



## CRITICAL PROVIDER ALERT: PROVIDER PORTAL REGISTRATION PROCESS

### Maryland HealthChoice - DC Healthy Families - DC Healthcare Alliance

January 31, 2023

As a reminder, MedStar Family Choice has a new provider portal for claims, eligibility and accessing panel reports that went live January 1, 2023. This provider alert provides general guidance on how to register for access to the MedStar Family Choice (MFC) Provider Portal. When registering as a new user, please keep the following points in mind:

- You must be a MFC participating provider in order to be granted access to the portal
- As part of the verification process, you will be required to provide an example of a recent claim payment (i.e., External Payment ID and Payment Amount).  
**Note: You cannot be granted access until at least one claim payment has been made to your practice. The External Payment ID must be entered in the Payer Identification Value 1 and the Payment Amount must be entered in the Payer Identification Value 2.**
- MFC strongly recommends that at least two individuals from your practice are designated as local administrators. The role of the administrator is to facilitate portal access for other individuals in the practice.  
**Note: If only one designated administrator is on file for the practice, and that person leaves, then all subaccounts will be deleted once the local administrator is deactivated. This is why we strongly recommend there be at least two administrators for the practice.**

First time users must register as such. You can access the provider portal via the following links:

<https://mfcdcprovider.healthtrioconnect.com/app/index.page> (MFC-DC)

<https://mfcmdprovider.healthtrioconnect.com/app/index.page> (MFC-MD)

Please be advised that once your login is created, the approved user may use the same login for both MD and DC Portals.

MFC acknowledges receipt of many requests for access to the new Provider Portal. Thank you for proactively requesting access. However, to ensure the proper level of identity verification protocols is applied, we must deny these existing requests. Please use the guidelines above to re-apply.

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treat people.**



## MedStar Family Choice

For questions concerning this Provider Alert, please contact your respective Provider Relations Department:

- MFC-DC during business hours: Monday through Friday (8:00am to 5:30pm). Phone: **855-798-4244 Option 2**. Email: [mfc-dc-providerrelations@medstar.net](mailto:mfc-dc-providerrelations@medstar.net)
- MFC-Maryland during business hours: Monday through Friday (8:30am to 5:00pm). Phone: **800-905-1722 Option 2**. Email: [mfc-providerrelations2@medstar.net](mailto:mfc-providerrelations2@medstar.net)
- MFC-DC and MFC-Maryland Ancillary Contracting Department. Email: [mfc-ancillary@medstar.net](mailto:mfc-ancillary@medstar.net)

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