



**MedStar Family  
Choice**

5233 King Ave., Ste. 400  
Baltimore, MD 21237  
P 800-905-1722  
F 410-933-3077  
[MedStarFamilyChoice.com](http://MedStarFamilyChoice.com)

April 1, 2024

### **PROVIDER ALERT: ALAFFIA HEALTH**

Effective May 1, 2024, MedStar Family Choice (MFC) will engage the services of Alaffia Health (Alaffia) to enhance our program integrity efforts. Alaffia is a technology-focused payment integrity firm with extensive knowledge of Maryland and the surrounding area healthcare ecosystem.

MFC has engaged Alaffia to perform pre-disbursement and post disbursement itemized bill and clinical chart reviews for inpatient and outpatient facility claims. These reviews will focus on validating the charges submitted on the claim by reviewing the itemized bills and, at times, requesting medical records to determine accuracy and adherence to coding/payment guidelines. If a discrepancy is found, Alaffia will notify the provider of the error and applicable disallowed/overpaid amount. If an overpayment is confirmed, Alaffia will notify the provider of the recoupment process.

Please note that post disbursement audits can result in technical denials. A technical denial is when a provider does not respond to a request for documentation within a requested period. A retraction will be performed on these claims.

Additional information concerning Alaffia Health can be found on their website located at <https://www.alaffiahealth.com/>.

For questions concerning this Provider Alert, please contact the MFC Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Phone: **800-261-3371**

Email: [mfc-providerrelations2@medstar.net](mailto:mfc-providerrelations2@medstar.net)

**It's how we  
treat people.**