



Language Help for Your Patients: Guide for Providers and Healthcare Professionals

MedStar Family Choice is committed to ensuring all members, regardless of their language or communication needs, can access the care they need. This guide highlights the language assistance available on our website, along with other resources to help providers and healthcare professionals support members with limited English proficiency or hearing/vision impairments. **This guide may be shared directly with members to help them understand how to access these services and resources.**

Website in Many Languages - A Key Resource for Your Patients

Our website offers important healthcare information in several languages, making it easier for members to understand their care options, benefits, and rights.

- Go to: medstarfamilychoice.com
- Select a language from the dropdown menu in the top right corner of the homepage.
- All key content, such as member rights, benefits, and contact info, will be displayed in the chosen language.

Encourage your patients to visit the website and use this resource to access translated information. This helps ensure they can make informed healthcare decisions.

Interpreter Help (Talking Services)

If a member needs to speak with someone in their preferred language, we provide telephonic or in-person interpretation:

- Phone Help: Call **800-905-1722, option 1** for help with appointments, care, or questions.
- In-Office Help: Request an interpreter (in person, by phone, or video).
 - Fill out the Interpreter Request Form
 - Email it to: MFC-ProviderRelations2@MedStar.net
 - Submit early to ensure availability.

For more information or to locate the form, visit the Interpretation/Translation Services page on our website:
medstarfamilychoice.com

Help with Medical Paperwork (Translation Services)

If a member needs help reading medical documents in their language:

- Send the form and medical document to: MFC-ProviderRelations2@MedStar.net
- You can also send both using the Interpreter Request Form.

MD Relay for Members with Hearing Impairments

For members who are deaf, hard of hearing, or have speech impairments, MD Relay is available to access interpreter services.

- MD Relay Number: **711** (this is a free service for TTY users, voice carry-over, and speech-to-speech services).
- Members can use their preferred method (TTY, voice, or video relay) to connect with MedStar Family Choice.