



Did you or your grown “child” turn 18?

If so, it may be time for a new doctor. As an adult, your healthcare needs are changing. If you or your grown child are currently seeing a pediatrician, you may want to find a primary care provider (doctor). Types of adult primary care providers include Family Practice and Internal Medicine.

Ask your doctor if you have questions about what type of provider to see. MedStar Family Choice can also help you find a new adult doctor in your area. If you would like help selecting a new provider, please call Member Services at **888-404-3549**.

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If you have questions, ask the pharmacy

Have you ever tried to fill a prescription and were told the medication is not covered by MedStar Family Choice? If so, did the pharmacy offer to contact your doctor's office or MedStar Family Choice to resolve the issue?

Many people leave the pharmacy without their needed prescription due to these issues. But did you know it's okay to ask the pharmacy:

- Why is my medicine not covered?
- Is there a way my medicine could be covered?
- Is there another medicine that could be used that is covered by my insurance?

Here are some common reasons why your prescription is not covered:

- The medicine is not on the formulary (a list of covered medicines).
- The medicine needs approval first (also known as prior authorization).
- It may be too soon to fill the medicine if it is a refill.

MedStar Family Choice wants you to get the medical care and medicines you need to keep you healthy. We want you to know it's okay to ask the pharmacy if there is a problem getting your medicine. If, after asking the pharmacy, you still can't get your prescription medicines, there is help here at MedStar Family Choice.

For help with medicines, please call MedStar Family Choice Member Services at **888-404-3549**, Monday through Friday, 8:30 a.m. to 5 p.m. In addition, MedStar Family Choice members can submit pharmacy issues online using this form located on our website: [MedStarFamilyChoiceMD.com/Maryland-Members/Benefits/Pharmacy/Submit-Issues](https://www.MedStarFamilyChoiceMD.com/Maryland-Members/Benefits/Pharmacy/Submit-Issues). Pharmacies are legally obligated to waive copays for pregnant members if they identify as one. Members should also contact Member Services if they are having trouble with the dispensing pharmacy and we will be happy to assist.

For help with Mental Health and Substance Abuse related medications, please call the Maryland Department of Health Pharmacy Hotline at **800-492-5231**, option 3. For more information about your pharmacy benefits, visit our website at [MedStarFamilyChoiceMD.com/Maryland-Members/Benefits/Pharmacy](https://www.MedStarFamilyChoiceMD.com/Maryland-Members/Benefits/Pharmacy).



What is utilization management?

To ensure members get needed medical treatment, MedStar Family Choice follows a basic review process called utilization management. A member's doctor sends a request for services to MedStar Family Choice, usually by phone or fax. Our experienced clinical associates review all requests.

MedStar Family Choice decisions are based on national criteria, such as InterQual and Medicaid guidelines. Member needs that fall outside of standard criteria are reviewed by our physicians to see if they are medically necessary. MedStar Family Choice approves or denies services based upon whether the service is medically needed and a covered benefit. We do not financially reward our providers, associates, or anyone contracted with MedStar Family Choice for denying services. In addition, we do not financially reward anyone involved in the decision process in such a way that would encourage less use of services.

MedStar Family Choice requires up to two business days to process a complete request for services, excluding medications. Requests are considered complete when the doctor sends the necessary medical information. The final decision cannot take longer than 14 calendar days, whether or not all clinical information has been received.

MedStar Family Choice will make a decision and provide notification on all medication requests within 24 hours of the request. A valid decision is either an approval, a denial, or a request for additional information to make a decision.

If the decision is to request additional information, MedStar Family Choice will allow the requesting provider up to 14 calendar days to submit information to make a decision to either approve or deny the request. This 14-calendar-day timeframe extends the original 24-hour decision timeframe (not to exceed a total of 15 calendar days) from the original request of the medication

If MedStar Family Choice denies the request, the provider and the member will receive a copy of the denial. The letter will list instructions on how to appeal the decision. Members may also contact the HealthChoice Help Line at **800-284-4510**.



Attention all new or soon-to-be pregnant members—you could earn a \$50 gift card!

Did you know that MedStar Family Choice has a postpartum program? You can also qualify to receive a \$50 MedStar Family Choice Prepaid Mastercard® just for following the state guidelines. It is important that you receive your postpartum exam 21 to 56 days after you deliver your baby. If you have a C-section birth, your doctor may want to see you in the office within two weeks for a suture check. While you're at that appointment, you can schedule an appointment for your postpartum exam, that must be within 21 to 56 days after you deliver.

MedStar Family Choice will provide you with transportation to and from your visit and you will receive a \$50 prepaid card for going to your postpartum exam. You can also earn an additional \$10 prepaid card for going to your first well-child visit within 14 days of birth. If you have questions or would like assistance with scheduling your appointment, please call your postpartum program coordinator at **800-905-1722**. In addition, the MedStar Healthy Life Portal offers additional Growing Together classes where you can earn while you learn.

Log onto the Healthy Life Portal at [MedStarFamilyChoiceHealthyLife.com](https://www.MedStarFamilyChoiceHealthyLife.com) to enroll and earn a \$25 gift card for completing the Prenatal/Breastfeeding courses, and a \$10 gift card for completing Infant Safety courses.

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Free Nurse Advice Line

Feeling sick or need medical advice? A registered nurse is just a phone call away. The Nurse Advice Line, at **855-210-6204**, is open 24 hours a day, seven days a week. Call and talk to a registered nurse to help you figure out what to do or where to go based on your symptoms. The nurse can provide you with nearby urgent care locations if needed.

Emergency Care is for when you need care right away for a serious, sudden injury or illness. Therefore, non-emergent care can take longer in an Emergency Room.



MedStar Family Choice survey results

MedStar Family Choice wants you to stay informed on how we are doing. For updated information on survey results such as HEDIS®, Satisfaction Surveys, System Performance Reviews, EPSDT audits, and the Consumer Report Card, please visit the MedStar Family Choice Quality web page: **[MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality](https://www.MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality)**.

Paper copies are available upon request by calling **888-404-3549**. As we continue to improve and strive for high scores, your dedication to quality healthcare is very much appreciated.

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Rare and expensive case management program

The Rare and Expensive Case Management (REM) program is a Maryland Medicaid benefit for members with certain qualifying conditions or diseases. The REM program is not another MCO (Managed Care Organization). The REM Program allows Medicaid recipients to be in traditional Fee-for-Service Medicaid but includes additional case management services. If eligible for the REM program, you will no longer be in the MCO (MedStar Family Choice). You will be able to see any doctor that accepts the Maryland Medicaid Red and White card (also known as Fee-for-Service or Straight MA). This means you would have access to more doctors/specialists and would no longer need referrals. Children and adults also have dental and vision benefits with REM.

Another benefit of REM is an assigned case manager who will meet with you on a routine basis to help achieve your healthcare goals. The case manager can help make doctor appointments, address medication problems or questions, and even attend appointments to help you ask your doctor questions. MedStar Family Choice has a case manager to assist you with the REM application.

If you believe you or your child has a rare condition that might be eligible for the REM program, please contact our REM Coordinator, Tarsha Williams at **443-692-1184** for assistance. For a list of qualifying diagnoses, visit [Health.Maryland.gov/MMCP/Documents/REM/REM-Intake-Packet-April-2024.pdf](https://www.health.maryland.gov/MMCP/Documents/REM/REM-Intake-Packet-April-2024.pdf).

MedStar Family Choice is on Facebook

MedStar Family Choice has a private Facebook group just for members. Our Facebook group includes information about member benefits, wellness incentives, events, healthy tips, provider scheduling recommendations, and more. We encourage all members to join our group to remain connected. To join, visit [Facebook.com/Groups/1745316135776141](https://www.facebook.com/Groups/1745316135776141) and click on Join Group.

Best practices for communicating with your doctor

You play a very important part in your care when visiting your doctor. Here are some things that can help make your visit more valuable for you and your doctor:

- Have your questions already written down before your visit.
- Listen carefully to the advice your doctor is giving you.
- Make sure you follow the doctor's orders. Please get the labs or other tests that your doctor asks you to get.
- Make certain that your blood pressure is taken at every doctor's visit, regardless of whether it is with your primary care doctor or a specialist.
- If you have had a hospital admission or an emergency room visit, tell your doctor. All doctors involved in your care need to know this information.
- Your primary care doctor should receive a copy of your hospital stay discharge summary. This document provides detailed information on your care in the hospital. It is very important that you schedule a follow-up visit with your doctor regarding any inpatient hospital stay.
- Ask your primary care doctor if he or she has received a copy of the discharge summary. If not, suggest that your primary care doctor request a copy from the hospital, as it is very important in managing your healthcare.



Clinical Practice Guidelines

MedStar Family Choice has Clinical Practice Guidelines that are provided to assist physicians and other clinicians in making decisions regarding the care of their patients. To see these guidelines, visit our website at [MedStarFamilyChoiceMD.com/Maryland-Providers/ Provider-Support/Clinical-Practice-Guidelines](https://www.MedStarFamilyChoiceMD.com/Maryland-Providers/Provider-Support/Clinical-Practice-Guidelines).

A friendly reminder to get your flu vaccine and COVID-19 booster

Vaccines are available at local drug stores. During the past 50 years, vaccines have saved more than a billion lives in the United States. They prevent illnesses, disabilities, and viruses. MedStar Family Choice members (ages 3 and over) can get shots for free at participating pharmacies such as CVS pharmacies, MedStar Health retail pharmacies, Target, Walmart, Walgreens, Rite Aid, Giant, Safeway, and other pharmacies in-network. This program includes flu shots and shots for shingles, hepatitis A and B, pneumonia, HPV (to help prevent cervical cancer), chicken pox, and tetanus. Flu shots are given on a walk-in basis.



For other shots, including the COVID-19 Booster vaccination, members should call the drug store to make sure the shot needed is in stock and to see if an appointment is necessary. Your doctor will be notified when you receive a shot and add it to your medical record. For more information on recommended vaccinations, visit the Centers for Disease Control and Prevention at [CDC.gov/Vaccines/Index.html](https://www.CDC.gov/Vaccines/Index.html) or talk to your primary care provider.



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The Member Newsletter is a publication of MedStar Family Choice Maryland.

For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceMD.com](https://www.MedStarFamilyChoiceMD.com).

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