



MedStar Family
Choice

DISTRICT OF COLUMBIA

Provider Newsletter

Fall 2021

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Welcome to MedStar Family Choice-DC!

We are proud to welcome the following new providers to our network!

Agape Medical Service LLC
Family Medicine
Cheverly/Hyattsville, MD

Amjad M Rasul MD PA
Cardiovascular Disease
Washington, DC

Attain ABA NE LLC
Behavior Analyst
Washington, DC
Baltimore, MD
Vienna, VA
Lewisburg, WV

Capitol Breathe Free Sinus & Allergy Centers
Otolaryngology
Washington, DC

CCACC Health Center
Family/Internal Medicine
Gaithersburg, MD

Eye Physicians and Surgeons of DC
Ophthalmology
Washington, DC

Foot and Ankle Wellness Center
Podiatry
Washington, DC

Getachew C Mekasha MD
Gastroenterology
Washington, DC

HL Yoon MD PC
General Practice
Washington, DC

LaserVue LLC
Ophthalmology
Washington, DC

Metropolitan Eye Care Center
Ophthalmology
Washington, DC

Momodu A Jack MD
Gastroenterology
Washington, DC

Ovation Eye Institute LLC
Ophthalmology
Washington, DC

SDM-1 Stop Primary and Urgent Care LLC
Family Medicine
Washington, DC

Triumph Therapeutics LLC
Physical/Occupational Therapy
Washington, DC

Vastcare Medical Clinic LLC
Family Medicine
Lanham, MD

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A message from Credentialing

MedStar Family Choice-DC maintains and monitors licensure to ensure that our network practitioners have a valid and current license to practice at all times. When a practitioner's licensure (State/DC license, Drug Enforcement Administration, Controlled Dangerous Substances) information changes (i.e., a new number issued or a name change), MedStar Family Choice-DC must be notified of the change within 30 days. Failure to notify us of a licensure change may result in suspension or termination from the network.

Attn: Practice Manager Administrator or Credentialing Representative

Please be sure to log in to CAQH ProView to update it with any new licensure information (license number, name change, expiration date, etc.) and have the practitioner re-attest. The CAQH re-attestation must be completed at least every 120 days, and the process to update information and re-attest takes just a few minutes. This helps to ensure that MedStar Family Choice-DC can access and use the most up-to-date information for credentialing and/or recredentialing activities.

In addition, we are happy to welcome the following ancillary provider groups into the network:

Aeroflow Healthcare
Durable Medical Equipment

Concerto Maryland LLC
Dialysis

Esoterix Inc.
Laboratory

Oakwood Care Center
Skilled Nursing Facilities

Bio Prosthetic Orthotic Lab Inc.
Durable Medical Equipment

Dianon System
Laboratory

Health and Language Systems LLC
Durable Medical Equipment

Option Care
Infusion/Injectables

BioScrip Infusion Services
Infusion/Injectables

District Amputee Care Center LLC
Orthotics & Prosthetics

Luxor Scientific LLC
Laboratory

Professional Healthcare Resources of Washington DC
Home Health

Cair Respiratory Services LLC
Durable Medical Equipment

Esoterix Genetics Laboratories
Laboratory

MedPlus Infusion Pharmacy LLC
Durable Medical Equipment
Infusion/Injectables



Nurse Advice Line available 24/7 at no cost

Did you know MedStar Family Choice-DC enrollees have access to the Nurse Advice Line at no cost? The Nurse Advice Line is open 24 hours a day, seven days a week and can be reached by calling **855-798-3540**.

If an enrollee is feeling ill or needs medical advice after your office is closed, you can let them know a registered nurse is just a phone call away. Registered nurses answer the Nurse Advice Line live to assess symptoms and

direct patients to the appropriate level of care. Nurses can also provide nearby urgent care locations if necessary.

Using the Nurse Advice Line as a resource for MedStar Family Choice-DC enrollees could reduce wait times by allowing your office to focus on providing care to those who need more immediate attention. The Nurse Advice Line could also boost patient loyalty and retention with around-the-clock access to care.

Keep children up-to-date on routine vaccinations

According to the Centers for Disease Control and Prevention (CDC), there has been a significant decrease in pediatric vaccines during the COVID-19 pandemic. Therefore, we are strongly urging providers to help ensure that their pediatric patients are up-to-date with vaccinations.

We recommend communicating to patients' families the importance of receiving all recommended vaccinations so their children do not fall behind on immunizations. The CDC has made it easy for immunization partners and healthcare providers to help get the word out with new resources available on their website at [CDC.gov/vaccines/partners/childhood/stayingontrack.html](https://www.cdc.gov/vaccines/partners/childhood/stayingontrack.html). For COVID-19 vaccine information for children

and teens visit [CDC.gov/coronavirus/2019-ncov/vaccines/recommendations/adolescents.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/adolescents.html).

Please contact the MedStar Family Choice-DC Provider Relations Department at mfcdc-providerrelations@medstar.net or **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations) if you need additional assistance contacting our enrollees.





Drug formulary update

Details of the prior authorization criteria, including additional protocols, are available on our Pharmacy webpage. To access, visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) and click on "For Providers". For more information, call us at **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations).

CHANGES BELOW ARE EFFECTIVE AS OF August 1, 2021

Additions	<ul style="list-style-type: none"> • DepoProvera SQ (medroxyprogesterone acetate) • Oxbryta (voxelotor)
Additions with Prior Authorization	<ul style="list-style-type: none"> • Abecma (idecabtagene vicleucel) • Breyanzi (lisocabtagene maraleucel) • Empaveli (pegcetacoplan) • Evkeeza (evinacumab-dgnb) • Lumakras (sotorasib) • Orladeyo (berotralstat) • Oxlumo (lumasiran) • Qbrexza (glycopyrronium) • Revlimid (lenalidomide) • Rybrevant (amivantamab-vmjw) • Truseltiq (infigratinib) • Vilterso (viltolarsen) • Zynlonta (loncastuximab tesirine-lpyl)
Removals	None
Removal of Prior Authorization	<ul style="list-style-type: none"> • Endari (L-glutamine oral powder) • Otezla (apremilast)
Managed Drug Limitations and Step Therapy*	None

* Details of the step therapy criteria are on our website in the Step Therapy Table.

Clinical Practice Guidelines are available online

Clinical Practice Guidelines are available on [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). Click on "For Providers" to access the provider webpage. A link to the Clinical Practice Guidelines is prominently featured on the provider webpage. For a hard copy of the guidelines, please contact Provider Relations at mfcfdc-providerrelations@medstar.net or **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations).

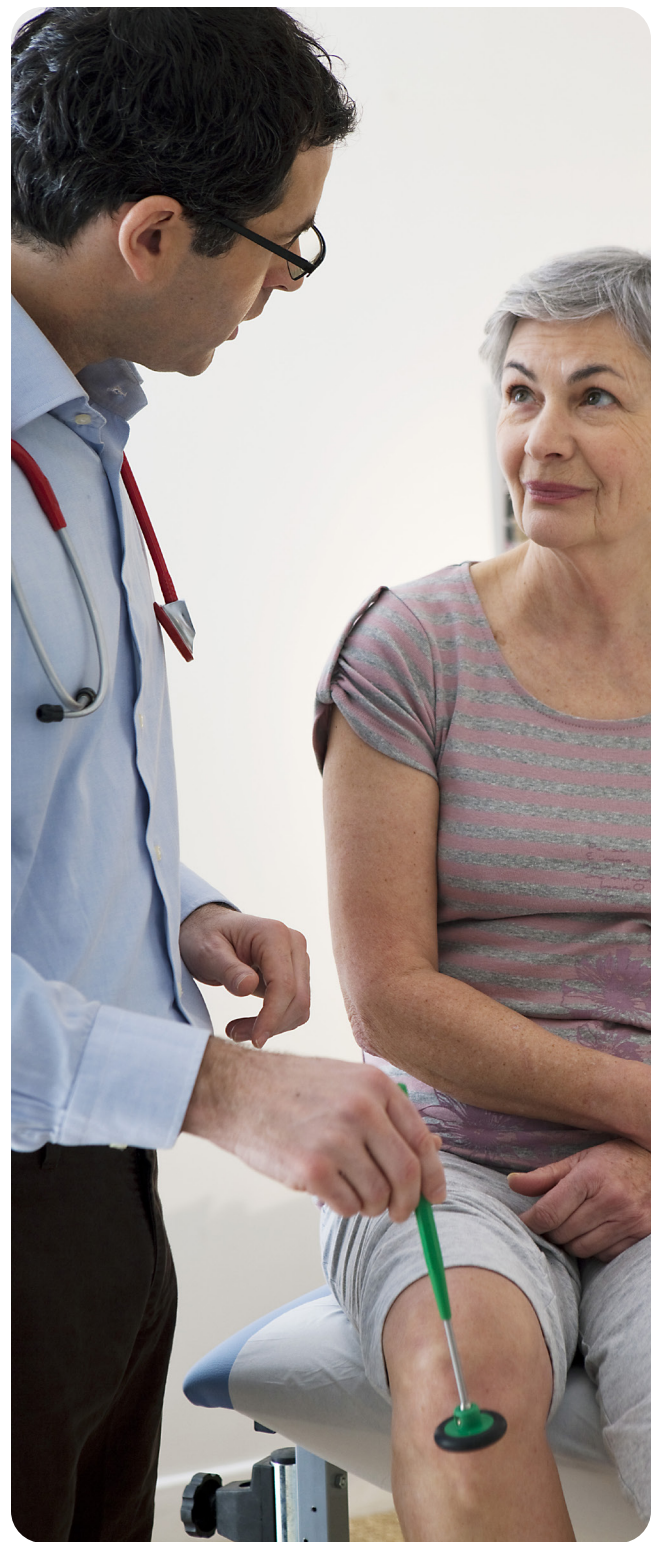
These guidelines include:

- **Management of Pediatric ADHD**
- **Diagnosis and Management of Asthma in Adults**
- **Diagnosis and Management of Asthma in Children and Adolescents**
- **Diagnosis and Management of Pediatric Acute Asthma Exacerbation**
- **Treating Acute Asthma Exacerbation in Adults**
- **Management of Acute Low Back Pain in Adults**
- **Management of Bronchiolitis in Pediatrics**
- **Management of Bronchitis in Adults**
- **Management of Bronchitis in Children and Adolescents**
- **Diagnosis, Management, and Prevention of COPD**
- **COVID-19 Interim Guidance: Return to Sports and Physical Activity**
- **Outpatient Diagnosis and Management of Venous Thromboembolic Disease**
- **Identification and Management of Clinical Depression in Adults**
- **Management of Adult Diabetes Mellitus**
- **Assessment and Prevention of Falls in the Elderly**
- **Guidelines for the Management of Heart Failure**

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- Management of Hyperbilirubinemia in the Healthy Newborn
- Management of Hypercholesterolemia
- Management of Hypertension in Adults Age 18 and Older
- Management of Hypertension in Pediatric Patients up to 18 Years of Age
- 2021 Immunization Schedule - Adult
- 2021 Immunization Schedule - Pediatric
- Prescribing Naloxone in the Outpatient Setting
- Expert Committee Recommendations Regarding the Prevention, Assessment, and Treatment of Child and Adolescent Overweight and Obesity
- Identification, Evaluation, and Treatment of Overweight and Obesity in Adults
- Osteoporosis Screening and Management
- Managing Otitis Media in Children
- Opioids for Pain Management
- Cervical Cancer Screening for the Primary Care Physician
- Guideline for Perinatal Care
- The Diagnosis and Management of Pharyngitis in Adults
- The Diagnosis and Management of Acute Group A Streptococcal Pharyngitis in Adolescent and Pediatric Patients
- Community Acquired Pneumonia - Adult
- Community Acquired Pneumonia - Pediatric
- 2021 Preventive Screening Recommended Guidelines - Adult
- 2021 Preventive Screening Recommended Guidelines - Pediatric
- Outpatient Use of Proton Pump Inhibitors
- Management of Sinusitis in Adults
- Management of Sinusitis in Children Ages 1 to 18
- Management of Urinary Tract Infections in Adults
- Outpatient Management of Pediatric Urinary Tract Infection



A reminder about the Notice of Privacy Practices

All new enrollees receive a copy of our Notice of Privacy Practices (Notice) upon joining MedStar Family Choice-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, MedStar Family Choice-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 Health Care Finance (DHCF) for quality assurance and auditing purposes.

A copy of the Notice is available at [MedStarHealth.org/MHS/Patients-and-Visitors/Privacy-Policy](https://www.MedStarHealth.org/MHS/Patients-and-Visitors/Privacy-Policy) and throughout [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). Hardcopies can be provided upon request by contacting Provider Relations at mfcfdc-providerrelations@medstar.net or **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations).



Concerns about privacy?

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.



Understand the National Correct Coding Initiative

The National Correct Coding Initiative (NCCI) is a program developed by CMS that consists of coding policies and edits. NCCI edits address correct coding combinations submitted by a provider for multiple services with regards to the same patient, on the same anatomic site, and on the same date of service. There are two types of edits: procedure-to-procedure edits and medically unlikely edits (MUEs). Procedure-to-procedure edits make certain that CPT and/or HCPCS codes billed together are eligible for separate reimbursement. Medically unlikely edits (MUEs) ensure that the appropriate number of units for a particular service were billed.

MedStar Family Choice-DC claims processing center utilizes nationally recognized vendor CCI edit software so that providers are reimbursed for services in accordance with the NCCI procedure-to-procedure edits. Also contained in our existing NCCI edits are the Medicaid MUEs for professional and ASC claims, DME, and some types of outpatient facility claims. This logic includes a maximum number of units of service for each HCPCS/ CPT code. Claims that do not meet criteria set in the CCI edit software are denied. Instances when a claim is denied because of NCCI

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procedure-to-procedure edits include, but are not limited to:

- Mutually exclusive codes that cannot be reported together were billed
- Unbundling of codes when a single comprehensive CPT code is available

MedStar Family Choice-DC incorporated CMS/Medicaid MUEs into our policies. Therefore, additional MUEs that are compatible with Medicaid will be applied even though they are not applied by Medicare. Please keep in mind that many procedure codes have CCI edits associated with them. Providers should use applicable modifiers when services are in fact separate and independent from each other in order for claims to be processed and paid as separate procedures. Since modifiers can be used to bypass CCI edits, MedStar Family Choice-DC monitors their use. Therefore, if a modifier is to be used to bypass CCI edits, it is imperative that providers clearly document and explain the circumstances of the services that were provided in the enrollee's chart. The documentation must clearly show that the procedure code and modifier met the conditions for separate billing.



Where to send claims for MedStar Family Choice-DC enrollees

All paper claims should be mailed to:

MedStar Family Choice-DC Claims
P.O. Box 1624
Milwaukee, WI 53201
800-261-3371

MedStar Family Choice-DC accepts electronic claims submissions for both professional claims and institutional claims. Claims can be submitted using the following online services:

Professional Claims

Payer ID DCMED

- Capario (formerly Medavant ProxyMed)
- SDS (Smart Data Solutions)
- Change Healthcare (formerly Emdeon)
- Change Healthcare (formerly Relay Health)
- Waystar

Facility Claims

Payer ID DCMED

- Change Healthcare (formerly Emdeon)
- Change Healthcare (formerly Relay Health)
- Payerpath (aka Allscripts)
- SDS (Smart Data Solutions)
- XactiMed (aka MedAssets)
- Waystar

Online claims submissions are accepted via Portal for professional claims only.

How to address patient crisis situations

Many patients are faced with competing social or behavioral health needs that limit their ability to engage medical care. These stressors may lead to a crisis situation for your patient during an office visit.

Some important steps to remember while addressing a patient experiencing a crisis situation include:

- Remain calm and talk with a soothing voice. People often feed off energy of others.
- Acknowledge that the person is dealing with a concern. This validates the concern.
- Advise that you would like to help.
- Ask the person to explain the concern so that you better understand. Everyone wants to feel heard and understood.
- Connect the patient with appropriate resources. Community resources should be utilized in the moment to assist the patient, as patients are often more receptive to help during the crisis.

Several easily accessed resources include:

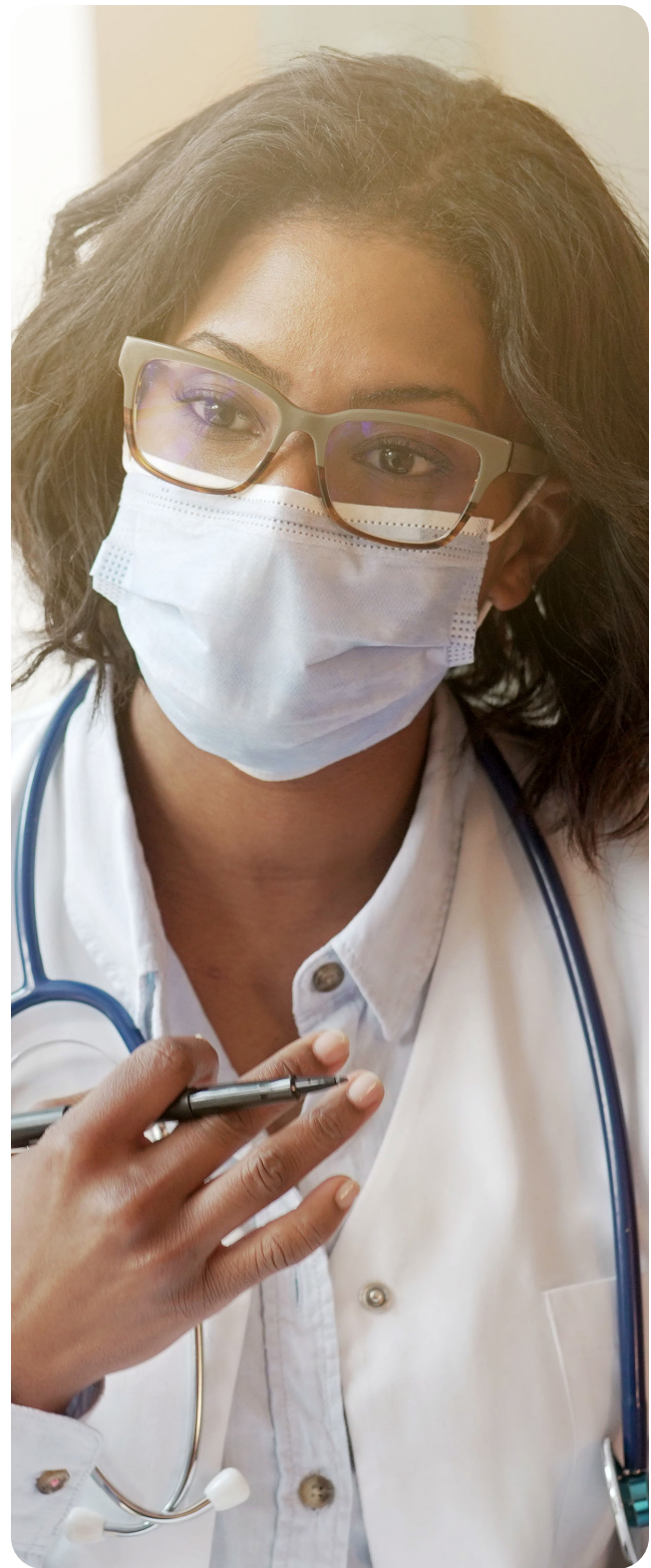
211 Answers, Please!

This is a free DC Department of Human Services offering that links District residents to government and community programs. These programs can provide help with essential needs such as food, shelter, financial assistance and healthcare including mental health. Enrollees can call **211** or visit AnswersPlease.DC.gov for assistance.

DC Department of Behavioral Health

The DC Department of Behavioral Health offers the Access Helpline (**888-793-4357**); emergency psychiatric services; and prevention, early identification and community based treatments

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and support services. To see the full list of services provided visit [DBH.DC.gov/services](https://dbh.dc.gov/services).

Catholic Charities Archdiocese of Washington's Children and Adolescent Mobile Psychiatric Service (ChAMPS)

This is an emergency response service for children, teenagers and adolescent adults who are having a mental health or behavioral health crisis. Help can be reached at the ChAMPS Hotline at **202-481-1440** or by visiting CatholicCharitiesDC.Org/Champs.

National Alliance on Mental Illness (NAMI)

NAMI DC is the District of Columbia chapter of the National Alliance on Mental Illness and

provides education, support, and advocacy for families and individuals with mental health conditions. To see all resources, visit NAMIDC.org.

MedStar Family Choice-DC Case Management

If agreeable, MedStar Family Choice-DC enrollees with non-emergent social or behavioral health issues can be referred to our Case Management team. Please fax your referral to **202-243-6253**, send a secured email to DCMFCCaseMgmt@medstar.net or call us at **855-798-4244** (select option 2 for Provider and then option 1 for Care Manager). We are available Monday through Friday from 8 a.m. to 5:30 p.m.

Update your information and complete validations in the Provider Portal

The MedStar Family Choice-DC Provider Web Portal serves as a quality control mechanism allowing providers to view their information in our system. Your provider information is communicated to enrollees and the provider community via our Find a Provider website. Other systems within MedStar Family Choice-DC also use this information to process authorizations, claims, and issue reimbursement checks.

Provider Web Portal Services include:

- New User Registration
- Password Reset
- Provider and Group Changes
- Review Summary of Changes
- Quarterly Data Validations
- Provider Web Portal User Guide

Visit the MedStar Family Choice-DC Provider Web Portal at ProviderPortal.MedStarFamilyChoice.com to

register. Before registering, you will need to have access to the following information:

- Group DBA (doing business as) Name
- Group Tax ID
- Group Type II NPI (Group NPI)
- The group email currently on file with MedStar Family Choice-DC

Once you complete the initial registration process on the portal, you will receive an email link to complete the registration process. This link is only available for 24 hours or you will have to start the registration process again.

Additional registration information is available at MedStarFamilyChoiceDC.com. For problems with registration, send a detailed email to mfcdc-providerrelations@medstar.net or call **855-798-4244** (select option 2 for Provider and then option 2 for Provider Relations).



Verifying eligibility for MedStar Family Choice-DC enrollees

MedStar Family Choice-DC does not deny claims when an enrollee presents an ID card that does not reflect your office as the primary care provider (PCP). This is to prevent participating PCP offices from turning enrollees away when they are active on the date of service. PLEASE DO NOT TURN ENROLLEES AWAY!

Changing a PCP is relatively simple. Please follow these instructions if your office is not printed on the card as the enrollee's PCP:

- Always verify through IVR that the enrollee is an eligible MedStar Family Choice-DC enrollee on the date of service by calling **202-906-8319** (inside DC Metro area) or **866-752-9233** (outside DC Metro area).
- See the patient if they are active. Do not reschedule the appointment.
- Ask the enrollee to call Enrollee Services at **888-404-3549** to request a new enrollee card reflecting their correct PCP name prior to the next scheduled appointment. You may allow the patient to call from your office while they are waiting to be seen. (You can also utilize the Provider Data Web Portal at

ProviderPortal.MedStarFamilyChoice.com to make changes.)

- Follow current authorization procedures, if applicable. A list of services requiring prior authorization is available at MedStarFamilyChoiceDC.com or can be obtained by calling Provider Relations.

Please keep in mind the importance of current PCP information in regards to enrollee ID cards. This information is used to create enrollee rosters that are mailed monthly to PCP offices. These rosters are used by MedStar Family Choice-DC to send enrollee information to provider offices and for enrollee outreach. If the roster is inaccurate, the PCP on file may receive mailed information that needs to be included in a chart or phone calls with information for an enrollee who is no longer under their care.

If you need further assistance regarding the enrollee's benefits and eligibility, call Enrollee Services at **888-404-3549** (Select Option 2 for DC plans and then Option 2 for Provider Services).



MedStar Family Choice

DISTRICT OF COLUMBIA



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-DC. Submit new topics for subsequent publication consideration to mfcdc-providerrelations@medstar.net.

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It's how we treat people.