

**Provider Alert**  
**MedStar Family Choice Maryland HealthChoice**  
**Updates to the Provider Manual**  
**Effective February 10, 2021**

We have made a few updates to the MedStar Family Choice Maryland HealthChoice Provider Manual. Please take the time to review the latest version of the MedStar Family Choice Maryland HealthChoice Provider Manual available under the For Maryland HealthChoice Providers section of the MedStar Family Choice website at [MedStarFamilyChoice.com](http://MedStarFamilyChoice.com) or directly via [Bit.ly/MFCPRManual](https://bit.ly/MFCPRManual).

A summary of the changes:

- Section I: Introduction
  - A. Medicaid and HealthChoice
    - The following sentence was added: “We do not prohibit or otherwise restrict, a provider acting within the lawful scope of practice, from advising or advocating on behalf of an enrollee who is his or her patient.”
  
- Section IV: Prior Authorization and Member Complaint, Grievance, and Appeal Procedures
  - L. Overview of Member Complaint, Grievance and Appeal Processes
    - The following sentence was added: “Providers will not be penalized for advising or advocating on behalf of an enrollee.”

Please be sure to take the time to review the content as this is an extension of your existing contract. All changes and updates will be effective February 10, 2021.

If your office does not have internet access or needs assistance related to this update, please contact the MedStar Family Choice Provider Relations Department at **800-905-1722** or [mfc-providerrelations2@medstar.net](mailto:mfc-providerrelations2@medstar.net).