722, Option 5**
Email: mfc-providerrelations2@medstar.net

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