



MedStar Family
Choice

MedStar Family Choice Claims Portal Portal Security Enhancements Multi-factor Authentication

Beginning **Friday, May 1st at 8:00 p.m. EST through Sunday, May 3rd at 6:00 p.m. EST**, the [MedStar Family Choice Claims Portal](#) will not be available due to system enhancements and maintenance. During this time, providers will be unable to use the claims portal to obtain information on MedStar Family Choice members or claims. The claims portal is online at [MedStarPWP.WonderBoxSystem.com](#).

Multi-Factor Authentication

As an added layer of protection, our partner, SKYGEN USA, will be incorporating multi-factor authentication within the MedStar Family Choice Claims Portal. Multi-factor authentication is scheduled to be in place for all portal users beginning **Monday, May 4th**.

All web portals now use two-factor authentication to replace existing PIN functionality and give users the ability to unlock their own account. Verification codes are generated on demand, are unique to each user, and can be sent to the user in an email or text message. Each code remains valid for a short time after it is generated, and can only be used once.

- Please click this link for more information and to review the log-in instructions: [MedStar Multi-Factor Authentication Overview](#)
- Customer service is no longer available to resend your password. Please click this link for more information if you forgot your password: [MedStar Forgotten Password Overview](#)

If you no longer have access to your email for your login, or you wish to become a new user of the MedStar Family Choice Claims Portal, please contact the portal support team at **855-434-9239**.