

GOVERNMENT OF THE DISTRICT OF COLUMBIA

<Date of Notice>

<Account ID>

<Primary First Name> <Primary Last Name>
<Primary Street Address 1>
<Primary Apt/Suite>
<Primary City>, <Primary State> <Primary Zip>

Subject: Health Care Alliance Explanation of Benefits

Dear <Primary First Name> <Primary Last Name>:

Important Notice!

Important Update About Your Health Coverage

Starting October 1, 2025, your Health Care Alliance coverage is changing. Your health coverage will no longer be managed by a health plan (like AmeriHealth, Wellpoint, or MedStar).

Instead, when you visit a doctor or other health care provider, they will bill the Department of Health Care Finance (DHCF) directly for your care.

The change above will affect the following person(s) who qualify for Health Care Alliance health coverage:

<Alliance 1 First Name><Alliance 1 Last Name>: Medicaid ID# <Alliance 1 Medicaid ID>
[IF Person N field populated] <Alliance N First Name><Alliance N Last Name>: <Alliance N Medicaid ID>

Using Your Alliance Health Coverage

When you get health care services, be sure to show your Medical ID card or provide your Medical ID number. If you go to a doctor, clinic, or other provider that accepts DC Healthcare Alliance, you must show your Medical Identification Card or give your Medical ID number to receive services. Your Medical ID number(s) is/are:

<Alliance 1 First Name><Alliance 1 Last Name>: Medicaid ID# <Alliance 1 Medicaid ID>
[IF Person N field populated] <Alliance N First Name><Alliance N Last Name>: <Alliance N Medicaid ID>

Questions? Call the District Direct Contact Center at 1-202-727-5355 and TDD 800-537-7699 or go online to www.districtdirect.dc.gov.

Copies of your Medical Identification Card(s) are included at the end of this notice.

What is Covered

As a Health Care Alliance member, you can get the following health services at no cost to you:

- Hospital care (inpatient services)
- Doctor visits and check-ups (outpatient and preventive care)
- Lab tests
- X-rays
- Emergency care
- Prescription medicines (many generic drugs are covered)
 - Starting **January 1, 2026**, your prescriptions will be filled with **generic medications** instead of brand-name versions. Generic medicines work the same way and are just as safe and effective, but they may look a little different in color, size, or shape.
 - If you have any questions or feel unsure about the change, please reach out to your doctor.
- Dialysis (for kidney treatment)
- Medical equipment for home use (like walkers or oxygen)
- Mental health and substance use services in the community.

[IF Eligible Person Age<21 in Account] If you are under age 21, you can also get:

- Dental care
- Vision services (like eye exams and glasses)
- Podiatry (foot care)
- Hearing services

What is Not Covered

The following services are NOT covered by the DC Health Care Alliance:

- Home Health
- Skilled Nursing Facility Care
- Organ Transplantation
- Hospice Care
- Cosmetic Procedures or Medications
- Non-emergency Transportation

The following medications/drugs are NOT covered under the Health Care Alliance program:

- Medications for Weight Loss (Anti-obesity Medications)
- Treatments to Help Stop Smoking (Smoking Cessation Therapies)
- Cosmetic Medications
- Over-the-Counter (OTC) Medications
- Erectile Dysfunction Drugs
- Cell and Gene Therapy

Investigational Drugs or Drugs Used for Non-approved (Off-Label) Purposes

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The following services are covered ONLY for children and teens (age 0-20). These services are NOT covered for adults (age 21+):

- Foot Care (podiatry)
- Vision (eye exams and glasses)
- Hearing
- Dental

Additional Information

Additional information is included in the Alliance Health Care Fee-For-Service Member Handbook. You can find the handbook online at: <https://dhcf.dc.gov/Alliance-Program-Changes>.

For general assistance navigating health care in the District, please contact the Office of the DC Health Care Ombudsman and Bill of Rights by phone at (202) 724-7491.

For information on your eligibility or to report information to the District regarding your eligibility please contact the Public Benefits Call Center by phone at (202) 727-5355, TDD 800-537-7699. Language access and translation services are available when calling the Public Benefits Call Center.

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