



DISTRICT OF COLUMBIA

3007 Tilden St., NW
POD 3N
Washington, DC 20008
855-798-4244
MedStarFamilyChoiceDC.com

November 26, 2024

PROVIDER ALERT: MedStar Family Choice District of Columbia
Notice of Fax Line Downtime – December 3, 2024

This is a notice to inform you that all MedStar Family Choice District of Columbia Departmental & Individual Associate Fax Lines will be down for approximately two hours on **December 3, 2024**, due to scheduled facsimile server updates. The downtime will occur between the hours of **4:00 p.m. and 6:00 p.m.**

During this period, we encourage you to hold any fax submissions to ensure that your fax is received once the fax servers are fully operational.

For urgent authorization requests, please reach out to our **Utilization Department** at **855-798-4244** and **select option 2 and then option 1.**

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation.

For questions concerning this Provider Alert, please contact the MedStar Family Choice District of Columbia Provider Customer Services Department, Monday through Friday, 8 a.m. to 5:30 p.m.

Telephone: **800-261-3371** or

Email: **mfcdc-providerrelations@medstar.net**