

## How this Handbook Works

MedStar Family Choice is a managed care plan that is paid by the District of Columbia to help you get health care. In this handbook, we tell you about how MedStar Family Choice works, how to find doctors, how to call us and what things we pay for.

Telling you about these things can be hard to do. Words used in health care and words used by your doctor can sometimes be hard to understand. Sometimes we have to tell you about laws that you need to know. These also can be hard to understand. To help you, we have explained many hard to understand terms in the back of this book.

If you ever have any questions about things you read in this book or other questions about MedStar Family Choice, you can call Member Services at 888-404-3549 or visit **medstarfamilychoice.com** and we will do our best to help you.



**This member handbook gives you basic information about how MedStar Family Choice works and its rules. Please call MedStar Family Choice Member Services 8 a.m. to 5:30 p.m. Monday through Friday if you have any questions.**

### How this member handbook can help you

This member handbook tells you:

- How to get health care
- What services we will pay for (we call this covered services)
- What services we can not pay for
- How to pick your primary care provider (PCP)
- What to do if you get sick
- What you should do if you have a complaint (also called a grievance) or want to change a decision by MedStar Family Choice (also called an appeal)

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