



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter SPRING 2022



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Welcome and COVID-19 Vaccination Message from our Chief Medical Officer.

For those of you new to our plan, welcome to MedStar Family Choice District of Columbia. Over the winter months and now as warmer weather approaches, our Provider Network and Quality Improvement teams have been busy meeting with your provider community to gain insights on how to best serve you, our Enrollees. Our goals are to be available, approachable, and prompt in addressing any concerns and questions you may have. If we can help you in any way, please call Enrollee Services, 24 hours a day, 7 days a week at **888-404-3549** or visit us at **[MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com)**.

As the COVID-19 pandemic continues to affect our Enrollees, we extend our deepest sympathies to you and your families who continue to endure the impact. Community spread continues to concern all of us. Now is the time to fight back for yourself, your family, your friends, and your community. We all need to do our part. Our message is simple, if you haven't gotten the vaccine yet, you need to get vaccinated. Here are the facts to know:

- COVID-19 has been serious and deadly in some who have been infected.
- The vaccines are tested.
- The vaccines are safe compared to the risks from getting COVID-19.
- There are breakthrough COVID-19 cases being reported in people who have already been vaccinated. This is not surprising. No vaccine is 100% effective. For those who have been vaccinated and exposed to COVID-19, the symptoms may be milder.



- The COVID variants are in the community and are easily spread. This is called community spread. We can reduce the chance of it changing and spreading by getting more people vaccinated.

If you have been unsure about vaccination, I hope this convinces you to get vaccinated. Please share this with others who are also undecided. We all need to do our part to protect ourselves, our community, and the children who are not yet able to receive the vaccine.

If you have questions, please talk to your MedStar Family Choice District of Columbia Primary Care Provider. If you want to get your vaccine, visit **[Vaccinate.DC.gov](https://www.Vaccinate.DC.gov)** to find a location near you.

Sincerely,

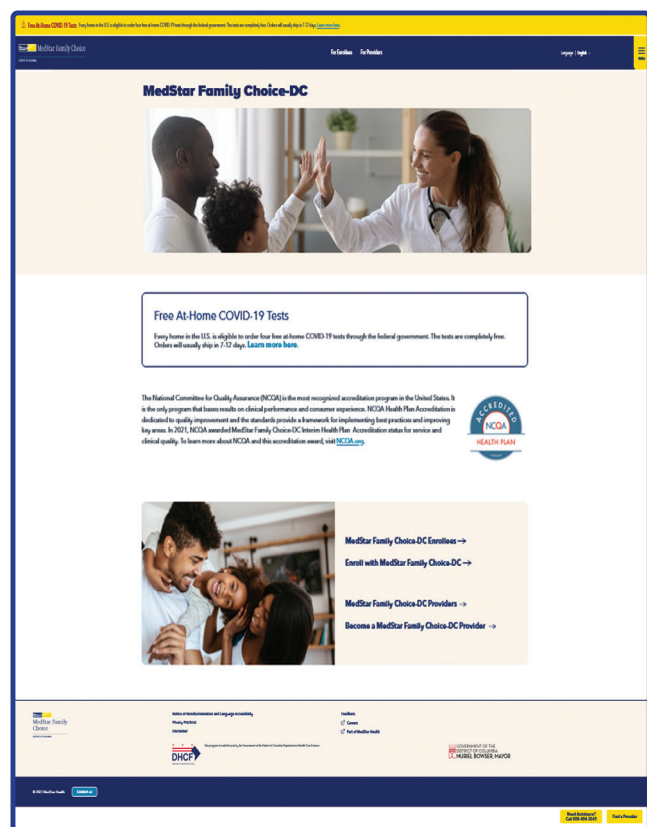
Raymond Tu, M.D., M.S., F.A.C.R.

Chief Medical Officer,
MedStar Family Choice District of Columbia

Visit the website for helpful information.

We continue to update our website and have made it easier for you to find and use the information most important to you. **MedStarFamilyChoiceDC.com** includes information about:

- Appeals process
- Benefits
- Covered services
- Value-added services
- Copays
- What to do if you are billed for a covered service
- Care coordination and Case Management services
- Contacts
- Find a Provider (searchable provider directory)
- List of medications (formulary)
- Hours of operation and after-hours instructions
- How to access specialty care, hospital services, and behavioral health services
- Interpreter and translation services
- Enrollee handbook
- Enrollee newsletter
- Enrollee rights and responsibilities
- MedStar eVisit
- Fraud and abuse
- New technology policies
- Notice of privacy practices
- Out-of-service area coverage
- Outreach programs
- Preventive care programs
- Pharmacy protocols and procedures
- Pharmacy quick reference guide
- Quality improvement programs
- Schedule of health education classes
- Transportation guidelines
- Utilization management decision-making
- Utilization affirmative statement
- Wellness rewards



If you do not have access to the internet, please call Enrollee Services at **888-404-3549**. You can also mail your request to us at:

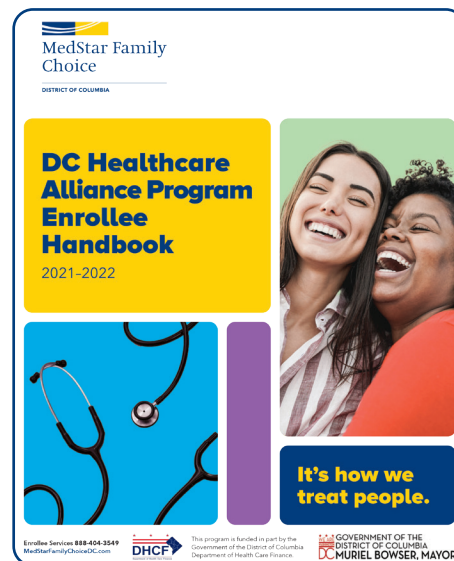
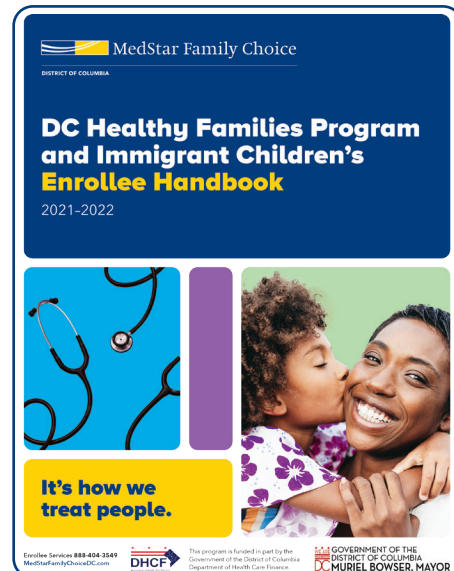
MedStar Family Choice District of Columbia
Enrollee Services
3007 Tilden Street, NW, POD 3N
Washington, DC 20008

All of these materials are available to be printed and mailed to you at no cost.

The 2021-2022 Enrollee Handbook is available on our website.

Please review the Enrollee Handbook in detail to learn about your benefits, services, programs, rights, responsibilities, and contact information. The handbook also explains policies on billing; appeals; fraud, waste, and abuse; and more. Important phone numbers for enrollees are included in the handbook as well.

You can download the Enrollee Handbook by visiting [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) and choosing either the DC Healthy Families or DC Healthcare Alliance option. If you would like to receive a printed copy by mail at no cost to you, please call Enrollee Services at **888-404-3549**.



It is easy to find a provider on our website.

As a MedStar Family Choice District of Columbia enrollee you are assigned a Primary Care Provider if you did not choose one upon enrollment. If you need to change your Primary Care Provider or learn more about selecting a provider, call Enrollee Services at **888-404-3549**.

We made it easy for you to find a provider on our website. You can search the online directory and narrow your search by categories to help you. Select a doctor by the name, hospital affiliation, gender, language, specialty, city, or miles from your home.

Our online directory also contains provider information such as office address, phone number, qualifications and certifications, education, and office hours. If you do not have access to the internet and would like information about a provider, call Enrollee Services.

If you have questions about selecting your Primary Care Provider, please call Enrollee Services at **888-404-3549** or visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com).



Did you know a list of approved medications is on our website?

The MedStar Family Choice District of Columbia (MFC-DC) medication list is available online at **MedStarFamilyChoiceDC.com**. You can find it in the Pharmacy Benefits section. The MFC-DC medication list, also known as a drug formulary, includes all of the approved prescription medications covered by MFC-DC. Any changes made to this medication list will be included in the updated issue of Covered Prescription Medications posted on the web. Also, there is a recent medication coverage changes section with a summary of the latest updates.

If you don't have access to our website and have questions about whether or not a specific medicine is on this medication list, we can send information to you. If you or your doctor wants you to take a medication that is not on this list, we have a process in place to review those medication requests. Call Enrollee Services at **888-404-3549** to learn more.

The screenshot shows the MedStar Family Choice website. The header includes the logo, navigation links for 'For Enrollees' and 'For Providers', a language dropdown set to 'English', and a menu icon. The breadcrumb trail reads: 'MedStar Family Choice-DC > Welcome MedStar Family Choice-DC Enrollees > Pharmacy Benefits'. The main heading is 'Pharmacy Benefits'. Below it, there is a paragraph about learning about plan medications and a link to register. A section titled 'View the lists of drugs covered by MedStar Family Choice-DC:' contains two sub-sections: 'Prescription' with links for 'Covered Prescription Medications (Printable PDF)' and 'Covered Prescription Medications (Machine Readable JSON)', and 'Over-the-Counter' with a link for 'Covered Over-the-Counter Medications (Printable PDF)'. A section titled 'See recent medication coverage changes:' lists three dates: 'December 2021', 'August 2021', and 'July 2021'. At the bottom right, there are two yellow buttons: 'Need assistance? Call 888-404-3549' and 'Find a Provider'.



Understanding your enrollee rights and responsibilities.

As a MedStar Family Choice District of Columbia (MFC-DC) enrollee, you have the right to:

- Know that when you talk with your doctors and other providers it's private.
- Have an illness or treatment explained to you in a language you can understand.
- Participate in decisions about your care, including the right to refuse treatment.
- Receive a full, clear and understandable explanation of treatment options and risks of each option so you can make an informed decision.
- Refuse treatment or care.
- Be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Can see and receive a copy of your medical records and request an amendment or change, if incorrect.
- Receive access to healthcare services that are available and accessible to you in a timely manner.
- Choose an eligible PCP/PDP from within the MFC-DC network and to change your PCP/ PDP.
- Make a Grievance about the care or services provided to you and receive an answer.
- Request an Appeal or a Fair Hearing if you believe MFC-DC was wrong in denying, reducing or stopping a service or item.
- Receive Family Planning Services and supplies from the provider of your choice.
- Obtain medical care without unnecessary delay.

- Receive a second opinion from a qualified healthcare professional within the network, or, if necessary, to obtain one outside the network, at no cost to you.
- Receive information on Advance Directives and choose not to have or continue any life-sustaining treatment.
- Receive a copy of the MFC-DC Enrollee Handbook and/or Provider Directory.
- Continue treatment you are currently receiving until you have a new treatment plan.
- Receive interpretation and translation services at no cost.
- Refuse oral interpretation services.
- Receive transportation services at no cost.
- Get an explanation of prior authorization procedures.
- Receive information about MFC-DC's financial condition and any special ways we pay our doctors.
- Obtain summaries of customer satisfaction surveys.
- Receive MFC-DC's "Dispense as Written" policy for prescription drugs.
- Receive a list of all covered drugs.
- Be treated with respect and due consideration for your dignity and right to privacy.
- Receive health care and services that are culturally competent and free from discrimination.
- Receive information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand.
- Exercise your rights, and that the exercise of those rights does not adversely affect the way we, our providers, or the Department of Health Care Finance treats you.
- Request a Fair Hearing with the District of Columbia after an Adverse Determination is made as a result of an Appeal.
- Request that ongoing benefits be continued during an Appeal or state Fair Hearing however, you may have to pay for the continued benefits if the decision is upheld in the Appeal or Hearing.
- Receive other information about how MFC-DC is managed including the structure and operation, as well as physician incentive plans.
- Receive information about MFC-DC, its services, its practitioners and providers and enrollee rights and responsibilities.
- Make recommendations regarding the organization's enrollee rights and responsibilities policy.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.

As a MedStar Family Choice District of Columbia (MFC-DC) enrollee, you are responsible for:

- Treating those providing your care with respect and dignity.
- Following the rules of the DC Medicaid Managed Care Program and MFC-DC.
- Following instructions, you receive from your doctors and other providers.
- Going to scheduled appointments.
- Telling your doctor at least 24 hours before the appointment if you must cancel.
- Asking for more explanation if you do not understand your doctor's instructions.
- Going to the Emergency Room only if you have a medical emergency.
- Telling your PCP/PDP about medical and personal problems that may affect your health.
- Reporting to Economic Security Administration (ESA) and MFC-DC if you or a family Enrollee have other health insurance or if you have a change in your address or phone number.
- Reporting to Economic Security Administration (ESA) and MFC-DC if there is a change in your family (i.e. deaths, births, etc.).
- Trying to understand your health problems and participate in developing treatment goals.



- Helping your doctor in getting medical records from providers who have treated you in the past.
- Telling MFC-DC if you were injured as the result of an accident or at work.
- Informing your provider and MFC-DC if you have any other health insurance coverage.
- Being on time for appointments and notifying providers as soon as possible if you need to cancel an appointment.
- Showing your enrollee ID card when you check in for every appointment.
- Reporting lost or stolen enrollee ID cards to MFC-DC.
- Calling MFC-DC if you have a problem or a complaint.
- Working with your primary care provider (PCP) to create and follow a plan of care that you and your PCP agree on.
- Asking questions about your care and letting your provider know if there is something you do not understand.
- Updating the District of Columbia Government (ex: DHCF, ESA) if there has been a change in your eligibility status.
- Providing MFC-DC and our providers with accurate health information in order to provide proper care.
- Telling your PCP as soon as possible after you receive emergency care.
- Informing your caregivers about any changes to your Advance Directive.
- Supplying information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.



Here are your options for emergency care.

We understand that it can be difficult to know the difference between what may or may not be an emergency. When you are unsure if you are having a medical emergency, you should call the Nurse Advice Line for help at **855-798-3540**. The Nurse Advice Line can help you decide where to go for your care.

There are many options for care. You should consult your MedStar Family Choice District of Columbia Primary Care Provider (PCP) assigned to you; many providers work at Urgent Care facilities throughout the District. We also offer MedStar eVisit which gives you 24/7 video access to trusted providers from your tablet, smartphone, or computer. To learn more or to sign up, please visit [MedStarFamilyChoiceDC.com/Enrollees/eVisit](https://www.MedStarFamilyChoiceDC.com/Enrollees/eVisit).

You should visit the emergency room (ER) when you need care right away for a serious, sudden injury or illness. If you do not have a life threatening, sudden illness or injury you may have to wait to be seen in the emergency room sometimes for several hours during busy times where you may be exposed to other illness around you like COVID-19. Consult your Primary Care Provider. For any life-threatening emergency or sudden illness please call 911 or go directly to the emergency room.

How to request out-of-network services.

If MedStar Family Choice District of Columbia (MFC-DC) is unable to provide a necessary and covered service to an enrollee within our network, MFC-DC may allow the service to be provided outside of the network. In order for this to happen, the provider should fax the

request to the MFC-DC Prior Authorization department at 202-243-6258 for approval. MFC-DC reviews all requests. In cases where out-of-network services have been approved, the enrollee is not responsible for the cost of the services.

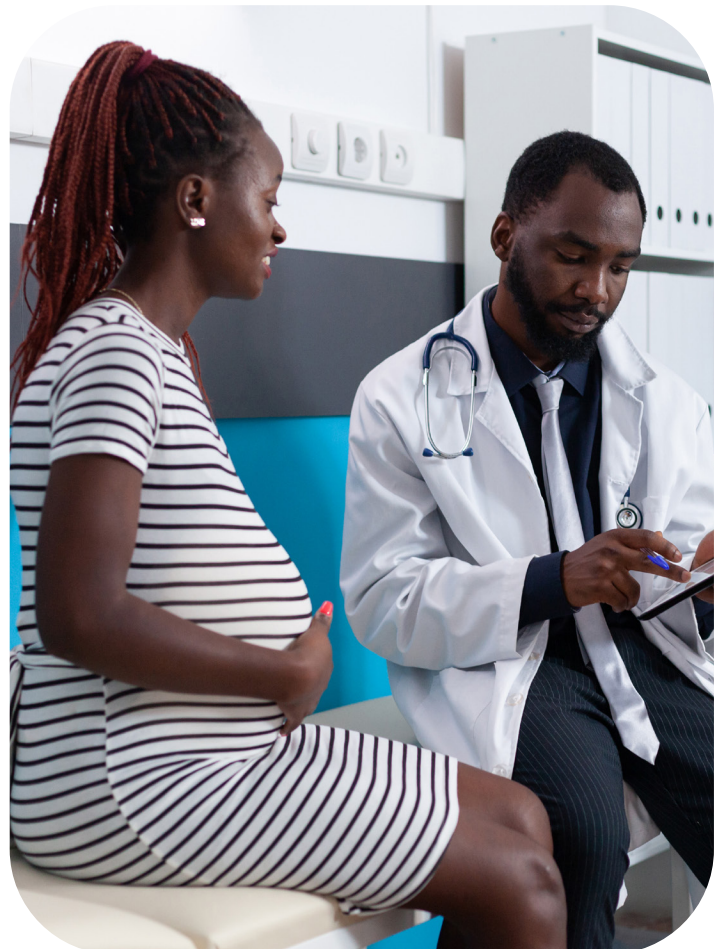
Understand how to get a referral to a specialist.

Primary Care Providers (PCP) will give you great advice about your healthcare needs. If any of your medical conditions require seeing a specialist, your PCP will refer you to one in our network. If an in-network provider is not available, MedStar Family Choice District of Columbia (MFC-DC) will help arrange and assist with authorization for the out of network provider. If your PCP can care for the condition without referring you, he or she will treat your medical condition.

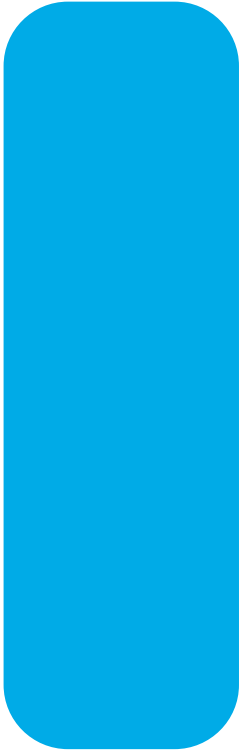
If you are a female enrollee and your PCP is not a women's health specialist, you have the right to see a women's health specialist within the MFC-DC network without a referral. If you want a second opinion, you have the right to obtain one from another in-network provider. If another in-network provider is not available, MFC-DC will help arrange a second opinion outside of the MFC-DC network at no cost to you.

You can contact your PCP or Enrollee Services at **888-404-3549** for help getting a second opinion. A referral may be required. Most practitioners will need to see you in their office before a referral is written for a

specialist. If you have questions or concerns about the healthcare services you receive, contact Enrollee Services at **888-404-3549** to ask for help.



Dental benefits are included.



As an enrollee of MedStar Family Choice District of Columbia (MFC-DC) your coverage includes regular and emergency dental care, and in some cases, orthodontic care for special problems (routine orthodontic care is not included).

Benefits for adults and children enrolled in DC Healthy Families include dental exams and routine cleanings every 6 months as well as other services such as x-rays, fillings, extractions, root canals, dental crowns, implants, and dentures.

For adult enrollees covered by Alliance, MFC-DC covers dental services up to a \$1,000 limit each calendar year. Covered services include dental exams and routine cleanings every 6 months, x-rays, fillings, extractions, and dentures. Root canals, dental crowns and implants are not covered.

In addition to regular and emergency dental treatment, benefits for children up to age 21 also include fluoride varnish treatments and in some cases, orthodontic care for special problems (routine orthodontic care is not

included). All dental health checkups and treatments for children are at no cost. From birth, up to age 3, your child's Primary Care Provider (PCP) may provide dental care during regular check-ups and then the PCP may decide to send the child to a dentist. Beginning at age 3, all children should see a dentist in the MFC-DC network for a check-up every 6 months.

Some limitations may apply to the frequency of services and prior authorization may be required. Call Dental Enrollee Services at **844-391-6678** to help you find a dentist in the network or to answer your questions about your dental benefits and limitations.

Enrollees of MFC-DC are also assigned to a Primary Dental Provider (PDP) who will help you and your family get the care you need. It is important to call your PDP first when you need care. If you had a dentist before you signed up with MFC-DC please call Dental Enrollee Services at **844-391-6678**. We can help you stay with that dentist if you want to. Your enrollee ID Card will have your PDP's name and phone number on it.



You are invited to attend our classes and events.

MedStar Family Choice District of Columbia offers a variety of monthly virtual classes and events for you and your family. Please visit our Events and Outreach Programs page on **MedStarFamilyChoiceDC.com** for more information including time, date and registration.

New Enrollee Orientations:

Learn more about your health plan services, benefits, and rights.

Enrollee Advisory Committee:

Share your thoughts about our healthcare services. Your opinion can help make MedStar Family Choice District of Columbia better for you and all enrollees.

Community Resource Roundtables:

Have a conversation with community organizations and agencies about support services and programs that may be available for you.

Health Education Classes:

Health Forums – Learn about topics and ask questions relating to women’s health, men’s health, and more at our Healthy CommUnity Convos with Physicians.

Breast Health Education – Breast Health Matters. Learn about why breast screenings are important, early detection of breast cancer, your risk factors and healthy behaviors to reduce your risks.

Maternity Mondays – For all expectant and new mothers. Learn about the best safe sleep practices for your baby. Attend and get a free Cribette. We offer other classes to help you feel your best during your pregnancy too.

Becoming A Mom Program (BAM) – March of Dimes prenatal, bilingual program for pregnant moms. Receive education on prenatal care, nutrition, stress management, things to avoid during pregnancy, labor and birth, postpartum care and newborn care. Attend a virtual group or register for the online self-paced classes.

Job Readiness and Financial Literacy:

Sign up for our job readiness classes. You will learn how to find a job, interview and create a resume. Our financial classes will teach you how to save money and increase your credit score.

Exercise and Cooking Classes:

Diabetes Management & Cooking Classes

- Receive diabetes education from registered instructors.
- Manage A1c levels with healthy tips and resources.
- Receive fresh produce for the virtual cooking class.
- Learn to cook healthy, great tasting meals from a professional chef.

Foodie Fridays with Giant Nutritionist

Manage your weight and eat healthy on a budget.

Wellness Wednesdays

Join our fitness instructors and learn how to reduce stress through yoga, mindfulness, cycling and more.

For more information about these classes call the Outreach department at **855-798-4244** (select option 1, and then option 2).



Case Management programs are available for enrollees.

A highly qualified team of nurses and social workers is available to MedStar Family Choice District of Columbia enrollees with special needs, serious medical conditions or social issues such as food, housing, and utilities. Our nurses and social workers provide education, support, and guidance to those enrollees who need or would like extra assistance to manage their health. Our nurses and social workers can also assist with gaining access to healthcare services. Below are a few examples of medical and behavioral health conditions or healthcare needs where we may be of help to you:

- Stroke
- Cancer/tumors
- Sickle Cell Disease with severe crisis
- Acute trauma with complex care coordination needs
- Multiple chronic health conditions
- Complex psycho-social or behavioral needs
- Pre and post transplant care
- High risk pregnancy
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Hypertension
- Cardiovascular disease (heart condition)
- Human Immunodeficiency Virus (HIV)
- Substance use disorder
- Mental health
- Social issues

You do not have to enroll in these services. You may be identified for enrollment if we see that you have certain conditions or medical needs. If you meet criteria for enrollment, a Case Management staff member will reach out to you by phone or mail to explain your benefits and these services to you.

All our Case Management programs are voluntary. If you would like to ask about one of these programs, or if you are already in one of these programs and would like to stop participating, please contact us at **202-363-4348** or **855-798-4244 (select option 1 and then option 3)**, Monday through Friday, 8 a.m. to 5:30 p.m. Voice messages received after hours will be returned the next business day.



Medicaid beneficiary card sharing is against the law.

Using another person's Medicaid Identification card to obtain Medicaid services is illegal. You cannot give your Medicaid card to a person for them to obtain services for themselves. If your friend or family member needs Medicaid, they should contact the government for their own ID card.

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

Someone else's information could be in your Medicaid record, which is 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 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 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 and possibly spend time in prison if found guilty of Medicaid fraud.

Other crimes include:

- Stealing Medicaid cards or numbers from beneficiaries to obtain benefits;
- Buying someone else's Medicaid card or number and using it to obtain benefits;
- Soliciting a person to commit fraud, and
- Setting up fake medical companies or businesses to bill Medicaid.



How Do You Report Fraud?

If you are concerned about fraud related to your MedStar Family Choice District of Columbia benefits, you can report it to:

- MFC-DC Enrollee Services at **888-404-3549**
- MedStar Health's Integrity Hotline at **877-811-3411**
- MedStar Health's website:
Compliance-Helpline.com/MedStar.jsp

You can also report fraud to:

DC Department of Health Care Finance

- Fraud Hotline at **877-632-2873**
- Online at **DHCF.DC.gov/page/reporting-fraud-waste-and-abuse-01** or
- By letter to **Department of Health Care Finance, Division of Program Integrity, 441 4th Street, NW, 900 S Washington, DC 20001**

U.S. Department of Health and Human Services, Office of the Inspector General

- Fraud Hotline at **800-447-8477**
- Online at **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

You can also reference your Enrollee Handbook for additional information.

To see what DC considers to be fraud visit:
DHCF.DC.gov/page/what-fraud

Do you need to change your address or other information?

- If you have moved, contact the DC Economic Security Administration (ESA) at **202-727-5355** to ensure no disruption of services.
- If you need to recertify for DC Healthy Families or DC Healthcare Alliance benefits, contact the DC ESA at **202-727-5355** or visit DistrictDirect.DC.gov.
- If you have any questions, please call Enrollee Services at **888-404-3549**.



Learn about the enrollee grievance and appeal processes.

MedStar Family Choice District of Columbia is committed to resolving enrollee grievances and appeals quickly and fairly. Our grievance and appeal processes can be found at MedStarFamilyChoiceDC.com or in your Enrollee Handbook. If you don't have access to our website, you may call Enrollee Services at **888-404-3549** (TTY: 7-1-1) to receive a printed copy by mail at no cost to you. Our grievance and appeal processes include:

- How to file a grievance or appeal, and the differences between each
- How quickly we will respond to you
- What to do if you do not agree with our decision

Enrollees have the right to contact the Health Care Ombudsman if there is a concern about a decision made by MedStar Family Choice District of Columbia. The mission of the Office of Health Care Ombudsman is to guide, advocate, and help people navigate through the health care system. They help enrollees understand their healthcare coverage and assist in appealing health insurance decisions. The Health Care Ombudsman does not make decisions about grievances, appeals, or Fair Hearings.

Office of Health Care Ombudsman

One Judiciary Square
441 4th Street, NW, Suite 900 South
Washington, DC 20001
Phone: 202-724-7491 or 877-685-6391 (toll-free)
Fax: 202-442-6724
Email: healthcareombudsman@dc.gov



Understanding your benefits.

You can find helpful information about your MedStar Family Choice District of Columbia healthcare benefits on our website, [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). If you would like to learn more about MedStar Health hospitals, visit [MedStarHealth.org](https://www.MedStarHealth.org). If you do not have access to the internet, you can call Enrollee Services at **888-404-3549** for help.

Transportation is provided to all enrollees.

We offer transportation services, through Access2Care, for both DC Healthy Families and DC Healthcare Alliance plans. This service is at no cost to our enrollees. If you need transportation for a medical appointment, including COVID-19 vaccinations, it can be scheduled 24/7 by calling **866-201-9974**. Transportation must be scheduled at least three business days before a regular appointment. It must be scheduled at least one business day before Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) or urgent visits.

Be aware of “Spoofing” calls.

We have received alerts of an increase in spoofing calls. Spoofing calls are phone communications that appear to be coming from one number, but are really coming from a scammer with a different phone number. Your caller ID may say that a call or text is coming from a local phone number or a number similar to one you may know, but it may be a spoofing call.

Please be aware of scam spoofing calls. If you are concerned about a call you received regarding your MedStar Family Choice District of Columbia benefits, personal health information, or healthcare plan, call Enrollee Services at **888-404-3549**.

Contact us when you need help.

Please contact MedStar Family Choice District of Columbia if you have any questions about the services we provide. Enrollee Services and the Nurse Advice Line are available 24 hours a day/7 days a week.

Important numbers to know:

- Enrollee Services phone: **888-404-3549**
- Nurse Advice Line phone: **855-798-3540**
- Outreach department phone: **855-798-4244** (select **option 1, then option 2**), fax: 202-243-6252
- Care Management department phone: **855-798-4244** (select **option 1, then option 3**), fax: 202-243-6253
- Prior Authorization (pharmacy and non-pharmacy) fax: 202-243-6258



Please take the enrollee satisfaction survey.

MedStar Family Choice District of Columbia is always looking for ways to improve the quality of care you and your family receive. A survey takes place each year to help us learn. If you receive a HEDIS®/CAHPS® 2022 Satisfaction Survey, please complete it.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys collect data from health plan enrollees. The surveys measure how satisfied enrollees are with care received.

For more information, visit [CMS.gov/Research-Statistics-Data-and-Systems/Research/CAHPS](https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS).



Free interpretation and translation services are available.

If you know a MedStar Family Choice District of Columbia enrollee who does not speak English, or doesn't speak it well, call Enrollee Services at **888-404-3549**. We have interpreters to help enrollees when visiting their doctors. We will also provide an interpreter or translation services to help enrollees who do not speak English or read written information sent by Enrollee Services.

If you or someone you know is deaf or has trouble hearing, enrollees can access TTY assistance by calling 7-1-1. MedStar Family Choice District of Columbia also has people available who can use sign language to help during doctor visits. You, or someone who can speak for you, must let Enrollee Services know this service is needed.



MedStar Family Choice District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of 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 888-404-3549번으로 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.

የእንግሊዝንኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 8:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 888-404-3549 በመደወል እርዳታ ማግኘት ይችላሉ።

‘如果您不能講和/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，我們會有代表幫助您



MedStar Family Choice

DISTRICT OF COLUMBIA

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The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. Submit new items for the next issue to lisa.r.mcdonough@medstar.net. For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com).

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