



Provider Alert

MedStar Family Choice Maryland HealthChoice

Important Notice for Pharmacy/Medication Requests

MedStar Family Choice is proud to be accredited by NCQA. Given changes in the NCQA pharmacy guidelines which now align with Federal Regulations, we would like to inform you of the following change:

Effective July 1, 2022, MedStar Family Choice must make a decision and notification on all pharmacy requests within twenty-four (24) hours of receipt of the requests.

To comply with this stringent turnaround time, we need your assistance with pharmacy requests and ask that your office provides complete clinical information at the time of original submission. Please check the MedStar Family Choice Formulary and Pharmacy Prior Auth table for guidance prior to submitting your request. It can be found on the MFC website in the Pharmacy section.

If additional clinical information is required, please be advised that your office must return it quickly or the request will be denied due to incomplete information to comply with this new regulation.

We will have updated forms available on the website for the July 1, 2022 implementation date. To access the forms, please check: <https://www.medstarfamilychoice.com/maryland-providers/utilization-management>.

Since July 1, 2022, MFC is receiving a large number of pharmacy requests submitted without clinical which end up being denied due to this strict twenty-four (24) hours turnaround time. A large number of these denials are now being appealed and the clinical information received on appeal justifies the medication being approved. To ease this administrative burden of doing an appeal on your staff and our team, we respectfully request that you submit the clinical on the initial request of the medication. Please work with your office staff who submit these requests so that they submit the clinical to justify the medication being requested. This will ensure the member will get their medication timely and improve member and practitioner experience with ease in getting medication and fewer calls to your office.

Thank you,
MedStar Family Choice
Utilization Management Team

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