

Support Services

Interpretation services

MedStar Family Choice will provide oral interpretation services if you need them, including at the hospital.

Please call Member Services at 888-404-3549 to get interpretation services. Please call us before your doctor's appointment if you need interpretation services.

Interpreter services are usually provided over the telephone. If you need an interpreter to be with you at your doctor's appointment, you must let us know five days in advance, unless the appointment is urgent.

Translation services

If you get information from MedStar Family Choice and need it translated into another language, please call Member Services at 888-404-3549.

Interpretation and translation services and services for the hearing and visually impaired are FREE.

Services for the hearing and visually impaired

If you have trouble hearing, call Member Services using 711. If you have trouble seeing, call Member Services at 888-404-3549. We can give you information on an audio tape, in Braille or in large print.

Transportation services

MedStar Family Choice will provide transportation to doctor's appointments for you if you need it.

- Call MTM at 866-208-7357 to tell them what time and what day you need to be picked up.
- You must call at least three days (not including Saturday and Sunday) before your appointment to get transportation. If you need transportation to EPSDT visits or urgent visits, you can call the day before the appointment to ask for transportation.
- The types of transportation are public transit, Smart Trip Cards, wheelchair vans and ambulances. The type of transportation you get depends on your medical needs.
- Give MTM your member ID, phone number and address where you can be picked up. Also tell them the name, address and phone number of the medical/dental facility or doctor's office you are going to.

Health education programs

MedStar Family Choice wants you to learn about your health and how to stay well. We have many classes, support groups and events in your community. We offer classes on subjects such as prenatal care, baby care and many others. We encourage you to attend as many of these as you can. You can view our website for a listing or call Member Services at 888-404-3549.

All classes and events will be free of charge. Please bring your member identification card and photo ID with you when you attend.