



**MedStar Family
Choice**

5233 King Avenue, Suite 400
Baltimore, MD 21237
P 800-905-1722
F 410-933-3077
MedStarFamilyChoice.com

**MedStar Family Choice
Maryland Members Only
Important Update: Pharmacy Requests
Effective July 1, 2022**

Dear Participating Provider,

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 that can be found on our website prior to submitting your request.

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>.

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