



DISTRICT OF COLUMBIA

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

**December 6, 2024**

**PROVIDER ALERT: MedStar Family Choice District of Columbia**  
**Notice of Fax Line Downtime – December 12, 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 12, 2024**, due to scheduled facsimile server updates. The downtime will occur between the hours of **3:00 p.m. and 5:00 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](mailto:mfcdc-providerrelations@medstar.net)**