



**MedStar Family
Choice**

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IMPORTANT: Provider Satisfaction Survey

The **State of Maryland** is conducting its annual **Provider Satisfaction Survey** through the Center for the Study of Services.

**PLEASE COMPLETE THE SURVEY BASED ONLY ON YOUR EXPERIENCE WITH
MEDSTAR FAMILY CHOICE AND NOT OTHER HEALTH PLANS.**

You will be asked to evaluate:

- Timeliness of prior authorization decisions
- Ease of the prior authorization process
- Overall experience obtaining authorizations for medications, outpatient services, and inpatient services

Before completing the survey, we ask you to consider what sets MedStar Family Choice apart from other health plans. We are proud of our work:

- Limited services and medications require prior authorization
- Average turnaround time:
 - **1.2 calendar days** for outpatient preservice requests
 - **1 calendar day** for medications
- MedStar Family Choice performance: **>99% compliance with state turn-around times**

Thank you for your time, feedback, and continued partnership.

Blaine Willis,
Manager, Utilization Management Department
MedStar Family Choice