

## 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:**

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

**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](mailto:MFCDC-ProviderRelations@MedStar.net)

[MedStarFamilyChoice.com](http://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**

  
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