MedStar Family Choice

MedStar Family Choice (MFC) is proud to share with our provider community our timeliness in completing and providing authorizations for standard (non-urgent), urgent and pharmacy requests for services. MedStar Family Choice is held to very strict timelines from the Maryland Department of Health (MDH) and the National Committee for Quality Assurance (NCQA) for making decisions and communicating those decisions on requests for authorization.

MedStar Family Choice is required to make a decision on all standard (non-urgent) requests within two (2) business days of the receipt of the information necessary to make a determination, but no longer than 7 calendar days from the date of the initial request. For urgent requests we are required to make a decision within 72 hours of receipt of the request. Urgent notifications are required to be made within 24 hours from the date of the determination, not to exceed 72 hours from the receipt of the request for authorization. We receive thousands of requests for outpatient services, elective inpatient services, pharmacy and DME each month to process. The State of Maryland holds MFC and all MCOs to a 95% threshold of completing all standard and urgent requests.

In addition, the State of Maryland holds MFC for completing and providing a decision to authorize, deny or request clinical for all pharmacy requests within 24 hours of receipt of the request. If clinical is not received within 24 hours of receipt of request, MFC will extend for up to 14 calendar days from receipt of request to obtain the clinical.

The State of Maryland holds MFC and all MCOs to a 95% threshold for completing these requests.

2026 Compliance with Turn Around Times

Standards	**1ST Quarter**	**2nd Quarter**	**3rd Quarter**	**4th Quarter**
Combined Non-Pharmacy and Pharmacy compliance with decisions	**99.58%**	**98.91%**	**99.30%**	
Combined Non-Pharmacy and Pharmacy compliance with notifications	**99.63%**	**99.46%**	**99.64%**	
Pre-service standard requests (non-pharmacy)	**99.28%**	**98%**	**98.93%**	
Pre-Service (non-pharmacy) Notifications standard requests	**99.52%**	**99.68%**	**99.75%**	

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Pre-Service (non-pharmacy) Urgent Decisions	**100%**	**100%**	**92%**	
Pre-Service (non-pharmacy) Urgent Notifications	**100%**	**100%**	**92%**	
Pharmacy requests within 24 hours (approvals, denials & requests for clinical) Decisions	**99.73%**	**99.74%**	**99.76%**	
Pharmacy requests within 24 hours (approvals, denials & requests for clinical) Notifications	**99.73%**	**99.66%**	**99.76%**	

With your help, MFC continues to exceed authorization timeliness standards in all categories! Thank you for providing needed information with your authorization requests or responding promptly when an MFC nurse reaches out to your practice for supporting clinical. This is important to maintain timely decisions and to avoid denials for lack of information.