



**Updates to the Provider Manual**  
**MedStar Family Choice Maryland HealthChoice**  
**Effective today, February 23, 2026**

We have made updates to the MedStar Family Choice Maryland HealthChoice Provider Manual.

Please be sure to take the time to review the content, as this is an extension of your existing contract. All changes and updates are effective February 23, 2026.

The Provider Manual is available under the *For Maryland HealthChoice Providers* section of the MedStar Family Choice website at [MedStarFamilyChoice.com](https://www.MedStarFamilyChoice.com) or directly via [Bit.ly/MFCPRManual](https://bit.ly/MFCPRManual).

A detailed summary of changes is listed below; however, please review the document in its entirety.

**Summary of Changes:**

Section I. Introduction / Credentialing for Nurse Practitioners and Physician Assistants (Page 9) Added “utilizing their own Type I NPI as the rendering provider.”
Section III. HealthChoice Benefits and Services / Pharmacy Services and Copays (Page 30) Added Native Americans and additional information related to co-pays and other insurance.
Section III. HealthChoice Benefits and Services / Optional Services Covered by MedStar Family Choice / Interpreter Services (Pages 34–35) Updated interpreter services information to provide more comprehensive information. A link will be provided to our website.
Section IV. Prior Authorization and Member Complaint, Grievance, and Appeal Procedures / Referral Process (Pages 45–46) Updated to indicate a PCP written referral to in-network specialists is not required and clarified that a referral to out-of-network providers is required. Link included to access our website for additional provider news.
Section IV. Prior Authorization and Member Complaint, Grievance, and Appeal Procedures / Urgent/Emergent Referrals (Page 49) Removed “the Maryland Uniform Consultation Referral Form or”.
Section V. Pharmacy Management / Pharmacy Benefit Management (Page 54) Added “through the Pharmacy and Therapeutics (P&T) committee review that occurs quarterly” and “if all necessary information is provided, a 14-day extension may be granted to obtain missing information to avoid unnecessary denials”.



# MedStar Family Choice

<p>Section V. Pharmacy Management / Prescription Copays (Page 55) Added “Native Americans” and removed “MedStar Family Choice does not assess any pharmacy copays at this time”.</p>
<p>Section V. Pharmacy Management / Prior Authorization Process (Page 57) Added “handled,” “pharmacy technician or,” and “then,” and removed information related to Synagis requests.</p>
<p>Section V. Pharmacy Management / Guidance (Page 59) Updated with Carelon information.</p>
<p>Section VI. Claims Submission, Provider Appeals, Quality Initiative, Provider Performance Data, and Pay for Performance / Credentialing and Claims – Nurse Practitioners and Physician Assistants (Page 61) Added “utilizing their own Type I NPI as the rendering provider.”</p>
<p>Section VI. Claims Submission, Provider Appeals, Quality Initiative, Provider Performance Data, and Pay for Performance / Overpayments – Notices, Refunds &amp; Recoupments (Page 63) Updated MedStar Family Choice address.</p>
<p>Section VII. Provider Services and Responsibilities / Provider Requested Member Transfer (Page 73) Updated MedStar Family Choice address.</p>
<p>Section VIII. Quality Assurance and Monitoring Plan and Reporting Fraud, Waste, and Abuse / Fraud, Waste, and Abuse Activities (Pages 80–82) Added OIG and MFVVU references. Changed 90 to 30 business days. Updated MFC’s address. Added a Payment Integrity section.</p>
<p>Last Page of Provider Manual (Page 102) Updated MFC’s address and removed phone number.</p>

For questions related to the MedStar Family Choice Maryland HealthChoice Provider Manual, please contact the MedStar Family Choice Provider Relations Department at 800-905-1722 or [mfc-providerrelations2@medstar.net](mailto:mfc-providerrelations2@medstar.net).

MedStar Family Choice Maryland HealthChoice  
Provider Relations Department