



**MedStar Family Choice Claims Submissions  
\*REMINDER\***

Change Healthcare may have recently communicated that they have reinstated its clearinghouse.

MedStar Family Choice (MFC) will continue using Smart Data Solutions (SDS) as our clearinghouse until further notice while we work to ensure all of the necessary safeguards are in place with Change Healthcare before reinstating its clearinghouse services.

Providers can submit both 837 transactions and paper claims to SDS, which is a nationally recognized clearinghouse that has existing relationships with many of the known intermediaries/clearinghouses.

SDS is ready to receive your claims and registration details are attached.

**Electronic Claims Submissions**

Providers can submit electronic claims 837 transactions to Smart Data Solutions (SDS).

- If you currently have a relationship with another clearinghouse, you can direct them to submit your MFC 837 transactions to SDS.
  - Our MFC-MD payer ID remains the same **RP063**.
- If you currently submit your 837 transactions directly to Change Healthcare, you will need to contact SDS and arrange for them to submit them to us on your behalf.

**Paper Claims Submissions**

Providers can paper claims to Smart Data Solutions (SDS) by submitting claims by mail to:

MedStar Family Choice MD Claims Processing Center  
P.O. Box 211702  
Eagan, MN 55121

For questions concerning this Provider Alert, please contact the MedStar Family Choice Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:30 p.m.  
MFC-MD Provider Relations Email: [MFC-ProviderRelations2@medstar.net](mailto:MFC-ProviderRelations2@medstar.net)  
Phone: **800-261-3371**

# Provider Portal

## Easy-to-use portal interface for submitting claims

### PORTAL FUNCTIONALITY

Smart Data Solutions' extensive reporting and easy-to-use portal interface provides automated, real-time tracking and control of all forms. You can locate a claim in your process and view the claim at any time. This system includes detailed error reporting to detect fraudulent, excessive or repetitive claims. In addition, Smart Data Solutions provides dedicated developer support with an unparalleled level of service 24/7. This fully integrated system can be configured to meet your organizations' needs.

Our Provider Portal allows providers to submit claims through automated file feeds, direct data entry, and/or drag and drop file uploads. The account will give providers an easy way to monitor and reconcile all claim submissions, as well as promote full transparency between the health plan and the provider.

Smart Data Solutions works on behalf of the payer and offers transaction processes at **low to no cost** to the provider.



### Portal Functionality

#### Claim Submission

- Direct Data Entry
- Upload 837 File

#### Real-Time Eligibility and Claim Status Requests

- CAQH CORE Certified
- Easy to Use Interface

#### ERA Routing

- View on the Portal
- Download .X12/835 File

### Claim Transactions

#### Multiple Form Types

- Accommodate for various types of providers

#### Multiple Acknowledgment Levels

- Unsolicited 999s and 277s
- Status updates show where a claim is in the routing process

#### Reject Queue

- Payer reject note clearly posted
- Correct claims within portal and resubmit a clean copy

### How to Set Up Your Login:

Smart Data Solutions can easily set up the provider portal within a matter of minutes. Email us at [stream.support@sdata.us](mailto:stream.support@sdata.us) with the information below.

#### Information Needed:

First Name: Last Name:

Email: Phone:

Organization Name:

Organization NPI:

Organization Tax ID:

What payer(s) would you like to submit claims to?

### Smart Data Solutions' Support Features:

- 4000+ payer connections
- Eliminates multiple submission locations
- Full transparency
- Same business day replies
- Knowledgeable support reps
- Robust ticketing system for quick resolution
- Payer/Provider Issue Resolution Support