



MedStar Family
Choice

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

2023 Changes

MedStar Family Choice

Claims Operations Transition Townhall

Agenda

- Introduction to Changes
- Overview of Change HealthCare – Echo Health
- Overview of Change HealthCare Payment Options
- Overview of Necessary Next Steps for Change Healthcare Enrollment
- Overview of Electronic Remittance Advice (ERA) / 835
- Review of the 2023 Changes and Updates
 - Member ID Card
 - Claims Payor ID
 - Claims Mailing Address
 - Claims Provider Portal
 - Quick Reference Guide
 - Authorization Grid
 - Refunds / Overpayments Address
- Important Reminders
- Other 2023 Updates



Introduction to Changes

Effective January 1, 2023, MedStar Family Choice transitioned to a new vendor for the provision of certain administrative functions.

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 perform the following services:

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

This transition affects both MedStar Family Choice – Maryland and MedStar Family Choice – District of Columbia



What Is Changing in 2023?

- Beginning 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 the options offered through Change Healthcare



Wendy Verner

Change Healthcare Overview



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Change Healthcare – Overview of the System

- Review of the system
- Learn how to log in for the first time
 - What credentials and information will you need?
- What you will see
- How soon will you be able to access the system



Overview of the Payment Options through Change Healthcare

- Virtual Card Services
- Electronic Funds Transfer
- Medical Payment Exchange (MPX)



Overview of the Next Steps for Enrollment to Change Healthcare

- How to Set-Up Payment Options
- Review of the Letter that was sent out
- Review next steps if already with Change Healthcare



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November 2022

[insert provider name]
[insert provider address]
[insert provider city, state zip]

Dear Provider:

As part of our ongoing commitment to simplify and improve payment transactions for your business, MedStar Family Choice, Inc is offering more choice in payment methods.

Effective 1/1/2023, MedStar Family Choice, Inc will partner with Change Healthcare and ECHO Health, Inc. to provide these new electronic methods. Many of our providers already work with Change Healthcare today.

Outlined below are the payment options and any action items needed by your office:

1. **Virtual Card Services: NO ACTION IS NECESSARY** to start receiving Virtual Credit Card payments.

If you are not currently registered to receive payments electronically via electronic funds transfer (EFT, beginning 1/1/23 you will receive Virtual Credit Card payments with your Explanation of Payment (EOP). If you have a HIPAA certified fax number on file, your office will receive fax notifications; if not, your virtual card will be mailed. Each notification will contain a virtual credit card with a number unique to that payment transaction including an instruction page for processing. The step for processing this payment is like how you manually key-in patient payments today. Be sure to enter the payment information for the full amount of the card's value and do so prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship.

If you do not wish to receive payments via a virtual card, please visit <https://echovcards.com/letter>. To access this site, you will need your Tax ID and verification access code <insert code>. In order to ensure you receive payment via your preferred method, please be sure to update your account **no later** than 12/31/2022.



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835 Electronic Remittance Advice (ERA)

- Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO with the Change Healthcare Payer ID
- If you have not already, please make sure that your Practice Management System is updated to accept the Change Healthcare Payer ID:
 - MedStar Family Choice – MD: RP063
 - MedStar Family Choice – DC: RP062



MedStar Family Choice – Patricia Reid

Review of 2023 Changes and Updates



Revised Sample Member ID Card (MD)



MedStar Family Choice

Maryland HealthChoice Program
MedStarFamilyChoice.com
Member Services Phone: 888-404-3549

Last Name, First Name

MFC ID#: 123456789 MA ID#: 12345678912
DOB: 01/01/2013 Eff Date: 01/01/2013

PCP Group Name:
PCP Phone: (999) 999-1212

CVS CareMark®
RX: \$0 brand copay | \$0 generic copay

RxBin: 610084 RxPCN: PCS RxGroup: T2400001

It's how we treat people.

Changes to the card:

- Dropped suffix of *01 from the MFC ID# (front of card)
- Updated the Claims Mailing Address and Payer ID (back of card)

Please note: Do not turn away our members if you do not see this updated card

Members will be receiving new ID cards in 2023



PRESENT THIS CARD FOR ALL HEALTH SERVICES

Services: If you are a member and have questions about topics such as benefits, access to services or address changes, please call **888-404-3549**. Please call Member Services or use our website at **MedStarFamilyChoice.com** for questions related to coverage of specific services.

Emergency/Urgent Care Benefits: If your emergent condition is so serious that you are unable to call your doctor, go to the nearest emergency room and notify your doctor within 24 hours or as soon as you are able. If you require follow-up care, you must contact your doctor for authorization. Our nurse advice line is also available 24 hours a day, seven days a week at no cost to you. Call **855-210-6204** any time.

Member Questions and Complaints: Members should contact MedStar Family Choice at **888-404-3549** with any questions, concerns or complaints. If a member feels his/her concern has not been resolved completely by MedStar Family Choice, the member can contact the Maryland HealthChoice Enrollee Help Line at **800-284-4510**.

Notice to Providers: All institutional services require pre-authorization. Questions regarding the pre-authorization of services should be directed to **800-905-1722**. Claims submissions should be mailed to **MedStar Family Choice, P.O. Box 211702, Eagan, MN 55121**. Submit EDI claims using Payer ID RP063. If you have questions regarding the submission of claims or other claims issues, please call **800-261-3371**.

Notice to Pharmacists: For questions regarding pharmacy claims submissions, please call

Revised Sample Enrollee ID Card (DC)

DC Healthy Families

Changes to the card:

- Dropped suffix of *01 from the MFC ID# (front of card)
- Updated the Claims Mailing Address and Payer ID (back of card)



The image shows a sample ID card for DC Healthy Families. The header is dark blue with the MedStar Family Choice logo on the left and contact information on the right. The main body is white with a blue border. It contains personal information such as name, DOB, MFC ID#, PCP details, and insurance plan information.

MedStar Family Choice
DISTRICT OF COLUMBIA

DC Healthy Families
MedStarFamilyChoiceDC.com
Enrollee Services: 888-404-3549

Last Name, First Name

DOB: 01/01/2013 Eff Date: 01/01/2013
MFC ID#: 123456789 MA ID#: 12345678912

PCP Group Name:
PCP Phone:
PDP Group Name:
PDP Phone:

CVS CareMark® RxPCN: MCAIDADV | RxBin: 004336 | RxGroup: RX0610
Copayments: OV \$0 | RX \$0 | ER \$0

Please note: Do not turn away our Enrollees if you do not see this updated card

Enrollees will be receiving new ID cards in 2023



The image shows the back of the ID card. It has a dark blue header with white text. Below is a table of services and contact numbers. On the right side, there is the DHCF logo and the District of Columbia seal with the Mayor's name.

PRESENT THIS CARD FOR ALL HEALTH SERVICES

Enrollee Services: 24/7 by phone (Office: Monday – Friday, 8 a.m. to 5:30 p.m.)	888-404-3549 or TTY 711
24/7 Nurse Advice Line	855-798-3540
Transportation	866-201-9974
Dental/Vision	844-391-6678
Behavioral Health	800-777-5327
Pharmacy/After Hours Prescription	855-798-4244
Economic Security Administration	202-727-5355

Notice to Providers: Most institutional services require prior authorization which may be obtained by calling **855-798-4244**. Submit EDI claims using Payer ID RP062. Paper medical claims should be mailed to **MedStar Family Choice DC, P.O. Box 211702, Eagan, MN 55121**. Call **800-261-3371** for claims questions. For questions regarding pharmacy claims submission, call **800-364-6331**.

DHCF
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Revised Sample Enrollee ID Card (DC)

DC Healthcare Alliance



Changes to the card:

- Dropped suffix of *01 from the MFC ID# (front of card)
- Updated the Claims Mailing Address and Payer ID (back of card)

Last Name, First Name

DOB: 01/01/2013

Eff Date: 01/01/2013

MFC ID#: 123456789

MA ID#: 12345678912

PCP Group Name:

PCP Phone:

PDP Group Name:

PDP Phone:

CVS CareMark® RxPCN: MCAIDADV | RxBin: 004336 | RxGroup: RX0610

Copayments: OV \$0 | RX \$0 | ER \$0

Please note: Do not turn away our Enrollees if you do not see this updated card

Enrollees will be receiving new ID cards in 2023



The body of the ID card is white with a yellow header. The header says "PRESENT THIS CARD FOR ALL HEALTH SERVICES". Below this is a table of services and phone numbers. To the right of the table is the DHCF logo and the text "GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR". At the bottom is a "Notice to Providers" section.

Enrollee Services: 24/7 by phone (Office: Monday - Friday, 8 a.m. to 5:30 p.m.)	888-404-3549 or TTY 711
24/7 Nurse Advice Line	855-798-3540
Transportation	866-201-9974
Dental	844-391-6678
Pharmacy/After Hours Prescription	855-798-4244
Economic Security Administration	202-727-5355
DC Dept of Behavioral Health Helpline	888-793-4357

Notice to Providers: Most institutional services require prior authorization which may be obtained by calling **855-798-4244**. Submit EDI claims using Payer ID RP062. Paper medical claims should be mailed to **MedStar Family Choice DC, P.O. Box 211702, Eagan, MN 55121**. Call **800-261-3371** for claims questions. For questions regarding pharmacy claims submission, call **800-364-6331**.

Claims Updates Effective January 1, 2023

- **Electronic Claims Payer ID for MFC-MD: RP063**
MFC-DC: RP062

- **Claims Mailing Address:**

MedStar Family Choice
Claims Processing Center
PO Box 211702
Egan, MN 55121
Phone: 800-261-3371

- **Claims Provider Portals – (NEW):**

<https://mfcmdprovider.healthtrioconnect.com/> (MD)

<https://mfcdcprovider.healthtrioconnect.com/> (DC)



Initial List of Items That Will Have Updates

Maryland Members Maryland Providers

MedStar Family Choice-Maryland Providers

Federal rules

Federal rules require that MCO providers enroll with the MCO's state Medicaid agency. To continue to render Medicaid reimbursable services, you must enroll with the Maryland Medical Assistance Program (Medicaid), even if your practice will be providing services only to HealthChoice participants. As an existing MedStar Family Choice provider, you are required to enroll through ePREP. As of April 1, 2019, MedStar Family Choice does not accept any new provider credentialing applications without a Maryland Medicaid provider number. To make this process easier for your practice, the Maryland Department of Health has implemented a new self-service electronic Provider Revalidation and Enrollment Portal (ePREP). ePREP is now the one-stop shop for provider enrollment and demographic changes. Please visit [Eprep.Health.Maryland.gov](https://eprep.health.maryland.gov) to submit your enrollment application or create an account linked to your existing enrollment. [Click here for more information.](#)

Information for providers

Make Provider Changes

Learn how to submit provider changes via MedStar Family Choice Provider Web Portal.

[Make Changes to Provider Information →](#)

Provider Support Resources

View important news, alerts, newsletters, provider manual, COVID-19 resources, and more for providers.

[View Provider Resources →](#)

Claims, Appeals, and Grievances

MedStar Family Choice has a variety of forms and information related to the claims, appeals, and grievance process.

[Claims, Appeals, and Grievances Webpage →](#)

Clinical Practice Pharmacy and Therapeutics and

- Quick Reference Guide
- Prior Authorization Grid
- Provider Manual
- Claims Payer ID
- Claims Mailing Address
- Claims Provider Portal
- Claims Payment Dispute Form
- Refunds and Overpayments Mailing Address
- MedStar Family Choice Website Updates

- For updated materials, please be sure to check our MedStar Family Choice Provider Page periodically for changes and keep an eye out for Provider Alerts:

<https://www.medstarfamilychoice.com/maryland-providers>

Updated Refunds and Overpayments Address

Effective January 1, 2023, please be advised any refund or overpayment should be sent to:

MedStar Family Choice
Attn: Maryland Claims
5233 King Ave
Suite 400
Baltimore, MD 21237

There is no change to the Appeals / Grievance
address



Important Reminders

- For any group or provider demographic updates, you **MUST** notify MedStar Family Choice timely of changes to:
 - Federal Tax Identification Number
 - Type II NPI / Organizational NPI
 - Provider Group Name Change
 - Practice Locations that are closed or opened
 - Any provider joining or leaving your group / practice
 - Please do not render services if your provider is not yet credentialed with MedStar Family Choice
- Failure to notify MFC may result in claims processing out of network



Other Updates for 2023

Maryland

- Adult dental services will be covered by the State of Maryland's Healthy Smiles program effective 1/1/2023

District of Columbia

- Effective 1/1/2023, Magellan will no longer administer the behavioral health benefit for MFC-DC Enrollees. Enrollee behavioral health services will be managed by MFC-DC.



Next Steps

- Please review any necessary steps you may need to take with Change Healthcare
- Please ensure you are reviewing **all Provider Alerts** MedStar Family Choice sends out via email and fax blast



MFC-MD Contacts & Phone Numbers

Description	MFC (Maryland Health Choice)
Provider Relations (problem solving, orientations/training, recruitment, and credentialing)	Phone: 800-905-1722, option 5 Fax: 855-600-3077 mfc-providerrelations2@medstar.net
Outreach (non-emergency transportation, and assists in outreach attempts for preventive care and member compliance)	Phone: 800-905-1722, option 1 Fax: 888-991-2232
Care Mgt, UM, Case Mgt, Disease Mgt (Provides authorization for required services, DME, medications requiring authorization and injectables)	Phone: 800-905-1722, option 2 Fax: 202-243-6253 (Auth and Concurrent Review) Fax: 202-243-6253 (Case Management)
Claims Processing Center (Processes claims and encounter data and resolves claims issues, eligibility checks, PCP assignments, portal registration)	Phone: 800-261-3371

MFC-DC Contacts & Phone Numbers

Description	MFC (Healthy Families) MFC (Alliance)
<p>Provider Relations (problem solving, orientations/training, recruitment, and credentialing)</p>	<p>Phone: 855-798-4244 Fax: 855-616-8763 MFCDC-ProviderRelations@MedStar.net</p>
<p>Outreach (non-emergency transportation, and assists in outreach attempts for preventive care and member compliance)</p>	<p>Phone: 855-798-4244 Fax: 202-243-6252</p>
<p>Care Mgt, UM, Case Mgt, Disease Mgt (Provides authorization for required services, DME, medications requiring authorization and injectables)</p>	<p>Phone: 855-798-4244 Fax: 888-243-1790</p>
<p>Claims Processing Center (Processes claims and encounter data and resolves claims issues, eligibility checks, PCP assignments, portal registration)</p>	<p>Phone: 800-261-3371</p>

Change Healthcare Contacts

Description	Contact Information
ECHO Health Enrollment team (Changes to the ERA enrollment or ERA Distribution)	Phone: 440-835-3511
ECHO Health Provider Portal (For claims payments / changes to ERA enrollment / ERA Distribution)	www.ProviderPayments.com
ECHO Health Tech Support (For tech support related to claims payments / changes to ERA enrollment)	Phone: 800-317-3523
ECHO Health Assistance	Phone: 888-845-3511

Questions?

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