



## District of Columbia Medicaid Provider Resource Guide

This Resource Guide shall be used to address issues which may occur during the 90-day open enrollment and continuity of care period between October 1, 2020 - December 31, 2020, as a result of newly awarded Medicaid managed care contracts in the District of Columbia.

During this period, MCOs will reimburse for Medicaid covered services rendered to Enrollees, regardless of your network status with the MCO. The Department of Health Care Finance (DHCF) has implemented a Provider Hotline to assist with answering your questions.

**Provider Hotline: 1 (877) 685-6391**

<b>Frequently Asked Questions</b>	<b>Suggested Answers</b>
<p>Who do I contact regarding reimbursement and/or provider agreement status?</p>	<p><b>AmeriHealth Caritas DC:</b>            Carl Chapman, Director of Provider Network Management            Phone: (215) 840-2943</p> <p><b>CareFirst Community Health Plan DC:</b>            Kenny R. Greene, Vice President External Operations            Phone: (202) 441-5223</p> <p><b>MedStar Family Choice DC:</b>            Jennifer Tse, Director of Provider Networks            Phone: (800) 805-1722, Option 5</p>
<p>What if an Enrollee has not received an MCO ID Card?</p>	<p>The Enrollee shall contact Enrollee Services at their assigned MCO:</p> <p style="text-align: center;"><b>AmeriHealth Caritas DC:</b>            1 (888) 452-3647</p> <p style="text-align: center;"><b>CareFirst Community Health Plan DC:</b>            1 (855) 326-4831</p> <p style="text-align: center;"><b>MedStar Family Choice DC:</b>            1 (888) 404-3549</p>

<b>Frequently Asked Questions</b>	<b>Suggested Answers</b>
What if an Enrollee asks will they be billed for a service?	Medicaid Enrollees should not be charged for any medical services covered under Medicaid.
If an Enrollee calls for an appointment and is unaware of their MCO assignment, what should they do?	The Enrollee is to contact DC Healthy Families at (202) 639-4030
Who should an Enrollee call if they wish to change MCOs during the open enrollment period or want more information about the MCOs?	
An Enrollee says they received a letter stating they have been auto assigned to a new MCO. The Enrollee is not familiar with Managed Care, what should they do?	
What if the Enrollee's provider is not in the MCOs network, what should you do?	Ask the Enrollee to contact their MCO Enrollee Services number for further assistance. Tell the Enrollee that he/she will continue to see their current provider until December 31, 2020.
If an Enrollee has a scheduled appointment or a procedure with a provider during the open enrollment period, can they continue to be seen if the provider is out of network?	Tell them Yes! The MCOs will continue to honor all prior appointments and scheduled procedures up to the end of the 90-day open enrollment period on December 31, 2020.

**ONLINE REFERENCE DOCUMENTS:** [dhcf.dc.gov/page/medicaid-reform](https://dhcf.dc.gov/page/medicaid-reform)

- [Provider Hotline Letter](#) [PDF]
- [Pharmacy Benefit Continuity of Care](#) [PDF]
- [Provider Continuity of Care Letter](#) [PDF]
- [Managed Care Provider FAQ](#) [PDF]
- [FY21 MCO Provider Reimbursement Letter](#) [PDF]
- [Behavioral Health Provider FAQ](#)