

# Welcome to MedStar Family Choice

Thank you for choosing MedStar Family Choice. We are happy to be your Medicaid Managed Care Organization (MCO). We know that nothing is more important than you and your family's health. That's why we work hard to make sure that you and your family are treated with the kind of care and respect you want and deserve. We are committed to your health and want to make sure that you and your family receive the highest quality of care possible.

This handbook contains important information. Please read it carefully. You will learn what services you can receive from MedStar Family Choice. If we make changes to MedStar Family Choice that will affect you, we will tell you 30 days ahead of time.

All new members will be invited to a new member orientation. At the orientation, you will be able to speak with MedStar Family Choice employees and ask any questions you may have. It is a chance to meet some of our team and let us welcome you to MedStar Family Choice.

New members will receive calls from us soon after you join. We want to make sure you schedule a visit with your doctor quickly. If we leave you a message and ask that you call us back, please try to return our call so we can get you into care.

If you have any questions, please call our Member Services Department at 888-404-3549.

