

DC Healthy Families & DC Healthcare Alliance Important Contact Numbers & Quick Reference Guide

24/7 Nurse Advice Line: 855-798-3540

MedStar Family Choice DC Nurse Advice Line

Our 24/7 nurse advice line can help direct patients to the care they need any time of the day or night.

Care Management & Prior Authorization: 855-798-4244

MedStar Family Choice DC Care Management Center

3007 Tilden St., NW, POD 3N, Washington, DC 20008

Processes requests for services requiring authorization and Case Management.

Authorization:

- Non-Pharmacy Authorization Fax **202-243-6258**
 - Diabetes and Nutrition Counseling
 - DME, Home Health, & Soft Supplies
 - Orthotics & Prosthetics
 - Outpatient Rehab (PT, OT, ST)
- Pharmacy & Infusion Drugs Fax **202-243-6258**
- Acute Inpatient Concurrent Review Fax **202-243-6256**
- MedStar WHC Concurrent Review Fax **202-243-6257**
- Behavioral Health Services Fax **202-243-6320**
- Skilled Nursing/Sub Acute Rehab Fax **202-243-6307**

Case Management Services (including Behavioral Health):

Phone **855-798-4244** | Fax **202-243-6253**

Care coordination, High-Risk Pregnancy, Early Intervention, and Social Work.

Claims/Encounter Data Submission/Provider Portal

MedStar Family Choice DC Claims Processing Center

P.O. Box 211702

Eagan, MN 55121

800-261-3371 Provider Calls

888-404-3549 Enrollee Calls

Processes claims and encounter data. Resolves claim issues.

Claims must be submitted within 365 days. Electronic claims submission is also available.

Payor ID # RP062**Dental Benefits - Avesis: 844-391-6678**

Dental services available to all enrollees. Benefit package depends on the type of coverage.

Eligibility Verification

202-906-8319 (Inside DC Metro) | **866-752-9233** (Outside DC Metro)

The District's IVR line verifies that a patient is eligible to receive benefits and is active with MFC-DC.

Laboratory

LabCorp **800-788-8764** Quest Diagnostics **866-697-8378**

Requesting physician sends patient to an approved LabCorp or Quest draw station using a LabCorp or Quest Requisition Form with MedStar checked off.

Outreach

MedStar Family Choice DC Care Management Center

Phone **855-798-4244** | Fax **202-243-6252**

Outreach verifies PCP assignment, answers questions about eligibility/benefits, assists with transportation, and can assist providers with required outreach attempts for preventive care and Enrollee compliance, and translation/interpreter services.

Provider Relations

MedStar Family Choice DC Provider Relations

3007 Tilden Street, NW, POD 3N, Washington, DC 20008

MFCDC-ProviderRelations@MedStar.net

MedStarFamilyChoice.com (for self-service options)

Phone **855-798-4244** | Fax **855-616-8763**

Assists with problem solving, education, recruitment, contracting, credentialing, and cultural competency concerns.

Radiology

MedStar Family Choice DC Outpatient Radiology Network (see Provider Manual)

Requesting Physician completes a Consultation referral form or a script to a participating radiology site for any radiology tests.


Routine Vision Benefits - Avesis: 844-391-6678

Enrollees may self-refer to a participating provider for routine vision care. Medical eye problems must be referred to a participating ophthalmologist. Referrals are not required for Diabetic eye exams.

Transportation - Access2Care: 866-201-9974

Providers and Enrollees may call directly to schedule.

DC Healthy Families Enrollee ID Card



DC Healthy Families
MedStarFamilyChoiceDC.com
Enrollee Services: 888-404-3549

DISTRICT OF COLUMBIA

Last Name, First Name
 DOB: 01/01/2013 Eff Date: 01/01/2013
 MFC ID#: 123456789 MA ID#: 12345678912
 PCP Group Name:
 PCP Phone:
 PDP Group Name:
 PDP Phone:
CVS CareMark® RxPCN: MCAIDADV | RxBin: 004336 | RxGroup: RX0610
 Copayments: OV \$0 | RX \$0 | ER \$0

PRESENT THIS CARD FOR ALL HEALTH SERVICES

Enrollee Services: 24/7 by phone
 (Office: Monday – Friday, 8 a.m. to 5:30 p.m.)
24/7 Nurse Advice Line
Transportation
Dental/Vision
Behavioral Health
Pharmacy/After Hours Prescription
Economic Security Administration

888-404-3549 or TTY 711
855-798-3540
866-201-9974
844-391-6678
800-777-5327
855-798-4244
202-727-5355


GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Notice to Providers: Most institutional services require prior authorization which may be obtained by calling **855-798-4244**. Submit EDI claims using Payer ID RP062. Paper medical claims should be mailed to **MedStar Family Choice DC, P.O. Box 211702, Eagan, MN 55121**. Call **800-261-3371** for claims questions. For questions regarding pharmacy claims submission, call **800-364-6331**.

DC Healthcare Alliance ID Card



DC Healthcare Alliance
MedStarFamilyChoiceDC.com
Enrollee Services: 888-404-3549

DISTRICT OF COLUMBIA

Last Name, First Name
 DOB: 01/01/2013 Eff Date: 01/01/2013
 MFC ID#: 123456789 MA ID#: 12345678912
 PCP Group Name:
 PCP Phone:
 PDP Group Name:
 PDP Phone:
CVS CareMark® RxPCN: MCAIDADV | RxBin: 004336 | RxGroup: RX0610
 Copayments: OV \$0 | RX \$0 | ER \$0

PRESENT THIS CARD FOR ALL HEALTH SERVICES

Enrollee Services: 24/7 by phone
 (Office: Monday – Friday, 8 a.m. to 5:30 p.m.)
24/7 Nurse Advice Line
Transportation
Dental
Pharmacy/After Hours Prescription
Economic Security Administration
DC Dept of Behavioral Health Helpline

888-404-3549 or TTY 711
855-798-3540
866-201-9974
844-391-6678
855-798-4244
202-727-5355
888-793-4357


GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Notice to Providers: Most institutional services require prior authorization which may be obtained by calling **855-798-4244**. Submit EDI claims using Payer ID RP062. Paper medical claims should be mailed to **MedStar Family Choice DC, P.O. Box 211702, Eagan, MN 55121**. Call **800-261-3371** for claims questions. For questions regarding pharmacy claims submission, call **800-364-6331**.