

Do you need a ride to your upcoming medical appointment? We can get you there at **No Cost!**



As part of the DC Healthy Families and DC Healthcare Alliance plans, if you are a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, we can schedule a ride to get you to your doctor appointment, screenings including COVID-19 vaccinations. It can be scheduled 24/7 by calling **Access2Care** transportation services at **866-201-9974**.

This is how it works.

1. Call **Access2Care** to schedule a ride at **866-201-9974** at least:
 - Three (3) business days before a regular appointment and
 - One (1) business day before an Urgent or Well-child or Dental screening appointment.
2. Make sure to have the following information ready:
 - Name
 - Health plan ID
 - Date of birth
 - Address of health-related location
 - Phone number
 - Appointment date and time
 - Provider name and address
 - Pick-up address
 - Cell phone number (if applicable)
3. You will receive a call from your **Access2Care** driver to confirm the exact pick-up time 24 hours before your appointment.
 - Please be ready at least 1 hour prior to your appointment so we can ensure on time arrival.
 - To cancel a ride or change your ride information, call **Access2Care** at **866-201-9974**.

This Transportation Service is at NO Cost to our MFC-DC Enrollees.

It's how we treat people.

MedStar Family Choice District of Columbia complies with all applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, 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.

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‘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

