



Keep up on your winter wellness and earn gift cards!

MedStar Family Choice members could receive up to \$150 for getting all of your baby's well-child visits within 30 months of age along with a lead test, \$10 for all prenatal visits, \$50 for your first postpartum visit within 21 to 56 days of delivery, \$25 for completing well-child visits for ages 3 to 11, \$50 for completing a mammogram if 50 years or older, \$50 for adolescent physicals (ages 12 to 21), \$50 for A1C/Full Panel (\$25 for A1C only), \$25 for eye exam, and lowering your A1C, and more!

For your convenience, MedStar Family Choice also offers mobile and in-home health services to assist you with getting the care you need. Please contact us for assistance.

Learn more at medstarfamilychoice.com/



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Para obtener una versión en español de este boletín, visite MedStarFamilyChoice.com o llame a Servicios para Miembros al 888-404-3549.

Flu Shots are Important!

The flu season usually happens from fall to early spring. The flu, or influenza, is a serious illness that can make people very sick, sometimes even putting them in the hospital. A flu shot (vaccine) is the best way to avoid getting the flu.

You need a flu shot every year because the flu virus changes over time. You can get a flu shot at many places, like your doctor's office, urgent care, health clinics, pharmacies, and even some schools. Getting a flu shot early helps protect you and your family. MedStar Family Choice members can get a flu shot for free!

To get your flu shot, contact your primary care doctor or visit any pharmacy that offers flu shots. If you need help or more information, call MedStar Family Choice Member Services at **888-404-3549**.

Most people over 6 months old should get a flu shot. But some people should not get it:

- People who are sick with flu symptoms.
- People who have severe, serious allergies to any part in the flu vaccine (like eggs, gelatin, or antibiotics).

Even if you get a flu shot, you can still catch a cold or another virus during flu season. If you can't see your regular doctor, MedStar Family Choice members can talk to a doctor online using MedStar eVisit or call the Nurse Advice Line at **855-210-6204**. Visit [MedStarFamilyChoice.com/eVisit](https://www.MedStarFamilyChoice.com/eVisit) to learn more.



Did You Know?

- You can spread the flu even before you know you're sick. Most people can spread the flu one day before feeling sick and up to seven days after.
- It usually takes about one to four days from the time someone catches the flu until they start showing symptoms, with two days being most common.
- People with certain health illnesses (like asthma, diabetes, or heart disease), pregnant women, and young children have a higher risk of serious flu complications.

Good Habits to Stop Germs

Want to stop the flu? Try these tips:

- Avoid close contact with sick people.
- Stay home if you're sick.
- Cover your mouth and nose when you sneeze or cough.
- Wash your hands often.
- Don't touch your eyes, nose, or mouth.
- Practice other healthy habits.



Understand fraud, waste, and abuse

MedStar Family Choice works to prevent healthcare fraud, waste, and abuse. Fraud is when someone knowingly does something wrong or dishonest in order to obtain healthcare benefits for themselves or someone else. Waste is when too many or unnecessary tests or procedures are ordered that lead to extra costs. Abuse describes provider behaviors that do not follow sound financial, business or medical practice and result in unnecessary costs or do not meet a standard of care. While MedStar Family Choice looks for possible fraud, waste, and abuse activities, we need your help to stop fraud, waste, and abuse. MedStar Family Choice has a strict non-retaliation policy. You do not need to give your name. If you know of a situation that may involve fraud and abuse, please report it immediately by calling our Compliance Director at **410-933-2283**, Member Services at **888-404-3549** or the MedStar Health Corporate Integrity Hotline at **877-811-3411**. Your report will remain confidential. You may also call the Maryland Department of Health Office of the Inspector General toll-free at **866-770-7175**, report on-line https://health.maryland.gov/oig/Pages/Report_Fraud.aspx, or in writing to the MDH Program Integrity Unit, 201 West Preston Street, Baltimore, MD 21201. Again, you do not have to give your name.

Nurse advice line available 24/7

Feeling sick or need medical advice? A registered nurse is just a phone call away. The Nurse Advice Line (**855-210-6204**) is open 24 hours a day, seven days a week.

- Call and talk to a registered nurse to help you figure out what to do or where to go based on your symptoms.
- The nurse can provide you with nearby urgent care locations if need be.

Emergency Care is for when you need care right away for a serious, sudden injury or illness. Therefore, non-emergent care can take longer in an Emergency Room.

See your doctor via telehealth and video visits

To assist with any healthcare needs, many MedStar Health and MedStar Family Choice providers are offering telehealth options.

All MedStar Health providers can now see patients through online video visits. MedStar Health Video Visits are like an in-person office visit, except you see your provider using a tablet, smartphone, or computer from your own home.

If you need to see your doctor or a specialist, call to see if they offer telehealth or MedStar Health Video Visits. If this type of appointment is appropriate, you can schedule a video visit the same way you would an in-person office visit.

Note: To have a video visit with your provider, you will need a smartphone or a computer and/or laptop with a camera and microphone. If you want more information to help prepare for your visit, or if you have trouble connecting, you can visit our MedStar Health Video Visits patient experience website at MyVideoVisit.MedStarHealth.org.

Online check-in is available at even more MedStar Health Urgent Care locations

MedStar Health Urgent Care patients now can have more control of their experience through online check-in, which allows patients to reserve their spot in line. The convenient, easy-to-use service is now offered at all MedStar Health Urgent Care sites in Maryland, Washington, D.C., and Northern Virginia, based on a successful pilot program.

The online check-in program allows patients to view current wait times online and choose an arrival time that works for them, including “next available.” They are then able to wait at home, at work, or wherever they are most comfortable. The online check-in system lets consumers see exactly how many people are in line ahead of them, so they can gauge how soon they will be seen. In most cases, patients who check in online have shorter waits than patients who walk in.

Need help managing your health problems?

We understand that some health problems are hard to manage on your own. MedStar Family Choice has nurses and social workers who can help you take better control of your health conditions. We also have a nurse who can help you if you have a high-risk pregnancy.

You can learn more about our Complex Case Management and other Case Management programs on our website at MedStarFamilyChoice.com. If you would like to join one of our programs, you can call **410-933-2200, option 2, option 2**.

Denial of Payment Letters.

As a Medicaid recipient, you cannot be billed for any covered service. But you may receive a letter if a claim for a medical service or treatment is denied for certain reasons.

A Denial of Payment letter will be sent if MedStar Family Choice's Claims department reviewed and denied the payment to your provider. The letter will include a clear explanation of why the claim was denied. Claims could be denied for third-party liability (another insurance is primary), services from out-of-network providers, costs for optional services the plan does not cover, and out-of-state services.

You may want to share a copy of the letter with your doctor to discuss next steps. MedStar Family Choice sends copies of Denial of Payment letters to doctors. If your doctor would like to talk to MedStar Family Choice about this decision, please have them call **800-261-3371**.

The MedStar Family Choice complaint, grievance, and appeal procedure can be found on our website MedStarFamilyChoice.com or in your member handbook. If you do not have access to our website, you may call our Member Services department at **888-404-3549** for a copy of the process. The process includes information on:

- How to file a complaint, grievance, or appeal, and the differences between them
- How quickly we will respond to you
- What to do if you do not agree with our decision

To request documents used to make claim decisions or if you have any questions, please call MedStar Family Choice Member Services at **888-404-3549**. If you have a concern about a decision made by MedStar Family Choice, members always have the right to contact the HealthChoice Enrollee Help Line at **800-284-4510** Monday through Friday, 8:00 a.m. to 5:00 p.m.

MedStar Family Choice Facebook Group

We encourage all members to join our new Facebook group to remain connected.

This group will include information about member benefits, events, healthy tips, provider scheduling recommendations, and more.

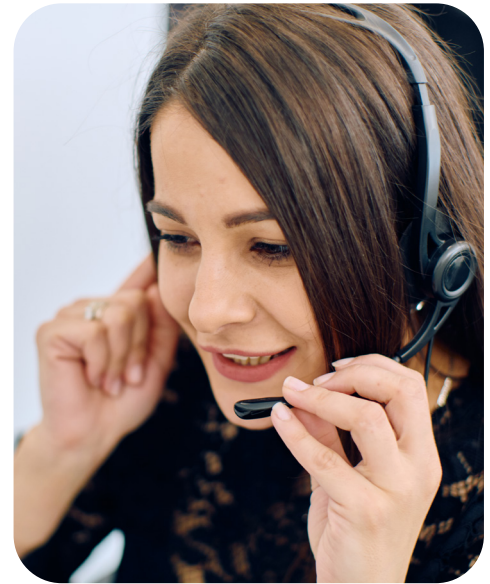
Visit [Bit.ly/MFCGroup](https://bit.ly/MFCGroup) and click on "+ Join Group" to see our posts.

Free Interpreter Services Available

If you know a MedStar Family Choice member who does not speak English—or doesn't speak it well—call Member Services toll-free at 888-404-3549. We have interpreters to help members when visiting their doctors.

We will also provide an interpreter to help members who do not speak English or read written information sent by Member Services. If you or someone you know is deaf or has trouble hearing, a TTY line is available. Just call 800-735-2258.

In addition, members can access Maryland Relay for TTY assistance. MedStar Family Choice also has people available who can use sign language to help you during doctor visits. You, or someone who can speak for you, must let the Member Services representative know that you need an interpreter.



Contact us anytime you need help!

Please contact MedStar Family Choice if you have any questions or concerns about the services we provide. The MedStar Family Choice staff is available Monday through Friday from 8:30 a.m. to 5 p.m.

You can also call our Member Services department at **888-404-3549** toll free, Monday through Friday, from 8:30 a.m. to 5 p.m.

Please call during normal business hours to have your needs addressed. You may leave us a non-urgent message after hours. Calls received after normal business hours will be returned the next business day.

Important Numbers to Know:

- Outreach and Care Management phone: **800-905-1722 or 410-933-2200**
- Case Management fax: **855-829-2209 or 410-933-2209**
- Utilization Management fax: **888-243-1790 or 410-933-2274**
- Outreach fax: **888-991-2232 or 410-933-2232**
- Member Services phone: **888-404-3549**
- Nurse Advice Line phone: **855-210-6204**, 24 hours a day/seven days a week

Earn gift cards with the Momma & Me program

Did you know MedStar Family Choice members who are pregnant may be eligible for the Momma & Me program? Members in the Momma & Me program could receive up to \$130 in prepaid Mastercard's for completing their OB appointments. Please call **443-692-1012** for more information.

Moms-to-be can also earn \$35 in gift cards for completing the MedStar Family Choice Healthy Life Portal Momma & Me online workshop.

- Earn \$25 in gift cards for completing the Prenatal/Breastfeeding course
- Earn \$10 in gift cards for completing Infant Safety courses and enjoy access to topics like:
 - Healthy Weight Gain
 - Labor and Delivery
 - Crib Safety ... and many more

Log in and register at: [MedStarFamilyChoiceHealthyLife.com](https://www.MedStarFamilyChoiceHealthyLife.com).

Change your address or Medicaid information

It is essential that we have your most up-to-date contact information to get important health plan information to you as quickly as possible. MedStar Family Choice members* can update their contact information at any time by following the steps below:

- Log into your account at MarylandHealthConnection.gov.
- Click the "Change My Information" quick link.
- Change, review, and confirm that your information is accurate.
- Report any changes necessary.
- Provide your electronic signature and SUBMIT.
- Select COMPLETE THE ENROLLMENT PROCESS.

For free assistance in changing your Medicaid information, please visit MarylandHealthConnection.gov/Find-Help/In-Person-Assistance/#tool or call **855-642-8572 (TTY: 855-642-8573)**.

*Disabled members need to go through their case manager at their local Department of Social Services to make changes to their contact information. For more information, please visit MyDHRBenefits.DHR.State.MD.us.

Pregnancy and you

If you are thinking about becoming pregnant:

- Talk to your doctor—you should be in your best health before you become pregnant!
- Stop smoking
- Stop alcohol and illegal drug use
- Determine if your current medications are safe to take during early pregnancy
- Confirm your immunizations are up to date
- Discuss safe sex practices to avoid infections
- Determine whether you need to take any vitamins or folic acid

Once you become pregnant:

- Make an appointment with your Ob/Gyn provider as soon as possible. Women who receive early and regular prenatal care have healthier babies!
- You will need to have urine screening tests, blood tests, cervical cancer screenings, and cultures several times during the pregnancy. Your provider is unable to check your baby directly and this is the only way for the provider to determine if you are still healthy enough to carry your baby.
- You may have several sonograms during your pregnancy. Sonograms are used to check the baby's growth, the baby's anatomy (are things looking normal), the amount of fluid around your baby, and the health of your placenta and/or cervix. Sonograms are never indicated just to determine the sex of your baby.

What do to prepare for your baby:

- Avoid secondhand smoke, alcohol, and drugs
- Sign up for childbirth classes
- Pick a pediatrician (baby doctor) and make an appointment to meet them



- Decide if you are going to breastfeed or bottle feed your baby
- Gather baby supplies, including car seat, crib or bassinet, clothes, diapers, feeding supplies
- Ask family and friends for help at home after you deliver
- Don't forget during that first week at home after you have had your baby, you will need to schedule your baby's first pediatrician appointment and your postpartum appointment! You need to be healthy to care for your baby!

MedStar Family Choice cares about your health and the health of your baby! Please call us using the numbers below with any questions or concerns:

Call **410-933-2200, option 2** to speak with a nurse Monday through Friday, from 8:30 a.m. to 5 p.m. After business hours, call **855-210-6204** for the 24/7 Nurse Advice Line.

MedStar Family Choice survey results are online

MedStar Family Choice wants you to stay informed on how we are doing. For updated information on survey results such as HEDIS, Satisfaction Surveys, System Performance Reviews, EPSDT audits, and the Consumer Report Card, please visit the MedStar Family Choice Quality web page:

[MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality](https://www.MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality)

Paper copies are available upon request by calling 888-404-3549. As we continue to improve and strive for high scores, your dedication to quality health care is very much appreciated. HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Your doctor is here to help with all your healthcare needs

Your doctor or primary care provider (PCP) can manage much of your healthcare needs. You may not need a specialty referral in many cases. Your PCP has the best relationship with you or your child and knows your health history. Your doctor should be the first person to discuss any health concerns with you prior to giving you a referral to see a specialist.

It is important to follow up on all appointments that you have scheduled with your PCP. If there are any problems noted, your PCP can take care of them right away. If you feel like you want a second opinion, you have the right to get one from another in-network provider or a specialist.

Always talk openly and voice your opinion with your PCP, so you can make a decision together regarding the need to see a specialist.



Notice of Privacy Practices

MedStar Family Choice recognizes the importance of keeping your health information private. Medstar Family Choice maintains a Notice of Privacy Practices (Notice). This important document in part describes how we may use and disclose your medical information, how you can access this information, and how to report a complaint if you feel your privacy has been violated. The Notice of Privacy Practices is available in print by contacting our Member Services Department, Monday through Friday, 8:30 a.m. to 5:00 p.m., at **888-404-3549**.

Our Notice was recently updated.

- We updated the list of entities part of the Medstar Health Affiliated Covered Entity (ACE). Medstar Family Choice is part of the Medstar Health ACE.
- We simplified many parts of the Notice.
- We added more information on laws that provide additional privacy protections, including ones protecting behavioral health and genetic information.
- We also updated information on how we may use and disclose your information, including among clinical observers and to entities such as CommonWell Health Alliance Services, accountable care organizations, or other insurers.
- Information on ways you can opt-out of data sharing with certain recipients were added to the Notice. In Maryland for example, you could opt-out of data sharing for care coordination purposes with an accountable care organization or insurer.
- We also added information on how we protect your rights and the rights of parents, minors, and guardians, and on your right to confidential communications with us. We added more information on your right to an accounting of disclosures.
- We added Virginia as a state that Medstar Health is located in.

Pharmacy Rules

MedStar Family Choice must follow certain rules when processing requests for medicines your health care provider prescribes.

If your health care provider feels you need a medicine that is not on our covered list, ask them to please submit a request with the medical notes that explain why you need this medicine. If your pharmacist tells you a medicine requires approval from us or is not

covered, ask them to call your health care provider immediately so they can follow up with us about getting the medicine covered for you.

MedStar Family Choice only has 24 hours from the time we receive the request to make a decision and notify your health care provider. Sending us the medical notes will help us to get you your medicines quickly.

COVID-19 Tests for Members

Every U.S. household can place an order to receive four free COVID-19 rapid tests delivered directly to your home. For more information, please visit <https://covidtests.gov/>.

COVID-19 Vaccines

COVID-19 vaccines help your body protection from the virus that causes COVID-19. Although vaccinated people sometimes get infected with the virus that causes COVID-19, staying up to date on COVID-19 vaccines significantly lowers the risk of getting very sick, being hospitalized, or dying from COVID-19. CDC recommends that everyone stay up to date on their COVID-19 vaccines, especially people with weakened immune systems.

To schedule your COVID-19 vaccine, please contact your primary care physician (PCP) or visit any participating pharmacy. For additional information or assistance, please contact MedStar Family Choice Member Services at **888-404-3549**.

Even with the COVID-19 vaccine, you may get a cold or other virus. If you cannot visit your primary care doctor, MedStar Family Choice members can reach a doctor live using MedStar eVisit or by calling the Nurse Advice



Line at **855-210-6204**. To learn more or sign up for MedStar eVisit, please visit <https://www.medstarhealth.org/services/medstar-evisit-telehealth>.

Results of MedStar Family Choice's annual quality review

The Maryland Department of Health (MDH) is required to review the quality of care provided to Maryland Medicaid members who are enrolled with any of the Maryland HealthChoice Managed Care Organizations (MCOs).

To ensure that the services provided to members meet established regulations, MDH uses Qlarant, an outside agency, to review quality and performance.

This review looks at the following standards:

- Quality Assurance and Governance
- Delegation of Activities
- Credentialing and re-credentialing

- Enrollee rights
- Availability and accessibility
- Utilization review
- Continuity of care
- Health education
- Outreach
- Fraud and abuse

For the 2023 audit, MedStar Family Choice met for all elements reviewed and no corrective actions were required. categories. MedStar Family Choice is committed to continuous quality improvement. MedStar Family Choice actively reviews current processes and procedures with the goal of achieving 100% compliance in 2024.



CAHPS Survey Results

The State of Maryland Department of Health (MDH) contracts with the Center for Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with MedStar Family Choice.

MedStar Family Choice reviews the survey results annually. Based on MedStar Family Choice's results, the Quality Improvement Department recommends the following interventions to improve member experience.

You can access the **adult and child CAHPS survey results on the MedStar Family Choice website.**



**MedStar Family
Choice**

5233 King Ave., Suite 400
Baltimore, MD 21237
888-404-3549 **PHONE**
MedStarFamilyChoice.com

The MedStar Family Choice member newsletter is a publication of MedStar Family Choice. Submit new items for the next issue to **Michael.a.washabaugh@medstar.net**. For more information on your plan or anything in this newsletter, please visit **MedStarFamilyChoice.com**.

Kenneth Samet
MedStar Health, President and CEO

Michael Washabaugh
Health Plan Communication Manager-Interim

Jocelyn Chisholm Carter, J.D.
President

Karyn Wills, MD
Medical Director