



MedStar Family
Choice

**Member
Newsletter**
Spring 2026



In This Issue

- Important phone numbers 2
- Did your address or other information change? 3
- Community Assistance and Resource (CARE) team 3
- Get your ID Card from the Member Portal..... 4
- MedStar Family Choice survey results..... 5
- Clinical Practice Guidelines 5
- Compliance Corner 6
- Cayaba Care is now Nadia Care 8
- Join our Facebook group 8
- Google Review – We thank you! 9

MedStar Family Choice provides services to individuals eligible for Maryland HealthChoice and Maryland Children’s Health Programs. HealthChoice is a program of the Maryland Department of Health.

Important phone numbers

If you need help, please call using one of the phone numbers listed here.

TTY Users	
Maryland Relay	Call 711
Medical Emergency	
For life-threatening emergency treatment	Call 911
To arrange for emergency or urgent care, call your primary care provider.	
MedStar Family Choice Member Services	
10980 Grantchester Way, 5th FL, Columbia, MD 21044	888-404-3549
Website	MedStarFamilyChoiceMD.com
Special Needs Coordinator	443-692-1173
After-Hours Services	855-210-6204
Benefits Questions	888-404-3549
Customer Service	888-404-3549
Billing	888-404-3549
Coordination of Benefits	888-404-3549
Case Management	800-905-1722, #1, #3
Utilization Management	800-905-1722
Enrollment Department	800-905-1722
Pharmacy Services	800-905-1722
Mail-order Pharmacy in Maryland	800-552-8159
Specialty Behavioral Health / Substance Abuse Services	
Suicide and Crisis Lifeline	Call or text 988
Maryland Public Behavioral Health System	800-888-1965
Dental Services	
Healthy Smiles Dental Program	855-934-9812
Maryland Medicaid	
HealthChoice Helpline	800-284-4510
Pregnant Members and Family Planning Helpline	800-456-8900
Medicaid Beneficiary Services and Pharmacy Access Hotline	410-767-5800 or 800-492-5231
Maryland Health Connection	
To apply for or renew Medicaid, report a change, and for important notices.	
Consumer Support	855-642-8572
Website and find sign in for your account	MarylandHealthConnect.gov

Did your address or other information change?

A lot can change in a year, like your contact information. Always keep your contact information up to date. Update a change of mailing address, email address, or phone number right away so you keep getting important information about your Medicaid coverage.

How to renew coverage, report changes, or update your contact information with Maryland Health Connection:

- Log into your MarylandHealthConnection.gov account
- Call **855-642-8572**
- Visit in person at your local Department of Social Services (DHS.Maryland.gov/Local-Offices/) or your local health department. You can find Local Health Department contact information for all Maryland counties in your Member Handbook. You'll find your Member Handbook on our website at MedStarFamilyChoiceMD.com/Maryland-Members/Handbook.

Community Assistance and Resource (CARE) team

Connecting you with resources to help you live your healthiest life



Our CARE team is here to assist you when you need us most. We will listen to your needs and refer you to resources in your community. Get connected with the right social services such as:

- Transportation
- Food assistance
- Housing assistance
- Financial assistance/workforce development
- Mental/behavioral health
- Maternity assistance
- New member welcome call
- Health risk assessment
- Social determinants of health assessment

If you need help with any of the items listed above, call the CARE team at **410-933-2200 (select option 2)**.

Get your ID Card from the Member Portal

Did you know you can request, view, and print your MedStar Family Choice ID Card from the Member Portal? It's easy, just follow these steps:

- Go to the MedStar Family Choice Member Portal either from our website benefits page at [MedStarFamilyChoiceMD.com/Maryland-Members/Benefits](https://www.MedStarFamilyChoiceMD.com/Maryland-Members/Benefits) or directly at [MFCMDMember.HealthTrioConnect.com/app/index.page?](https://www.MFCMDMember.HealthTrioConnect.com/app/index.page?)
- Sign in with your Username and Password. New users will need to create an account. To create an account, you'll need your Member ID number.
- Select "Print and Request ID Cards". From this tile you'll be able to view and print your ID Card.

The screenshot shows the Member Portal interface. At the top, there are two tabs: "My Health Plan" and "My Preferences". Below the tabs is a "Quick Access" section with the following links: "View My Claims", "View My Benefits", "Send a Message", and "Search for Providers and Facilities". To the right of this section is a photograph of a doctor in a white coat smiling and high-fiving a young child, with a man standing behind the child. Below the "Quick Access" section is a "Helpful Links" section. This section contains three tiles: "Search Providers and Facilities" with a sub-link "Find a Participating Provider Near You"; "View Claims" with a sub-link "View Claims"; and "Print and Request ID Cards" with a sub-link "View ID Card". The "Print and Request ID Cards" tile is circled in red. The text in the "Print and Request ID Cards" tile reads: "Need to order a new ID Card for you or a family member? We've got you covered."



MedStar Family Choice survey results

MedStar Family Choice wants you to stay informed on how we are doing. For updated information on survey results such as HEDIS®, Satisfaction Surveys, System Performance Reviews, EPSDT audits, and the Consumer Report Card, please visit the MedStar Family Choice Maryland Quality web page at [MedStarFamilyChoiceMD.com/Maryland-Members/Quality-Monitoring-Programs.com](https://www.MedStarFamilyChoiceMD.com/Maryland-Members/Quality-Monitoring-Programs.com).

Paper copies are available upon request by calling **888-404-3549**. We appreciate your feedback on our surveys. This helps us learn how we are doing and improve our care and services for you and all our members.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Clinical Practice Guidelines

MedStar Family Choice MD has Clinical Practice Guidelines that assist doctors and other healthcare providers in making decisions regarding the care of their patients. To see these guidelines, visit our website at [MedStarFamilyChoiceMD.com/Maryland-Providers/Provider-Support/Clinical-Practice-Guidelines](https://www.MedStarFamilyChoiceMD.com/Maryland-Providers/Provider-Support/Clinical-Practice-Guidelines).

Language | English

MedStar Family Choice

Maryland Members Maryland Providers

Q

menu

Find a Provider →
Online search, printable PDF, machine-readable CSV

Member Benefits →
Member Handbook, Member Portal, Health & Wellness Portal

How to Enroll →
If you are eligible for Maryland Medicaid, there are many ways to enroll.

Telehealth →
24/7 access to doctors online at no cost to you!



Compliance Corner

Spotlight on Identity Theft

Identity theft is when someone obtains your personal information to create fake accounts, make purchases in your name without permission, file fraudulent tax returns or even impersonate you to obtain medical care or Medicaid benefits. Identity theft is a crime, and the number of cases continues to grow.

How can your information be obtained?

- Information can be stolen or obtained when your purse or wallet is lost.
- Information can be obtained through technology by hacking into a business' system; this is referred to as a data breach.
- You can be tricked into sharing your information on the phone or via email from an imposter. They often create logos from banking, social media, or shopping sites that look authentic. This is often referred to as "phishing".

What red flags should you be aware of?

- You are contacted by a provider office regarding appointments that you did not make
- You receive notice of a denied claim submitted to MedStar Family Choice for services you did not receive
- You received notice that a claim was denied because you have other health insurance that you do not have
- You are contacted by a collection agency for accounts that you did not open

What can you do to reduce your risk?

- Closely watch bank account and credit card statements to look for activity that you cannot verify.
- Review your credit report to look for any new accounts that you did not set up.
- Consider placing a “credit freeze” with the 3 major credit reporting agencies. It is free and it would block anyone from applying for new accounts using your personal information.
- Be very careful with what you post on social media; Your date of birth or place of birth can be used in attempts to steal your identity.
- Keep important documents (social security cards, birth certificates, etc.) in a safe, secure place.
- Carefully dispose paperwork that contains sensitive information; shred if possible or use a marker to hide the details.
- Be alert to potential “phishing” phone calls, emails, and messages that may use your information if it has been exposed.
- Don’t click on links in emails or text messages that you aren’t expecting.
- If you receive notification from any business telling you that your data may have been involved in a data breach, take the notice seriously. Take advantage of any credit monitoring that is being offered.
- Consider changing your user names and passwords for your online accounts.
- Don’t use the same password for all accounts.

If you have any concerns that your MedStar Family Choice benefits may have been stolen or that other insurance has been added to your account in error, please contact Member Services at **888-404-3549**.

Resources you may wish to review:

Maryland Office of the Attorney General Identity Theft Information

[OAG.Maryland.gov/I-Need-To/Pages/Identity-Theft-Information.aspx](https://oag.maryland.gov/I-Need-To/Pages/Identity-Theft-Information.aspx)

“Identity Theft: Protect Yourself, Secure Your Future”, Consumer Protection Division, MD Office of the Attorney General, June 2020

[OAG.Maryland.gov/Resources-Info/Documents/pdfs/CPD%20Publications/Identity_Theft.pdf](https://oag.maryland.gov/Resources-Info/Documents/pdfs/CPD%20Publications/Identity_Theft.pdf)

Credit bureaus - place fraud alerts and freezes with all three bureaus:

Experian: **888-397-3742**

Equifax: **800-685-1111**

TransUnion: **888-909-8872**

Cayaba Care is now Nadia Care

In March, Cayaba Care, our maternal health partner, changed their name and branding to Nadia Care. The name was changed to Nadia Care because it is easier to say, and it means hope, optimism, and new beginnings. Although the name has changed, the company, team, and services remain the same. To learn more about Nadia Care visit NadiaCare.com.



To learn more about the MedStar Family Choice Growing Together maternity program and Nadia Care, contact our Case Management department at **410-933-2200 (select option 1, then 3)**.

Join our Facebook group

MedStar Family Choice Maryland has a private Facebook community group just for our members. Our Facebook group includes information about member benefits, wellness incentives, events, healthy tips, provider scheduling recommendations, and more! We encourage all members to join our community group to stay connected. Visit Facebook.com/Groups/1745316135776141/ and click on Join Group today!



Google Review – We thank you!

Your comments and feedback make a huge difference. MedStar Family Choice Maryland has received approximately 1,160 Google business reviews. We are pleased to share that on a scale of 1 to 5, we have a favorable 4.70 average rating! This includes reviews through January 2026.

Thank you for your feedback and please keep sharing with us. It helps us to continue improving our healthcare services for you.

MedStar Family Choice and the Maryland Department of Health (MDH) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, sex, age, and/or disability, in its health programs and activities.

English

If you speak English, language assistance services, free of charge, are available to you. Call: **888-404-3549 (TTY: 711)**.

Español/Spanish

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: **888-404-3549 (TTY: 711)**.

中文/Chinese

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **888-404-3549 (TTY: 711)**。



MedStar Family
Choice

10980 Grantchester Way, 5th Fl.
Columbia, MD 21044

Member Newsletter Spring 2026

The Member Newsletter is a publication of MedStar Family Choice Maryland. For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceMD.com](https://www.MedStarFamilyChoiceMD.com) or call Member Services at **888-404-3549**.

Nadine Coy, Vice President and Executive Director, MedStar Family Choice MD

Karyn Wills, MD, Chief Medical Officer, MedStar Family Choice

Lisa McDonough, Manager, Member Experience and Internal Communications, MedStar Family Choice



MedStar Family
Choice

10980 Grantchester Way, 5th Fl.
Columbia, MD 21044
800-905-1722
[MedStarFamilyChoiceMD.com](https://www.MedStarFamilyChoiceMD.com)

