

May 1, 2023

PROVIDER ALERT: NEW NON-PHARMACY PRIOR AUTH FAX NUMBER

To effectively intake and process requests for **Non-Pharmacy Prior Authorization**, MedStar Family Choice District of Columbia (MFC-DC) will be transitioning to a new Fax Number on **May 28, 2023**. Non-Pharmacy service includes, but is not limited to the following:

- Diabetes and Nutrition Counseling
- DME, Home Health, & Soft Supplies
- Orthotics & Prosthetics
- Outpatient Rehab (PT, OT, SLP)
- Inpatient Procedures

What can you do?

Effective May, 28th, please submit all requests for Non-Pharmacy Prior Authorizations to **202-243-6307**.

We ask that you also submit all pertinent clinical information with the request. Failure to submit the required clinical information, subjects the request to delay in processing and/or denial of service. Remember if the request is denied, the Enrollee will not receive their service. MFC-DC has found that most denials are overturned on appeal once full clinical information and justification for the service are submitted. Please educate your teams on the importance of submitting clinical information along with the fully completed *Prior Authorization/Non-Pharmacy/DME Request* form.

With your help we can avoid delays in getting appropriate care/service to our Enrollees (your patients).

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: mfcdc-providerrelations@medstar.net