



MedStar Family
Choice

DISTRICT OF COLUMBIA

Provider Newsletter

Fall 2022



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A Message from Our CMO about Opioid Overdose Prevention



For those of you who are new to MedStar Family Choice District of Columbia (MFC-DC), welcome! We are proud to have you as a part of our network. We also extend a huge thank you to all our MFC-DC providers for everything you do to care for our Enrollees every day.

As a provider network, we need to continue working together on reducing opioid use and abuse. Our combined efforts can help end the opioid epidemic in our community.

Opioid Overdose Prevention Program resources are available for you through the DC Department of Behavioral Health (DBH). A process has been set for clinics to get a standing order to distribute naloxone (Solo/ independent practices and hospitals are not eligible for a standing order through DBH). Please follow these steps to set up this program and procedure in your office:

- Complete a Policy & Procedures document using the provided template. A sample Opioid Overdose Prevention Program Policy template can be found [here](#).
- Provide proof of naloxone training (copy of your certificate) from the DC Health training curriculum. Either the community naloxone course or the course for medical providers will fill the training requirement: <https://ehealthhiv.org/course/index.php?categoryid=3>. The medical provider's course is accredited to provide one free CME for physicians, PAs, nurses, pharmacists and social workers. The community course is not accredited.
- Email these two items to the DBH Naloxone Coordinator at naloxone@dc.gov for review and completion of the process.
- Here is the order form for LIVE.LONG.DC marketing materials: <https://form.jotform.com/210477033758054>. Everything is free!

Sincerely,

Raymond K. Tu, M.D., M.S., F.A.C.R.
Chief Medical Officer
MedStar Family Choice District of Columbia



Our Provider Community at Work

Featuring: SDM-1 Stop Primary & Urgent Care

SDM-1 Stop Primary & Urgent Care was founded in 2016 by Laure B. Ndeutchoua, FNP-C, DNP, based on the belief that people within and from underserved communities, people with intellectual disabilities, and senior citizens must have access to equal and quality healthcare service.

Helping people has always been Dr. Ndeutchoua's dream, a dream that lead her to leave a 3-year business major to embrace

health care to its core. After graduating from nursing school, she began her career helping patients with the greatest need. She soon joined MedStar Health and then MedStar Washington Hospital Center where she held different roles. Still then, she did not have the sentiment that she was helping enough. She decided to bring her knowledge, experience, and expertise to her local community, and SDM-1 was born.

Throughout its existence SDM-1, in partnership with the Department of Health and Human Services, Health Resources and Services Administration (HRSA); MedStar Washington Hospital Center; and many other organizations; has worked to provide free STD screening and testing, free hepatitis vaccines, free health checks, and COVID-19 outreach to more than 10,000 people. They are still looking to do more in order to uphold the well-being of their neighborhood population.

From the start, the company goal and vision were clear; improve people's lives and well-being through individual and family education. According to Dr. Ndeutchoua, their goal and mission are still ahead of them, they are their target, their motto, the reason they exist, and they vow to not rest until they get there.

MedStar Family Choice District of Columbia (MFC-DC) is proud to partner with SDM-1 Stop Primary & Urgent Care and support the good work they are doing for our community. Recently, MFC-DC hosted a wellness day with SDM-1 at their Georgia Avenue location. SDM-1 staff and providers were welcoming and offered Enrollees thorough consultation and devoted time. Several Enrollees remarked that they have never had such dedicated time provided to them before attending this wellness event.

The event was well attended and Enrollees appreciated the care. MFC-DC will continue to support SDM-1 and looks forward to partnering with them on future events again soon.



Formulary Updates for Providers

MedStar Family Choice District of Columbia (MFC-DC) has a Pharmacy and Therapeutics Committee that meets quarterly. During our May and August 2022 meetings, formulary changes were made as listed below for DC Healthy Families and DC Healthcare Alliance. These changes became effective July 1, 2022 unless indicated otherwise below.

Additions	<ul style="list-style-type: none"> • COLLAGEN POWDER • HYALGAN INJ (hyaluronic acid) • LACOSAMIDE ORAL SOLUTION 10MG/ML • LACOSAMIDE TABLET
Additions with Prior Authorization Requirement*	<ul style="list-style-type: none"> • CAMZYO (mavacamten) - effective 10/1/22 • PYRUKYND (mitapivat) • TARPEYO (budesonide delayed-release capsules) • VABYSMO (faricimab-svoa) • VIJOICE (alpelisib) - effective 10/1/22 • VONJO (pacritinib)
Removals	None
Removal of Prior Authorization Requirement	RESTASIS (cyclosporine, emulsion) - effective 10/1/22
Managed Drug Limitations & Step Therapy**	XIIDRA (lifitegrast ophthal) - effective 10/1/22

Please Note: It is critical that you review the [Opioid Prior Authorization Requirements](#) page on the website as well.

The 2022 MFC-DC Formulary and updates are available on the Pharmacy page of our website at [MedStarFamilyChoiceDC.com/providers/pharmacy](https://www.MedStarFamilyChoiceDC.com/providers/pharmacy). For more information, please call us at **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations)

* Details of the Prior Authorization Criteria are on the website in the Prior Authorization Table.

** Details of the Step Therapy Criteria are on the website in the Step Therapy Table.

Compliance Corner

A reminder about the Notice of Privacy Practices.

Providers should be made aware that all new Enrollees receive a copy of our Notice of Privacy Practices (Notice) upon joining MedStar Family Choice District of Columbia (MFC-DC). The Notice outlines how MedStar Health, Inc. may use and disclose our Enrollees' information, as well as how Enrollees could access this information. Policies and procedures are also in place to protect our Enrollees' written and electronic protected health information. Therefore, to ensure the privacy and security of its Enrollees' protected health information, MFC-DC requires its providers to abide by a number of medical record documentation standards. These standards include provisions such as:

- Providing a compliant notice of privacy practices to Enrollees
- Complying with all federal, state, and local laws and regulations pertaining to medical records and releases
- Securing both paper and electronic medical records and releases
- Ensuring the confidentiality of enrollee information through the creation of standards
- Verifying the identity and authority of a person requesting access to Enrollee protected health information
- Releasing information to authorized individuals, including individuals from government agencies such as the Department of Healthcare Finance (DHCF) for quality assurance and auditing purposes



Providers should report to MedStar Health's Privacy Office any known or suspected privacy concern which is caused by a MedStar Health entity in a timeframe required by law, the provider agreement, or other applicable requirement. Methods to report breaches include calling the Privacy Office at MedStar Health, Inc. at **410-772-6606**, through the Integrity Hotline at **877-811-3411** (toll free), or emailing us at privacyofficer@medstar.net.

A copy of the Notice is available at <https://www.medstarhealth.org/patient-privacy-policy> and throughout MedStarFamilyChoiceDC.com. Hardcopies can be provided upon request by contacting Provider Relations at mfcdc-providerrelations@medstar.net or **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations).



Interpreter and Translation Services are Available

MFC-DC is happy to assist you and our Enrollees with your in-person and translation needs, if your office does not have access to an interpretation and translation service. Please call the MFC-DC Outreach department at **855-798-4244** (select option 1 for Enrollee, then option 2 for a Community Outreach representative). A Community Outreach representative will assist the Enrollee with setting up interpretation (telephonic, in-person, or video) or translation (document or letter) service. All requests received after 5:30 will be responded to the next day. Please provide the Outreach representative with the following information:

- Type of request (In-person Interpretation, Video Interpretation, Telephonic Interpretation, document translation)
- Language Requested
- Enrollee's Name
- Enrollee's Birthdate
- Enrollee's MFC ID #
- Date of Event
- Doctor's office or location if applicable

All telephonic interpretation services are provided to MFC-DC by LanguageLine Solutions. Once it has been verified that the Enrollee is an active Enrollee with MFC-DC, LanguageLine Solutions can be accessed directly at **866-874-3972**, Access code 211943 by doing a 3-way call with the Enrollee.



MedStar Provider Assistance Program

MedStar Family Choice District of Columbia wants to support providers in their role as caregiver to Enrollees. To that end, the MedStar Provider Assistance Program allows you to securely notify us whenever you need support to engage an Enrollee. Support could be things such as transportation, compliance

with appointment scheduling, and information concerning care gaps, etc. The MedStar Provider Assistance Program also provides an opportunity for you to refer Enrollees who may also need care management support or assistance with Social Determinant of Health (SDOH).

To refer an Enrollee, please complete the [MedStar Provider Assistance Referral Form](#) located on our website at [MedStarFamilyChoiceDC.com/providers/provider-resources](https://www.MedStarFamilyChoiceDC.com/providers/provider-resources).



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If you have questions regarding information in this newsletter, please call us, Monday through Friday, 8 a.m. to 5:30 p.m., at **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations). You can also email us at mfcdc-providerrelations@medstar.net.

This Provider Newsletter is a publication of MedStar Family Choice District of Columbia. Submit new topics for subsequent publication consideration to mfcdc-providerrelations@medstar.net.

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It's how we treat people.