

December 27, 2022

PROVIDER ALERT: BEHAVIORAL HEALTH PROVIDER CLAIM SUBMISSION PROCESS

On August 5, 2022, you received a co-branded provider notice from MedStar Family Choice District of Columbia (MFC-DC) and Magellan announcing effective October 1, 2022, MFC-DC will integrate behavioral health into our physical health programs. This communication also indicated that you were to continue submitting claims with dates of service through December 31, 2022 to Magellan.

On September 20, 2022, you received a provider notice from MFC-DC indicating that the services you provide to our Enrollees are currently administered under a contract you have with Magellan. Effective January 1, 2023, you would need to have an executed contract with MFC-DC in order to continue providing services to our Enrollees.

Beginning with dates of service January 1, 2023 and after, you must submit your claims to MFC-DC. MFC-DC's only direct clearinghouse partner is Change Healthcare and Echo Health, Inc. to provide EFT payments and 835 Electronic Remittance Advices (ERAs). MFC-DC strongly encourages you to enroll in order to take advantage of these options.

If you have an existing relationship with Change Healthcare, please be sure to check if any additional action is needed on your account to take advantage of this option. For those unfamiliar with Change Healthcare, please know that they are committed to data privacy, security, and the prevention of fraud. Change Healthcare employs the latest intrusion prevention and fraud mitigation technologies to protect our clients. Their fraud mitigation strategy includes specific authentication, identity and account verification vendor technologies, and robust internal fraud prevention protocols to identify potential fraud before processing payments to enrolled accounts. Please note that payments will appear on your bank statement from Huntington National Bank and ECHO as "HNB-ECHO".

Providers who enroll for EFT payments will receive the associated ERAs from ECHO with the Change Healthcare Payer ID. **Please make sure that your Practice Management System will be updated to accept the Change Healthcare Payer ID for MFC-DC. The MFC-DC Payer ID is RP062.**

All generated ERAs will be accessible to download from ECHO provider portal (www.providerpayments.com). You can also log into www.providerpayments.com to



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access a detailed explanation of payments for each transaction. Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at 440-835-3511.

MFC-DC does not encourage the submission of paper claims. However, if you choose that option, paper claims must be submitted to the following address:

MedStar Family Choice DC Claims Processing Center
P.O. Box 211702
Eagan, MN 55121

For questions concerning this Provider Alert, please contact the MFC-DC Provider Relations department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **855-798-4244, Option 2**

Email: mfc-dc-providerrelations@medstar.net

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