



MedStar Family Choice Maryland HealthChoice

Interpretation/Translation Services Reminder

MedStar Family Choice is dedicated to ensuring all members, regardless of their language or communication needs, can access the care and services they need. Members with limited English proficiency or hearing/sight impairments have access to interpreter services (telephonic, in-person, or video) and document translation, which support clear communication and help members fully engage in their healthcare.

To request these services, please follow the steps below:

1. Telephonic Interpretation Services:

- Providers can direct members to the **Outreach Department** at 800-905-1722, option 1, for assistance with appointment scheduling, care coordination, benefit and plan inquiries, etc.

2. In-office Interpreter Services:

- Available options, In-person, telephonic or video
- If a member requests an in-office interpreter, complete the [Interpreter Request Form](#) and email it to MFC-ProviderRelations2@MedStar.net.
- **It is important to submit the form as early as possible before the appointment to ensure interpreter availability.**

3. Document Translation Services:

- Providers can request document translations by submitting the document and request to MFC-ProviderRelations2@MedStar.net
- Provider's may choose to complete the [Interpreter Request Form](#), attach the requested document with the member's information and email it to MFC-ProviderRelations2@MedStar.net

Provider may visit the Interpreter Services page of our website at <https://www.medstarfamilychoicemd.com/maryland-providers/provider-support/outreach/interpreter-services> .

For questions or additional information, contact us via email at MFC-ProviderRelations2@MedStar.net or by telephone at 800-261-3371.