

August 5, 2025

PROVIDER ALERT: Notice of Appeal Processing Delays

Dear Provider:

We would like to inform you that **MedStar Family Choice District of Columbia** is currently experiencing **delays in the processing of appeals** due to a higher-than-usual volume of submissions.

As a result, appeal resolution times may be **longer than our standard processing timeframes**. Please be assured that our teams are working diligently to address the increased volume and restore normal turnaround times as quickly as possible.

We recognize the importance of timely communication and resolution of appeals and appreciate your patience and understanding during this time.

There is **no need to resubmit** appeals that are currently in process. They are being reviewed in the order in which they were received.

We will provide updates as more information becomes available.

Thank you for your continued partnership and support in serving our members

For questions concerning this Provider Alert and the MFC DC Provider Manual, please contact the MedStar Family Choice DC Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **800-261-3371, Option 1** or

Email: mfcdc-providerrelations@medstar.net