



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Spring 2026



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This program is brought to you by the Government of the District of Columbia Department of Health Care Finance.



Important phone numbers

If you need help, please call us using one of the phone numbers listed here or stop by the Community Wellness Center. The Wellness Center is open Monday through Friday from 9 a.m. to 5 p.m. Enrollee walk-in hours are 9 a.m. to 3 p.m. The Wellness Center is located at 3924 Minnesota Ave., NE, Washington, DC 20019. Parking is available on the street. There are one-hour free parking lots nearby. It is also a 10-minute walk from the Minnesota Avenue Metro Station.

 <p>For questions about MedStar Family Choice District of Columbia:</p>	Enrollee Services	202-363-4348 or 888-404-3549 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Enrollee Services	711	
 <p>If you need care after your doctor's office is closed:</p>	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Nurse Helpline	711	
 <p>If you need to see a doctor within 24 hours ("Urgent Care"):</p>	Your PCP's Office	_____ (fill in your PCP's information here)	
	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
 <p>If you need a ride to an appointment:</p>	Transportation Services	866-201-9974 (toll-free)	24 hours a day, 7 days a week
 <p>If you need Behavioral Health care or have a Behavioral Health question:</p>	Your BHP's Office	_____ (fill in your BHP's information here)	
	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
 <p>If you need someone who speaks your language or if you are hearing impaired:</p>	Enrollee Services	202-363-4348 or 888-404-3549 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Enrollee Services	711	
 <p>Dental Questions:</p>	Avēsis	844-391-6678 (toll-free)	24 hours a day, 7 days a week
 <p>Vision Questions:</p>	Avēsis	844-391-6678 (toll-free)	24 hours a day, 7 days a week

FOR AN EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM.

Keep your healthcare benefits

Here's how to renew or recertify

It may be time to renew your MedStar Family Choice DC healthcare benefits. All beneficiaries must renew or recertify to keep their benefits. Don't wait!

Renewing your coverage is important so you and your family continue to have access to the health care you need. If you don't complete your renewal on time, you could lose coverage, even if you are still eligible. Renewing helps you:

- Avoid gaps in your healthcare coverage
- Continue access to preventative services like check-ups, vaccines, and screenings
- Maintain access to community support for your healthcare journey

Visit DistrictDirect.DC.gov to ensure your contact information is up to date so you will receive important information. You can also go to DistrictDirect.DC.gov to renew or recertify online. To renew or recertify by phone call the DC ESA Public Benefits Call Center at **202-727-5355 (TTY/TDD 711)**. If you need help, call us at **202-363-4348 (select option 1, then 1)** to speak with a MedStar Family Choice DC Outreach coordinator.

Community Assistance and Resource (CARE) team

Connecting you with resources to help you live your healthiest life

Our CARE team is here to assist you when you need us the most. We will listen to your needs and refer you to resources in your community. Get connected with the right social services such as:

- Transportation
- Food assistance
- Housing assistance
- Financial assistance/workforce development
- Mental/behavioral health
- Maternity assistance
- New enrollee welcome call
- Health risk assessment
- Social determinants of health assessment

If you need help with any of the items listed above, call the CARE team at **202-363-4348**.

Get your ID Card from the Enrollee Portal

Did you know you can request, view, and print your MedStar Family Choice DC ID Card from the Enrollee Portal? It's easy, just follow these steps:

- Go to the MedStar Family Choice DC Enrollee Portal either from our website benefits page at MedStarFamilyChoiceDC.com/Enrollees/General-Benefits or directly at MFCDCEnrollee.HealthTrioConnect.com/app/index.page?
- Sign in with your Username and Password. New users will need to create an account. To create an account, you'll need your Enrollee ID number.
- Select "Print and Request ID Cards". From this tile you'll be able to view and print your ID Card.

My Health Plan **My Preferences**

Quick Access
View My Claims
View My Benefits
Send a Message
Search for Providers and Facilities

Helpful Links

Search Providers and Facilities
Find a participating provider near you. Search providers and facilities.
Find a Participating Provider Near You →

View Claims
Visit the claims area to see your recent claims, monitor claim status, and view your claim history.
View Claims →

Print and Request ID Cards
Need to order a new ID Card for you or a family member? We've got you covered.
View ID Card →

Clinical Practice Guidelines

MedStar Family Choice DC has Clinical Practice Guidelines that assist doctors and other healthcare providers in making decisions regarding the care of their patients. To see these guidelines, visit our website at [MedStarFamilyChoiceDC.com/Providers/Provider-Resources/Provider-Support/Clinical-Practice-Guidelines](https://www.MedStarFamilyChoiceDC.com/Providers/Provider-Resources/Provider-Support/Clinical-Practice-Guidelines).

Community Wellness Center

Celebrating our one-year anniversary

In February we proudly observed the one-year anniversary of opening the MedStar Family Choice DC Community Wellness Center. This milestone reflects the power of vision, partnership, and community. Over the past year, the center has become a trusted hub for healing, connection, and growth. It provides vital resources, programs, and support to individuals and families across Washington, DC. From wellness workshops and support groups to community events and outreach initiatives, the impact has been both meaningful and measurable. This anniversary is not just a celebration of time passed, but of lives touched, relationships built, and a stronger, healthier community taking shape.

We celebrated our incredible first year this spring with partners, supporters, and community members. We reflected on our progress and renewed our commitment to wellness for all. The celebration honored the successes of the center, spotlighted stories of those who have been a part of the journey, and shared a glimpse of what's ahead.



Transportation services are free for enrollees

If you need a ride for a medical appointment call MTM. A ride can be scheduled 24/7 by calling **866-201-9974**. This service is at no cost to our enrollees. Transportation must be scheduled at least three business days before a regular appointment. It must be scheduled at least one

business day before urgent visits or child Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) visits. If you have questions, or would like to book a ride, call MTM at **866-201-9974**.



Compliance Corner

Medicaid beneficiary card sharing

Medicaid fraud impacts everyone. One activity that plays a part in Medicaid fraud is sharing Medicaid cards and numbers. Sharing your Medicaid card or number means giving your Medicaid card or number to someone other than your doctor, clinic, hospital, or other Medicaid healthcare professional. Only share your Medicaid card or number with a Medicaid provider who is providing services. If you share it with anyone else, you may not be able to get the care you need promptly.

Why would a person share their Medicaid card or number?

- To help a family member or friend who needs to see a doctor but does not have insurance;
 - To sell or trade the card or number for cash money, goods, or services; and
 - To protect themselves from someone who threatens them or their family if they will not share their Medicaid card or number.
- Other Examples of Medicaid Fraud:
- Stealing Medicaid cards or numbers from beneficiaries;
 - Buying Medicaid cards or numbers from beneficiaries who need cash;
 - Offering free gifts or services to get cards or numbers; and
 - Setting up fake medical companies or businesses to bill Medicaid.

What might happen if you share your Medicaid card or number?

- Someone else's information could be in your Medicaid record, which are linked to your Medicaid number. This is bad because it could lead to mistakes in treating you or cause a delay when you need care or treatment. For example:
 - » Medicaid may not pay for a service already provided if they already paid for the same care for someone else using your card;
 - » You may have a medical problem that conflicts with the person who used your card, and the doctor may call for a review of your record or may include ordering additional test, drugs, or treatment that you do not need;
 - » You may be limited to certain doctors, drug stores, and hospitals which is referred to as a "Lock-in" program;
 - » You may have to pay back money to Medicaid;
 - » You may need to pay a fine of up to \$500,000 and spend up to 10 years in prison if found guilty of Medicaid fraud.

How do you report fraud?

- MedStar Health's Integrity Hotline at **877-811-3411**.
- MedStar Health's website for compliance reporting Compliance-Helpline.com/MedStar.jsp.
- Use the Office of Inspector General (OIG) Hotline Operations for tips and complaints at OIG.HHS.gov/Fraud/Report-Fraud/.
- D.C.'s Department of Health Care Finance Fraud Hotline at **877-632-2873**, or through secure email at dhcf.dc.gov/Page/Reporting-Fraud-Waste-and-Abuse-01 or send a letter in writing to: **Department of Health Care Finance, Division of Program Integrity, 441 4th Street, NW, 900 S Washington, DC 20001**.

Additional methods to report include contacting MedStar Health's Office of Corporate Business Integrity (OCBI) by email at compliance@medstar.net or phone at **410-772-6606**.

Cayaba Care is now Nadia Care

In March, Cayaba Care, our maternal health partner, changed their name and branding to Nadia Care. The name was changed to Nadia Care because it is easier to say, and it means hope, optimism, and new beginnings. Although the name has changed, the company, team, and services remain the same. To learn more about Nadia Care visit NadiaCare.com.



To learn more about the MedStar Family Choice DC Growing Together maternity program and Nadia Care, contact our Case Management department at **202-363-4348 (select option 1, then 6)**.

Join our Facebook Community Group

The MedStar Family Choice DC Facebook Community Group provides a space for you to learn and share information about your health plan.

Our Facebook Community Group offers:

- Health plan updates
- Community events and educational programs
- Healthcare incentives
- Enrollee benefits and wellness services
- Pharmacy updates
- Health tips and more!

Join the conversation at [Facebook.com/Groups/3345653428815826](https://www.facebook.com/Groups/3345653428815826).

Our partnership with Friendship LEA Schools

MedStar Family Choice District of Columbia is proud to partner with Friendship LEA Schools to support the health and well-being of students and families in Washington, DC. Through this partnership, we work together to make it easier for our enrollees to get the care and support they need.



**Friendship Public
Charter School**
GRADES PRE-K3 TO 12

At school events, like back-to-school nights and wellness days, the MedStar Family Choice DC team will help our enrollees connect to important health services. This includes well-child visits, lead screenings, and dental screenings. Our team can also help our enrollees by scheduling doctor appointments, finding transportation to medical visits, and sharing helpful health resources.

MedStar Family Choice DC also offers extra support for our enrollees and their families. This includes care management for people with ongoing health conditions, services for children with developmental needs, maternity support for expecting mothers, and help connecting families to community resources like housing, food, and job support.

We are proud to work with Friendship LEA Schools to help our enrollees and their families stay healthy and succeed in school and in life.

Google Review – We thank you!

Your comments and feedback make a huge difference. MedStar Family Choice DC has received more than 500 Google business reviews. We are pleased to share that on a scale of 1 to 5, we have a favorable 4.70 average rating! This includes reviews through January 2026.

Thank you for your feedback and please keep sharing with us. It helps us to continue improving our healthcare services for you.

MedStar Family Choice District of Columbia complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, disability, or sex.

If you do not speak and/or read English, please call **888-404-3549** between 8:00 a.m. and 5:30 p.m. A representative will assist you.

Si no habla o lee inglés, llame al **888-404-3549** entre las 8:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle.

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi **888-404-3549** từ 8 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn.

‘영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 8시 00분에서 오후 5시 30분 사이에 **888-404 3549** 번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다.

Si vous ne parlez pas ou lisez l’anglais, s’il vous plaît appeler **888-404-3549** entre 8:00 du matin et 5:30 du soir. Un représentant vous aidera.

የእንግሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊ.ቁ 8 : 00 ሰዓት እስከ ቀ. 5 : 30 ባለው ጊዜ በስልክ ቁጥር **888-404 3549** በመደወል እርዳታ ማግኘት ይቻላል።

‘如果不能講和/或不能閱讀英語，請在上午 8:00 到下午 5:30 之間給 **888-404-3549** 打電話，我們會有代表幫助



MedStar Family Choice

DISTRICT OF COLUMBIA

New MedStar Family Choice DC Office Address
2233 Wisconsin Ave., NW, 5th Fl.
Washington, DC 20007

Enrollee Newsletter Spring 2026

The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or call Enrollee Services at **888-404-3549**.

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