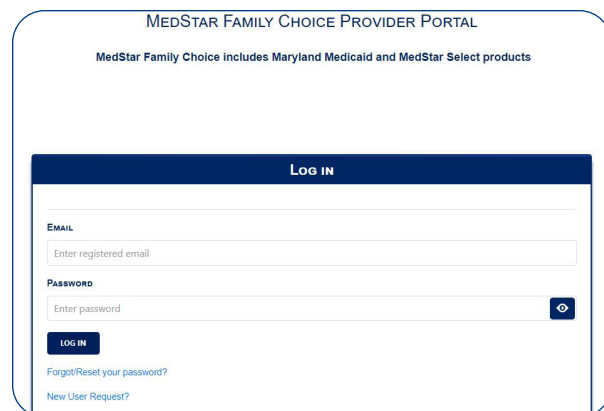


MedStar Select Provider Newsletter

New Provider Web Portal

To comply with CMS regulations regarding the accuracy of our provider directory information, MedStar Family Choice has developed the MedStar Family Choice Provider Web Portal. Please note this portal services providers who participate in MedStar Select and MedStar Family Choice. The MedStar Family Choice Provider Web Portal serves as a quality control mechanism allowing providers to view their information in our system. Your provider information is communicated to the MedStar Select members and provider community via our Find a Provider website. Other systems within MedStar Family Choice also use this information to process authorizations, claims and issue reimbursement checks. Provider Web Portal Services include:

- New User Registration
- Password Reset
- Provider and Group Changes
- Review Summary of Changes
- Quarterly Data Validations
- Provider Web Portal User Guide



Visit the MedStar Family Choice Provider Web Portal at ProviderPortal.MedStarFamilyChoice.com to register.

Before registering, you will need to have access to the following information:

- Group DBA (doing business as) Name
- Group Tax ID
- Group Type II NPI (Group NPI)

To complete the registration process:

- Click on New User Request
- Enter your group administrator ID (email) currently on file with MedStar Family Choice
- You will receive an email to complete the registration.

For problems with registration, send a detailed email to mfc-providerrelations2@medstar.net.

MedStar Family Choice's Provider Relations Team is readily available to assist with portal inquiries and assistance. Please contact us at mfc-providerrelations2@medstar.net for assistance.

Provider OnLine

Provider OnLine is specifically designed for practitioners and providers affiliated with MedStar Select. The portal allows quick and efficient access to claims, benefit, and eligibility information for members, our associates and covered dependents. In addition, providers can chat online with Provider Services by clicking the link at the bottom of the home page.

In order to check eligibility and benefits, simply enter the member's identification number, last name, and first name, then click "Search." Eligibility results for applicable dependents and subscribers display within seconds. The result details show the member's specific benefits and effective date of benefits.

The Claim Inquiry search allows providers to search by member, associate, covered dependent or claim information online to obtain real time claims status. Detailed CMS-1500 and UB claim detail is supplied, including adjustment reasons, by clicking on the applicable claim from the search results. Providers who have questions on claims can compose an email to Provider Services on the claim detail screen directly. You can also save time by messaging or chatting directly with Provider Services through the Provider OnLine portal. Communications are sent directly to the appropriate service area by selecting the applicable topic.

Provider OnLine also offers the capability to accept prior authorizations submitted by providers electronically. Once submitted, providers are able to view the status of their request as well as make edits up until a decision has been rendered.

If you are not already registered for Provider OnLine, sign up through [Bit.ly/ProviderOnLine](https://bit.ly/ProviderOnLine).

For further information on the Provider OnLine portal, please contact Provider Services at **855-222-1042**.



Electronic Authorization Submission

MedStar Select offers providers the functionality to submit prior authorizations electronically by accessing a web-based module of Identifi Practice. Those who wish to utilize this functionality will have the option to access the module through Provider OnLine with Single Sign On, or directly to Identifi Practice.

To access this functionality, providers must visit Secure.TogetherForYourHealth.com/WebRequests/Requests/SecurityRequest.aspx or call **855-242-1042** to request permission and indicate if they are interested in accessing through Provider OnLine or directly into Identifi Practice.

If you are seeking access through the portal, you must first be a registered user with Provider OnLine before the Electronic Authorization Submission functionality can be offered. If you are not currently registered with Provider OnLine, instructions are located at MedStarProviderNetwork.org.

A registered Administrator to Provider OnLine within your practice can also grant access to additional users.

MedStar Select Pharmacy Benefits

MedStar Select members are covered under a prescription benefit plan administered by Evolent and CVS/Caremark. As a way to help manage healthcare costs, authorize generic substitution whenever possible. Consider prescribing a brand name on the preferred drug list at [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) if you believe a brand name product is necessary.

Please note:

- Generics should be considered the first line of prescribing.
- The drug list represents a summary of prescription coverage; it is not inclusive and does not guarantee coverage.
- The member's prescription benefit plan may have different copay for specific products on the list.
- Unless specifically indicated, drug list products will include all dosage forms.
- Log in to Caremark.com to check coverage and copay information for a specific medicine.
- For drugs covered under the medical benefit that require prior authorization, please refer to **855-266-0712**. An example would be drugs administered in the office would be covered under the medical benefit. Patients are not picking up the prescription at the pharmacy. Please reference the prior authorization list on [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org).

Where can MedStar Select Members get their Vaccines?

Any in-network pharmacy can administer and bill for BOTH the cost of the drug and the administration of the drug through the member's pharmacy benefit. Some vaccines can also be administered in the provider office. Please visit [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) for a listing of covered vaccines and where they can be administered. The following seasonal and nonseasonal vaccines are available to MedStar Select members at no additional cost at any participating in-network pharmacy.

Seasonal Vaccines:

- Injectable Flu vaccine (Trivalent and Quadrivalent)
- Injectable High-Dose vaccine
- Intranasal Flu vaccine

Nonseasonal Vaccines:

- | | | |
|----------------------|------------------------------------|-----------------|
| • Pneumonia | • Hepatitis B | • Measles |
| • Diphtheria | • Haemophilus B | • Mumps |
| • Zoster (Zostavax®) | • Human Papillomavirus (Gardasil®) | • Rubella |
| • Tetanus | • Meningococcal | • Rotavirus |
| • Diphtheria Toxoids | • Varicella | • Meningococcal |
| • Pertussis | • Inactivated Poliovirus | • Varicella |
| • Hepatitis A | | |

Membership Cards

Each MedStar Select member receives an identification card, which can be used only by the person listed on the card.

Use of a member's card by another person is insurance fraud and is grounds for the member's termination from the health plan. Possession of a member ID card does not guarantee eligibility.

Providers must request any and all insurance cards from the member before performing services. Providers should verify eligibility by going online at MedStarProviderNetwork.org or by calling Provider Services at **855-222-1042**.



In-Network Referrals

All providers are expected to utilize participating providers when making referrals.

Please refer to the online directory at MedStarProviderNetwork.org for a list of participating providers, or contact provider services at **855-222-1042** for assistance. Please review the information on page 8 about participating providers for lab, radiology, and dialysis services.



Find a Provider in our Online Directory

Finding a participating MedStar Select provider couldn't be easier! Visit MedStarProviderNetwork.org to look up participating PCPs and specialists by logging on to visiting our online provider directory.

Providers can be found by completing one or more of the search fields to get updated information instantly. If your office does not have access to the web, please contact Provider Relations at **800-905-1722, option 5**.



Screening for Hypertension

Hypertension is a recognized global disease and affects patients of every demographic. Therefore, we encourage all practices, regardless of specialty, to check each patient's blood pressure during an office visit with their provider, even if the patient has no prior history of high blood pressure.

Many factors may increase a patient's blood pressure and it is recommended that members with a high blood pressure reading be asked if they are under treatment for hypertension. If they are not, the patient should be encouraged to schedule an appointment with his or her primary care provider to screen for potential disease.

Providers performing blood pressure checks on each patient at every office visit ensures that diseases, like hypertension, do not pass undetected and improves the chances for successful treatment. Together, the medical community can reduce the growing effects of hypertension on the patient population.

For questions or concerns regarding this communication, please contact Provider Relations at mfc-providerrelations2@medstar.net or **800-905-1722, option 5** (MD).



Outpatient Rehabilitation Services

Outpatient rehabilitation services, including medically necessary physical therapy, occupational therapy and speech therapy, are covered benefits for MedStar Select plans. These services are provided in various outpatient settings, such as hospital outpatient departments and Comprehensive Outpatient Rehabilitation Facilities (CORFs).

Refer to the Summary of Benefits posted at MedStarProviderNetwork.org to determine the applicable copay or coinsurance, which does vary based on plan, as well as any coverage restrictions. A listing of all participating providers is also available at this website.

Medically necessary chiropractic services are also covered under MedStar Select; however, coverage restrictions do apply. In addition to the Summary of Benefits, please refer to the policies posted on MedStarProviderNetwork.org (PA.059 and MP.111), which provide coverage and billing guidelines. Prior authorization is required for members under the age of 13. MedStar Select offers a 30-visit limit on these services.



Welcome New Providers to MedStar Select

MedStar Health would like to welcome the following new providers to our network!

- **A Plus Pediatrics LLC**
(Pediatrics, Rockville, Montgomery County)
- **Capital Orthopaedic Specialists** (Orthopedics, Lanham, Prince George's County)
- **Gina M Corso LAc**
(Acupuncture, Lutherville, Baltimore County)
- **DCMC Surgical APP**
(Orthopedics, Lanham, Prince George's County)
- **DCP Digestive Disease Center**
(Gastroenterology, Lanham, Prince George's County)
- **DCP Endocrinology**
(Endocrinology, Riverdale, Prince George's County)
- **DCP Primary Care** (Internal Medicine, Lanham, Prince George's County)
- **Dr Gary A Lieberman PA**
(Podiatry, Silver Spring, Montgomery County)
- **MedStar Medical Group Surgery at Reston** (General Surgery, Reston, Virginia)
- **Trinity Detox and Family Clinic Inc** (Family Medicine, Baltimore County)



In addition, we welcome the following ancillary provider groups into the network:

- Durable Medical Equipment: **Electromed Inc, Kartars Medical Supply, Respiratory Technologies, Inc**
- Skilled nursing facilities: **Adelphi Nursing and Rehabilitation Center LLC, Hyattsville Nursing and Rehabilitation Center LLC**

Contact Us

We are here to help. Please reference the below list of numbers if you have any questions or concerns.

Member Services

855-242-4872 PHONE

Monday through Friday, 7 a.m. to 7 p.m.

Care Management

888-959-4033 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Medical Management/Prior Authorization

855-242-4875 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Provider Services

(For claims and eligibility inquiries)

855-222-1042 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Provider Relations

(For credentialing/re-credentialing or practice additions/terminations/address changes)

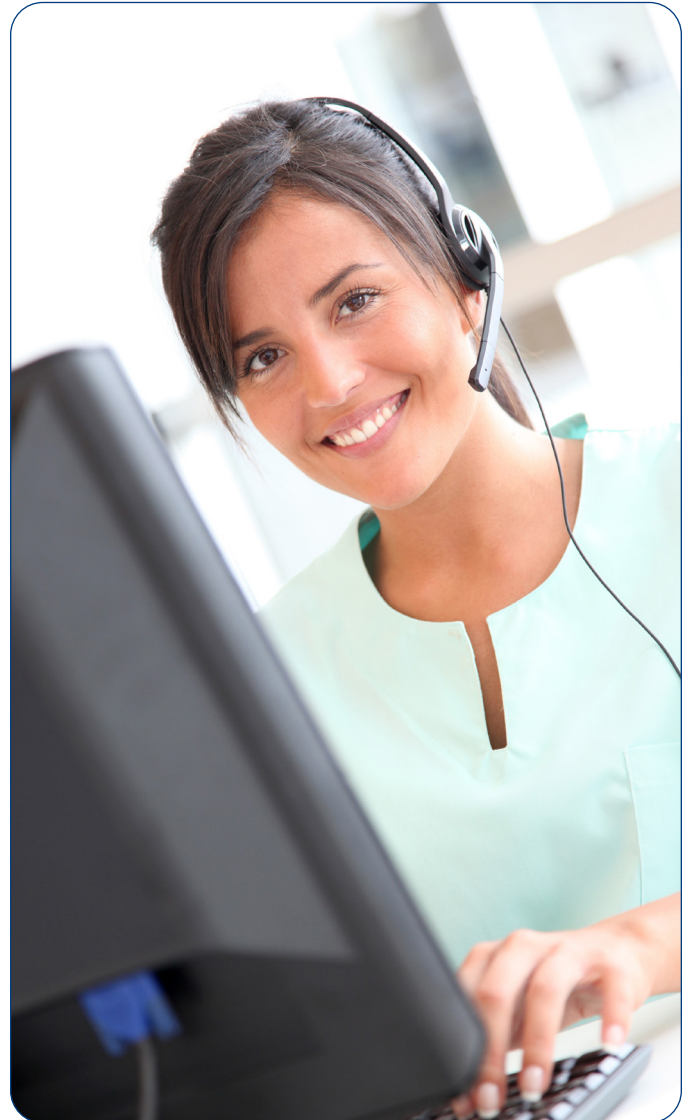
800-905-1722, option 5 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Interactive Voice Recognition

855-275-1251 PHONE

To verify member eligibility, access the provider website at [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) or call Provider Services at **855-222-1042**.



Pass-Through Billing

MedStar Select and the Maryland Department of Health prohibit pass-through billing. Pass-through billing occurs when the ordering provider requests and bills for a service, but the service is not performed by the ordering provider or those under their direct employ.

If you are a physician, practitioner, or medical group, you must only bill for services that you or your staff perform. The performing provider should bill for these services unless otherwise approved by MedStar Select.

MYHEALTH PROGRAM HIGHLIGHTS

MyHealth Programs: CareAdvising and Transition Care

Each patient has a unique approach to accessing and utilizing healthcare services. In a continued effort to provide you with the tools needed to engage patients in better managing their chronic conditions, MedStar Health offers special programs to MedStar Select members. These programs include Care Advising and Transition Care.

If your patient is enrolled in one of our programs and is admitted to a MedStar or non-MedStar facility, we are able to notify you of the admission, send you records and test results, and provide you with the necessary information and tools needed to follow up and provide optimal care for your patient. This ability to share information and eliminate duplication helps us better manage patients with chronic conditions and decrease readmission rates.

MedStar's dedicated care advising and transition care teams help bridge the gaps to improve care coordination. These services help MedStar Select members who need some extra support in managing their health. Whether the patient needs support with a short-term solution, or help with a long-term care plan, Care Advising can offer valuable assistance to your high-risk patients.

Care Advising

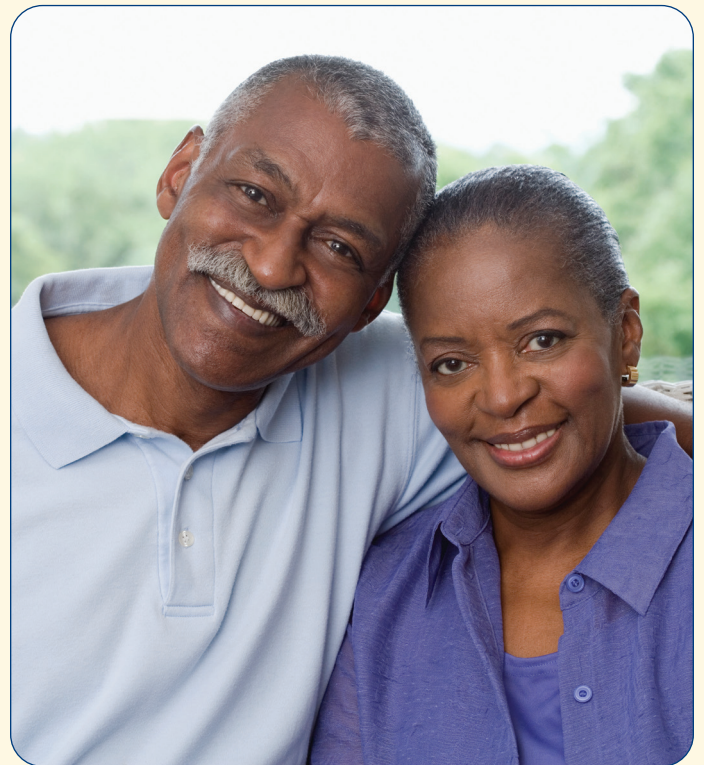
Identified patients engage with a registered nurse care advisor to help them follow their doctor's orders, understand their test results and take their prescribed medication properly. Care advisors can also help set follow-up appointments and coordinate important communication and information between the multiple providers the patient might be seeing.

To ensure continuity of care, each enrolled patient and their primary care physician (PCP) will develop and maintain a relationship with the same care team. Care advisors are also supported by a broader care team, including social workers, pharmacists, and dietitians, all of whom help support and guide the patient through their personal care plan.

Whatever support is needed, you and your patient will have access to services such as nursing, pharmacy, nutrition, dietitians, social workers, and more.

Care Advising services and the ongoing support that Care Advising offers can improve the health of these patients and assist providers in managing their most vulnerable patients. The service also promotes active patient engagement, education, and understanding.

For more information about our Care Advising services, please call **888-959-4033**.



(continued on next page)

Transition Care

Transition Care, a hospital transition program, provides members with the necessary tools to get healthy and stay well. Our Transition Care program helps patients decrease their chances of hospital readmission.

While in the hospital, a patient is assigned to a care advisor who will educate them on how to successfully adjust from hospital to home. The patient will leave the hospital with a printed care plan, including medication reminders and a list of follow-up appointments.

In addition to giving the patient the much needed assistance to make a smooth transition from hospital to home, the care advisor will follow up with the patient to ensure medication adherence and confirm travel arrangements for upcoming physician appointments.

If you have a MedStar Select patient who you feel would benefit from Transition Care services, please call **888-959-4033**.

MedStar Select MyHealth Maternity Program

The MedStar Select MyHealth Maternity Program is available to MedStar Select members and their covered dependents. The focus of the Maternity Care program is to promote optimal maternal and neonatal outcomes, including reduction in preterm births and neonatal hospitalizations, by early identification of high risk pregnancies. Optimal maternal and neonatal outcomes are promoted by establishing a collaborative relationship between the maternity health educator, registered nurse care advisor, and the associate or covered dependent, in which the associate or covered dependent is supported and encouraged to adopt a central role in managing their pregnancy and postpartum period. The associate or covered dependent will receive individualized support, education, and guidance throughout their pregnancy and postpartum period.

Program Participation Guidelines:

The associate or covered dependent must enroll in the program and complete the initial assessment during the first trimester to qualify for these financial incentives:

- \$50 into HRA for completing initial assessment
- \$50 into HRA for completing the program, including the postpartum assessment with your MyHealth maternity care advisor
- \$100 into HRA for delivery at a MedStar Health facility*

**Enrollment into the program, completion of the initial assessment or postpartum assessment is not required to qualify for this incentive*

For more information, members can call **888-959-4033** between 8:30 a.m. and 5 p.m. Monday through Friday.

MedStar Pharmacy for Prescriptions and Vaccines

MedStar Pharmacy is a network of pharmacies conveniently located on the campuses of many MedStar Health hospitals. MedStar Pharmacy locations carry brand name and generic medications as well as over-the-counter health products. CDC-recommended immunizations are also given by vaccination-licensed pharmacist at MedStar Pharmacy locations.

For patients located within a five-mile radius of any MedStar Pharmacy location, free prescription delivery is available as well. To learn more or see all MedStar Pharmacy locations, please visit [MedStarHealth.org/MHS/Our-Services/Pharmacy](https://www.MedStarHealth.org/MHS/Our-Services/Pharmacy)

Laboratory, Radiology and Dialysis Services

Laboratory services, refer to:

- Any MedStar Health laboratory
- Quest Diagnostics (includes genetic testing)
- LabCorp (includes genetic testing)

Visit [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) for a complete listing of in-network laboratory services and locations.

Radiology services, refer to:

- Any MedStar Health radiology facility
- Any contracted radiology provider

Visit [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) for a complete listing of in-network radiology services and locations.

Dialysis Centers

MedStar Select:

- Davita

Visit [MedStarProviderNetwork.org](https://www.MedStarProviderNetwork.org) for a complete listing of in-network dialysis centers and locations.



MedStar Health

5233 King Ave., Suite 400
Baltimore, MD 21237
800-905-1722 PHONE
[MedStarProviderNetwork.com](https://www.MedStarProviderNetwork.com)

The MedStar Select Provider Newsletter is a publication of MedStar Health. Submit new items for the next issue to MedStar Family Choice Provider Relations at mfc-providerrelations2@medstar.net.

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