

Pharmacy Services and Prescription Drugs

Pharmacies are where you pick up your medicine (drugs). If your doctor gives you a prescription, you must go to a pharmacy in the D.C. Healthcare Alliance network. See your Provider Directory for a listing.

To get a prescription filled:

- Pick a pharmacy that is part of the D.C. Healthcare Alliance network and is close to your work or home.
- When you have a prescription, go to the pharmacy and give the pharmacist your member ID card.
- If you need help, please call 888-404-3549.

Things to remember:

- You should not be asked to pay for your medicines. Call MedStar Family Choice Member Services if the pharmacy or drug store asks you to pay.
- Sometimes your doctor may need to get permission from MedStar Family Choice for a drug that is not on the Alliance formulary. In the event the Alliance pharmacy is closed and you need to fill your prescription after hours, contact MedStar Family Choice Member Services at 888-404-3549 or the After Hours Nurse Help Line at 855-210-6203 for permission to obtain your medication at an alternate pharmacy. You may be able to get the medication for up to 72 hours or for one full round of the medicine if you take it less than once a day.
- If you are going out of town, get your prescriptions filled before you go. MedStar Family Choice will not pay for medicines at out-of-town pharmacies.

