

August 23, 2022

PROVIDER ALERT: New Pharmacy Regulation

On July 01, 2022, the National Committee for Quality Assurance (NCQA) instituted new turnaround timelines for pharmacy requests. The new regulations require that all Managed Care Plans in the District of Columbia make a decision and notification within 24 hours of receipt of a pharmacy request. In an effort to provide timely access to prescription medications and avoid unnecessary denials, MedStar Family Choice District of Columbia (MFC-DC) needs your support to ensure that we have all the information necessary to make a timely decision when a pharmacy request is received.

What can you do?

Please check our Formulary and Prior Authorization table that can be found on our website at <https://www.medstarfamilychoicedc.com/providers/pharmacy>, prior to submitting a request. If the medication you are prescribing requires prior authorization, please be sure to submit all pertinent clinical information with the request. Failure to submit the required clinical information, subjects the request to denial if information cannot be obtained and processed within the 24-hour regulatory timeframe. Remember that if the request is denied, the Enrollee will not receive their medication. MFC-DC has found that most pharmacy denials are overturned on appeal once full clinical information and justification for the medication is submitted. Please educate your teams on the importance of submitting clinical information along with the fully completed *Prior Authorization/Non-Formulary Medication Request* form.

With your help we can avoid delays in getting appropriate medications to our mutual patients in a timely manner and minimize the impact on your practice, and you!

Respectfully,
Utilization Management Team

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