

Making an Appointment

Making an appointment with your PCP

- Have your member ID card and a pencil and paper close by.
- Call your PCP's office. Look for your PCP's phone number on the front of your member ID card. You can also find it online at **medstarfamilychoice.com** or in your Provider Directory.
- Tell the person who answers that you are a MedStar Family Choice member. Tell them you want to make an appointment with your PCP.
- Tell the person why you need an appointment. For example:
 - You or a family member is feeling sick.
 - You hurt yourself or had an accident.
 - You need a check up or follow-up care.
- Write down the time and date of your appointment.
- Come to your appointment on time, and bring your member ID card with you. Many offices may ask for a photo ID as well.
- If you need help making an appointment, please call Member Services at 888-404-3549.

Changing or canceling an appointment

It is very important to come to your appointment and to be on time.

- If you need to change or cancel your appointment, please call the doctor at least 24 hours before your appointment.
- For some appointments, you may have to call more than 24 hours before to cancel.
- If you do not show up for your appointment or if you are late, your doctor may decide you cannot be his or her patient.

Getting care when your PCP's office is closed

If you need to speak to your PCP when the office is closed, call your PCP's office and leave a message with the person who answers the phone. Be sure to give the person who answers your phone number. Someone will call you back as soon as possible. You can also call the After Hours Nurse Help Line at 855-210-6203. If you think you have an emergency, call 911 or go to the Emergency Room.

How long it takes to see your doctor

Your doctor's office must give you an appointment within a certain number of days after you call. The table below shows how long it will take to get an appointment. Please call 888-404-3549 if you cannot get an appointment during these time periods.

If you are a new member to MedStar Family Choice, you should make an appointment for your first health check up as soon as possible. If you would like assistance with scheduling your first appointment, please contact our Outreach Department at 855-210-6203.

TYPE OF VISIT	YOUR CONDITION	HOW LONG IT TAKES TO SEE YOUR DOCTOR
Urgent visit	You are hurt or sick and need care within 24 hours to avoid getting worse, but you don't need to see a doctor right away.	Within 24 hours
Routine visit	You have a minor illness or injury or you need a regular check up, but you don't need an urgent appointment.	Within 30 days
Follow-up visit	You need to see your doctor after a treatment you just had to make sure you are healing well.	Within 1 to 2 weeks, depending on the kind of treatment
Adult wellness visits	<ul style="list-style-type: none"> • You are having your first appointment with a new doctor. • You are due for a regular adult check up. • You are due for a prostate exam, pelvic exam, PAP smear or breast exam. 	Within 30 days or sooner if necessary
Nonurgent appointments with specialists (by referral)	Your PCP referred you to see a specialist for a nonurgent condition.	Within 30 days
Child EPSDT check ups (not urgent)	Your child is due for an EPSDT check up.	Initial checkup: Within 60 days Additional check ups: Within 30 days of due dates for children under age 2; within 60 days of due dates for children age 2 and older
Immigrant children well-child check ups (not urgent)	Your child is due for a well-child check up.	Initial checkup: Within 60 days Additional checkups: Within 30 days of due dates for children under age 2; within 60 days of due dates for children age 2 and older
IDEA (Early Intervention) assessments	Tests (assessments) for children up to age 3 at risk of developmental delay or disability	Within 30 days