



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Winter 2024



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This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.



A message from Dr. Tu



Raymond Tu, MD

Happy New Year MedStar Family Choice District of Columbia Enrollees! We are so happy to have all our Enrollees with us. If you are new to our plan, welcome!

Self-care is a great focus for the new year. In the same way that exercise and nutrition help our bodies, self-care refers to the ways we can take care of our minds. In the new **Let's Talk Behavioral Health** segment, you'll find some useful self-care tips that support your mental health. Practicing self-care each day can help you have a healthier and happier new year.

Also, as an important reminder, all DC residents with Medicaid, Alliance, and the Immigrant Children's Program must renew their healthcare coverage. The first step is to go to **DistrictDirect.DC.gov** to update your contact information. When your benefits eligibility end date grows near, you'll receive renewal information. But you won't receive this if your contact information isn't up to date. If you haven't already done so, please visit **DistrictDirect.DC.gov** today to update your contact information.

Our team is always here to answer your questions, assist you with appointments, and support your healthcare needs. If we can help you in any way, please call Enrollee Services at **888-404-3549** or visit us at **MedStarFamilyChoiceDC.com**.

Sincerely,

Raymond Tu, M.D., M.S., F.A.C.R., Chief Medical Officer
MedStar Family Choice District of Columbia

Contact us when you need help

Contact MedStar Family Choice District of Columbia if you have any questions about the services we provide. Enrollee Services and the Nurse Helpline are available 24 hours a day/ 7 days a week. Here are important numbers you should know:

Enrollee Services phone: **888-404-3549**

Nurse Helpline 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 fax: (Pharmacy) 202-243-6258, (Non-Pharmacy) 202-243-6307

Let's Talk Behavioral Health

Topic: self-care

Welcome back to **Let's Talk Behavioral Health!** Today we are talking about ways to take care of your mental health. Life can be busy and throw you curveballs. It is normal to sometimes feel sad, worried, or stressed. In the same way that exercise and nutrition help our bodies, **self-care** also refers to the ways we can take care of our minds.

Here are some self-care strategies that can support your mental health:

Take Time to Relax: The day can sometimes feel too full. Try to find a time when you can sit quietly, think about good things, and relax your body. This can help you feel calm, even when there may be a lot going on.

Get Plenty of Sleep: Sleep is one of the most important things we can give ourselves. It is important to have a normal bedtime and routine. It is also good to avoid things like sugar, alcohol, caffeine, or screens before bedtime so your body can relax for sleep.

Be With Your Family or Friends: Spending time with people who make you feel good is very important for your mental health. It can make you feel happy and not alone.

Either in-person or on the phone, try to find time to connect with others every day.

Move Your Body: Moving your body can reduce stress, give you energy, and lift your mood. Have fun with exercise! Play your favorite games, dance to music, be outdoors, or walk with a friend. Any movement is good for your body and your mind.

Screen Breaks: Try to spend less time on your phone or computer. It is important to give your eyes and brain a break and connect with the real world around you. Try going for a walk outdoors, reading, or listening to music.

Eating Well: Eating healthy foods helps your mind work its best. Try to drink water, eat colorful fruits and veggies, and enjoy meals that make you feel strong.

It's OK to Say No: It can be hard to say no. Choose activities that make you happy and say no to things that make you feel stressed. This can have a big impact on how you feel in your mind.

Practice Gratitude: It is easy to focus on all the things that are not going well. This includes being hard on ourselves! Try to find one thing about your day or yourself that you are grateful for. This can do a lot to improve how you feel.



Self-care can help us manage thoughts and feelings that can feel very hard. It is important to remember that we can do a lot for ourselves. However, if your feelings are not improving or getting in the way of your life, work, or relationships, it is important to tell your medical provider. There are other supports that your provider can share with you to get you the care you need to feel better.

If you are looking for support with your mental health, help is available. Please call the MedStar Family Choice DC Nurse Helpline at **855-798-3540** or the DC Department of Behavioral Health Access Hotline at **888-793-4357**, 24 hours a day, 7 days a week. If you believe you are in immediate danger of hurting yourself or others, call 911 or go to your nearest emergency room.

Visit our website for helpful information

We update our website regularly, and have made it easier for you to find and use the information most important to you. Visit [MedStarFamilyChoiceDC.com](https://www.medstarfamilychoicedc.com) for the below items. Some of these topics can be found in the Enrollee Handbook and the Covered Prescription Medications guide, which are posted on the website.

- Appeal Process
- Behavioral Health Services
- Benefits
- Billed for a covered service
- Care Coordination and Case Management
- Contacts
- Copays
- Covered Services
- Enrollee Handbook
- Enrollee Newsletter
- Enrollee Portal (request doctor change, request ID card, view claims and authorizations)
- Enrollee Rights and Responsibilities
- Find a Provider (searchable provider directory)
- Fraud, Waste, and Abuse
- Health and Wellness Portal
- Health education class schedule
- Hours of operation and after-hours instructions
- Interpreter and translation services
- Medications list (formulary)
- MedStar eVisit
- New technology policies
- Notice of privacy practices
- Out-of-service area coverage
- Outreach program
- Pharmacy protocols and procedures
- Preventive care programs
- Specialty care and hospitals
- Transportation guidelines
- Wellness rewards

These materials are available to be printed and mailed to you at no cost. 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

It's easy to find a provider on our website

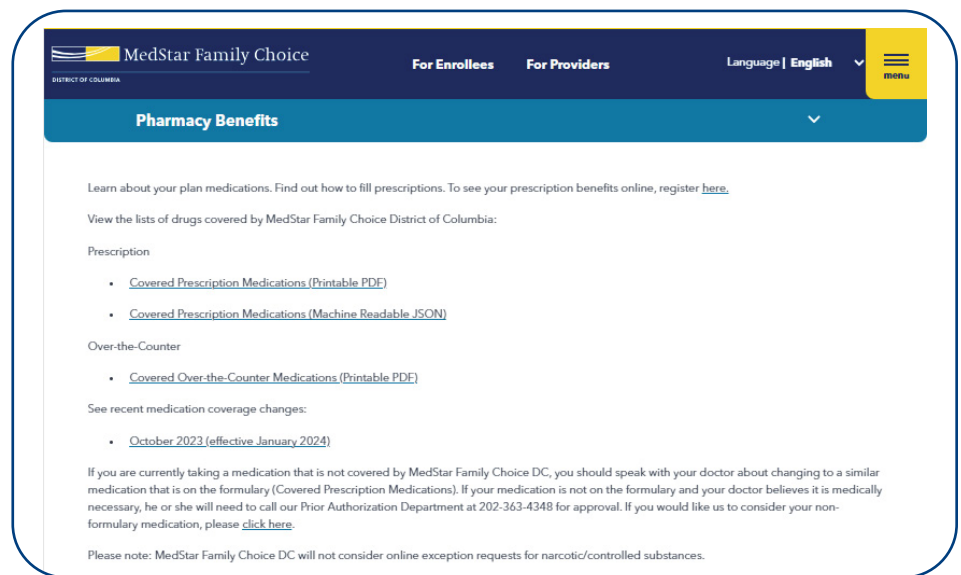
As a MedStar Family Choice District of Columbia Enrollee, you are assigned a Primary Care Provider (PCP) if you did not choose one upon enrollment. If you do not like the PCP we chose, you may change your PCP.

We made it easy for you to find a provider on our website. You can search the Find a Provider online directory and narrow your search by categories to help you. Select a doctor by 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 would like information about a provider, call Enrollee Services at **888-404-3549** or visit the Find a Provider search page on our website at **MedStarFamilyChoiceDC.com**. You can also visit the Enrollee Portal to send a secure message with the name of the PCP you would like. To access the Enrollee Portal visit our website at **MedStarFamilyChoiceDC.com/Enrollees/General-Benefits**.

A list of approved medications is on our website

The MedStar Family Choice District of Columbia medication list is available at **MedStarFamilyChoiceDC.com**. You can find it on the Pharmacy Benefits page. The medication list, also known as a drug formulary, includes all of the approved prescription medications covered by MedStar Family Choice DC. Any changes to this list will be included in the updated issue of Covered Prescription Medications posted on the website. 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.

Know your Enrollee rights and responsibilities

As a MedStar Family Choice District of Columbia 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 the 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 MedStar Family Choice DC's network and 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 MedStar Family Choice 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 MedStar Family Choice DC's Enrollee Handbook and/or Provider Directory.
- Continue the treatment you are currently receiving until you have a new treatment plan.
- Receive interpretation and translation services free of charge.
- Refuse oral interpretation services.
- Receive transportation services free of charge.
- Get an explanation of prior authorization procedures.
- Receive information about MedStar Family Choice DC's financial condition and any special ways we pay our doctors.
- Obtain summaries of customer satisfaction surveys.

- Receive MedStar Family Choice 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 information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand.
- Receive information about MedStar Family Choice DC, its services, its practitioners and providers, and Enrollee's rights and responsibilities.
- Make recommendations regarding the organization's Enrollee rights and responsibilities policy.

As a MedStar Family Choice District of Columbia Enrollee, you are responsible for the following:

- Treating those providing your care with respect and dignity.
- Following the rules of the DC Medicaid Managed Care Program and MedStar Family Choice 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 the Economic Security Administration (ESA) and MedStar Family Choice 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 the Economic Security Administration (ESA) and MedStar Family Choice 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 MedStar Family Choice DC if you were injured as the result of an accident or at work.
- Working with your Primary Care Provider (PCP) to create and follow a plan of care that you and your PCP agree on.
- Supplying information (to the extent possible) that the organization and its practitioners and providers need to provide care.

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 Helpline for help at **855-798-3540**. The Nurse Helpline 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 Department 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 Department sometimes for several hours during busy times where you may be exposed to other illnesses around you like COVID-19. Consult your PCP. For any life-threatening emergency or sudden illness call 911 or go directly to the Emergency Department.



24-hour Nurse Advice Line
1-855-798-3540



MedStar Family Choice

DISTRICT OF COLUMBIA

Linea de asesoramiento de enfermeria las 24 horas
1-855-798-3540

EMERGENCY ROOM OR URGENT CARE?

WHEN TO GO TO URGENT CARE

WHEN THE PERSON HAS:

- Asthma and Wheezing
- Nose bleeds
- Dehydration
- Painful urination
- Diarrhea
- Rash without fever
- Ear infection
- Sore throat, coughs, colds
- Eye infection
- Sprains and strains
- Fever without rash
- vomiting
- Lacerations
- Wound infection
- Minor burns


WHEN TO GO TO THE EMERGENCY ROOM

WHEN THE PERSON HAS:


- Bloody Cough
- Serious or severe injuries or burns
- Chest Pain
- Fever with rash
- Fractures or broken bones
- Head or eye injuries
- Heart attack or stroke
- Ingested poison
- One-sided weakness or numbness
- Seizures
- Severe abdominal pain
- Severe bleeding or large open wound
- Shortness of breath or difficulty breathing
- Sudden blurred vision or loss of vision
- Unconsciousness
- Vaginal bleeding

If you are unsure, you should call our 24-hour Nurse Advice Line at **1-855-798-3540**. You may also be able to have an Urgent Care visit via Telehealth with a Doctor virtually. Find out how and more at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or scan the QR Code below.

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 못하는는 경우, 오전 8시 00분에서 오후 5시 30분 사이에 888-404-3549번으로 전화해 주시기 바랍니다. 담당 직원 이 도와드립니다.
Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeller 888-404-3549 entre 8:00 du matin et 5:30 du soir. Un représentant vous aidera.
உங்களுக்கு ஆங்கிலம் பேசும் அல்லது 8:00 அன்று 8:00-5:30-ஐ விடாமல் 888-404-3549-ஐ அழைக்கவும். உங்களுக்கு உதவிக்காக ஒரு பிரதிநிதி உங்களுக்கு உதவியளிப்பார்.
* 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。



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

MedStar Family Choice-DC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, matopma, origin, disability, or sex.

How to request out-of-network services

If MedStar Family Choice District of Columbia is unable to provide a necessary and covered service to an Enrollee within our network, the plan 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 MedStar Family Choice DC Prior Authorization department at 202-243-6258 for approval. MedStar Family Choice DC reviews all requests. In cases where out-of-network services have been approved, the Enrollee is not responsible for the cost of the service.

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 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 MedStar Family Choice 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, MedStar Family Choice DC will help arrange a second opinion outside of the 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**.



Interpretation and translation services are free

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 711. MedStar Family Choice DC also has representatives available who can use sign language to help during doctor visits. You, or someone who can speak for you, must let Enrollee Services know that this service is needed.



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)
- HIV
- Substance use disorder
- Mental health (for example anxiety, depression, substance abuse)
- 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 the 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. 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 you 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, 8:00 a.m. to 5:30 p.m.

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 in your Enrollee Handbook which is posted on our website at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). If you don't have an Enrollee Handbook or access to our website, call Enrollee Services at **888-404-3549** (TTY: 711), 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

After receiving a final determination from the appeal process, Enrollees have the right to contact the Health Care Ombudsman if there is a concern about a decision made by MedStar Family

Choice DC. The mission of the Office of Health Care Ombudsman is to guide, advocate, and help people navigate through the healthcare 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.

Health Care Ombudsman
441 4th Street, NW
Suite 250 North
Washington, DC 20001

Phone: 202-724-7491 or 877-685-6391 (toll-free)
Confidential Fax: 202-478-1397
Email: healthcareombudsman@dc.gov

Join our Facebook Group!



MedStar Family Choice
DISTRICT OF COLUMBIA

It's how we treat people.

DHCF This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

To help keep you informed and provide a space for you to learn and share information about your health plan, we created a Facebook Community Group.

This Facebook Group features posts about:

- Health plan updates
- Community events and educational programs
- Healthcare incentives (free gift cards!)
- 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/) or scan the QR code.

Attend our educational classes and events

- 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 us 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.
- Outreach Wellness Events** - Stay up-to-date on your yearly wellness exams such as well child visits, mammograms, Pap smears, dental, diabetic testing, and more!

Health and Financial Education Classes:

- Health Forums** - Learn about topics and ask questions relating to women's health, men's health, and more at our Healthy CommUNITY Convo's with physicians.
- Breast & Pap Health Education** - Learn about why breast and Pap screenings are important, early detection of breast and cervical/ovarian 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 you can get a free Cribette. We offer other classes to help you feel your best during your pregnancy too.
- Financial Literacy Classes** - 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 - Learn about eating and preparing healthier foods the whole family can enjoy. This includes plant-based, Hispanic and Ethiopian cooking, managing your weight, eating healthy on a budget, and how to use spices for tastier food.

Wellness Wednesdays - Join our fitness instructors and learn how to reduce stress through yoga, chair yoga, using bands, meditation and breathing, mindfulness, and more.

For more information about these classes, call the Outreach Department at **855-798-4244** (select 1, then 2) or visit our website at [MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs](https://www.MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs). You can also scan the QR code.



Compliance Corner

Signs of Medicaid fraud

Some forms of Medicaid fraud can be hard to detect, while others are obvious to people who know what to look for. Common signs you are the victim of Medicaid fraud include:

- Receiving a bill from a provider for services normally covered by Medicaid.
- Offers of extra medical procedures, tests, or drugs from a provider.
- A request to borrow your card, or a benefits ID card going missing while another person uses it.
- Calls, emails, or other communications from healthcare providers or medical suppliers you haven't contacted, confirming your appointment or telling you your medical equipment is ready to pick up.
- Erroneous medical history in your file, such as a doctor asking you about a condition you were never diagnosed with or an injury you never experienced; this could be a sign someone is posing as you to obtain or use benefits.

If you suspect you have been or might become the victim of Medicaid fraud, it's important to report your suspicions as early as possible. If allowed to continue, fraud on your account could drain your benefits, cost you money, and cause you to incur penalties (such as a loss of benefits), or even receive improper care if someone else has been using your benefits.

Report fraud, waste, and abuse

If you suspect or know of a situation that may involve fraud, waste, and abuse, please report it immediately by calling MedStar Family Choice DC Enrollee Services at **888-404-3549** or the MedStar Health Corporate Integrity Hotline at **877-811-3411**. You may also contact the Department of Health Care Finance at:

Department of Health Care Finance

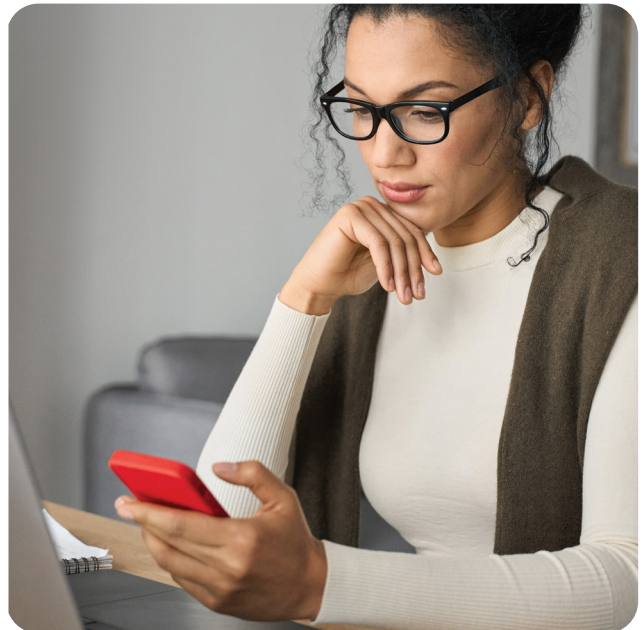
Division of Program Integrity

441 4th Street, NW

Suite 900 South

Washington, DC 20001

Hotline Phone Number: **877-632-2873**





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.

የእንግሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 8:00 ሰዓት እስከ ቀኑ 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’



3007 Tilden Street, NW, POD 3N
Washington, DC 20008

MedStar Family Choice

DISTRICT OF COLUMBIA

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Leslie Lyles Smith, Executive Director, MedStar Family Choice District of Columbia
Raymond Tu, MD, Chief Medical Officer, MedStar Family Choice District of Columbia
Lisa McDonough, Communications Manager, MedStar Family Choice District of Columbia



MedStar Family Choice

DISTRICT OF COLUMBIA

3007 Tilden Street, NW, POD 3N
Washington, DC 20008
202-363-4348 or **855-798-4244** (toll-free)
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