



MedStar Family Choice (MFC) is proud to share with our provider community our timeliness in completing and providing authorizations for standard (non-urgent), urgent and pharmacy requests for services. MedStar Family Choice is held to very strict timelines from the Maryland Department of Health (MDH) and the National Committee for Quality Assurance (NCQA) for making decisions and communicating those decisions on requests for authorization.

MedStar Family Choice is required to make a decision on all standard (non-urgent) requests within two (2) business days of the receipt of the information necessary to make a determination, but no longer than 14 calendar days from the date of the initial request. For urgent requests we are required to make a decision within 72 hours of the receipt of the request. Urgent notifications are required to be made within 24 hours from the date of the determination, not to exceed 72 hours from the receipt of the request for authorization. We receive thousands of requests for outpatient services, elective inpatient services, pharmacy and DME each month to process. The State of Maryland holds MFC and all MCOs to a 95% threshold of completing all standard and urgent requests.

In addition, NCQA holds MFC for completing and providing a decision to authorize or deny for all pharmacy requests within 24 hours of receipt of the request. The State of Maryland holds MFC and all MCOs to a 95% threshold for completing these requests.

2024 Compliance with Turn Around Times

Standards	1ST Quarter	2nd Quarter	3rd Quarter	4th Quarter
Combined Non-Pharmacy and Pharmacy compliance with decisions	99.54%	99.80%	99.54%	99.39%
Combined Non-Pharmacy and Pharmacy compliance with notifications	99.80%	99.70%	99.30%	99.75%
Pre-service standard requests (non-pharmacy)	99.40%	99.78%	99.86%	99.06%
Pre-Service (non-pharmacy) Notifications standard requests	100%	99.35%	99.38%	99.82%
Pre-Service (non-pharmacy) Urgent Decisions	100%	100%	99.85%	96.77%
Pre-Service (non-pharmacy) Urgent Notifications	100%	100%	99.37%	96.77%
Pharmacy requests within 24 hours (approvals & denials)	99.82%	99.88%	99.86%	99.77%
Urgent Decisions Pharmacy	99.82%	99.88%	99.38%	99.77%
Urgent Notifications Pharmacy	99.60%	99.50%	99.37%	99.73%

With your help, MFC continues to exceed authorization timeliness standards in all categories! Thank you for providing needed information with your authorization requests or responding



MedStar Family Choice

promptly when an MFC nurse reaches out to your practice for supporting clinical. This is important to maintain timely decisions and to avoid denials for lack of information.