



Frequently Asked Questions

DC Medicaid is changing the way you get your health care services. Starting October 1, 2020, you will be enrolled in a managed care organization (MCO) that will assist you with getting your health care. Below is a list of questions and answers that may help you understand how to get your health care after you are enrolled in an MCO. If the information below does not help you understand how you will get your health care, you can go to <https://www.dchealthyfamilies.com/> or call 1-800-620-7802 for more help.

What is changing for DC Medicaid?

Starting October 1, 2020, some DC residents who receive Medicaid will be assigned to a managed care organization (MCO) to help with getting health care services and coordinating their care.

How will I know if this change will affect me?

If this change affects you, you will get a letter in September. This letter will tell you that you will be enrolled in an MCO and the name of the MCO. You will also get a welcome packet from your MCO.

What is Medicaid managed care?

Medicaid managed care is a way for you to get help with your health care needs. You will be assigned to an MCO. The MCO will help you with doctor visits, vision and dental care, prescription drugs, hospital stays, and transportation for appointments. The MCO will help you with your health care questions and give you information on how to manage your health care needs. The MCO will also help you coordinate all of your health care needs so that you can keep up with your doctor's appointments, prescriptions, and assist with some of your social service needs.

What is an MCO?

A managed care organization (MCO) is a group of doctors, clinics, and hospitals who work together to help you manage your health. DC Medicaid contracts with select MCOs to help you get the services you need to meet health care needs. You will get most of your health care needs through an MCO. MCOs coordinate care and provide health care services through a network of providers.

What if I am enrolled with HSCSN?

If you are enrolled in the Child and Adolescent SSI Program (CASSIP) with Health Services for Children with Special Needs (HSCSN) Health Plan, this change will not affect you if you are under age 21. If you are between the ages of 21 – 26 and enrolled on October 1, 2020, you may remain in the program.

Who cannot enroll with an MCO?

You will not be enrolled if:

- You are eligible for both Medicaid and Medicare
- You receive long term care services through the EPD or ID/DD waiver
- You receive services in a long-term care facility
- You participate in the medically needy spend down program

What services are covered by the MCO?

MCOs cover medically necessary Medicaid services. Services MCOs cover include, but are not limited to the following:

- Doctor visits and hospital care
- Outpatient and emergency care
- Personal care services
- Home health care
- Prescription drugs
- Medical equipment and supplies
- Eye care, including eyeglasses
- Prenatal care
- Hearing services, including hearing aids
- Family planning services
- Physical, occupational and speech therapy
- Mental health counseling
- Dental care
- Transportation to medical appointments
- Personal care aide (PCA)

What services are not covered by the MCO, but are still available from Medicaid fee-for-service?

Some services provided by Department of Behavioral Health (DBH) certified providers are not covered by the MCO, but you can still get the services. The MCO will help you get the services you need.

What happens after I am enrolled in my MCO?

You will get a welcome packet from your MCO that will tell you more about your benefits. The packet lists the doctors, hospitals, and clinics where you can get care. It will also explain the services the MCO provides.

Once enrolled, call the MCO to:

- Find out the services the MCO provides
- Find out the doctors and clinics you can see
- Pick or change your primary care provider and primary dental provider
- Set up a date for your health assessment

Can I change my MCO?

Once you are enrolled in an MCO, you have until December 31, 2020 to change your mind and enroll with a different MCO. To enroll with a different MCO call 1-800-620-7802 beginning October 1, 2020 or visit the DC Healthy Families website at www.dchealthyfamilies.com.

What if I am currently receiving care or treatment from a health care provider that is not in a Medicaid MCO?

You can continue to see your current doctors through December 31, 2020. The MCO will work with your doctors so that you can continue to get your health care services. After December 31, 2020 if your doctors are not in the MCO’s network, they will work with you to find new doctors that can continue your care.

DHCF requires all MCOs to contract with all hospitals listed below.

- Howard University Hospital,
- Medstar Washington Hospital Center,
- Medstar Georgetown Hospital,
- Children’s National Hospital,
- United Medical Center,
- Sibley Hospital,
- George Washington Hospital

DHCF requires all MCOs to contract with all clinics listed below.

- Community of Hope,
- Elaine Ellis Center of Health,
- Family and Medical Counseling Services,
- La Clinica del Pueblo,
- Mary’s Center,
- Unity Health Care,
- Whitman Walker,
- Bread for the City,
- So Others Might Eat (SOME)

Who should I contact if I have questions?

You can contact DC Healthy Families at 1-800-620-7802. Once you are enrolled in an MCO, you will contact your MCO directly and they will help you with all of your health care needs.