



What Is DC Medicaid?

DC Medicaid is a health care program that pays for medical services for DC residents who qualify. The program is run by the DC Department of Health Care Finance (DHCF). You can learn more about DHCF at www.dhcf.dc.gov.

For those who are eligible for full Medicaid services, Medicaid pays the doctors, hospitals, and pharmacies that are part of DC Medicaid. Here are some important things to know:

Freedom of Choice. You can choose the doctor or clinic you want to go to, as long as they accept Medicaid and your health plan.

Fraud. If you think your health care provider is doing something wrong, like charging you for services you didn't get or asking you to pay for something Medicaid should cover, you can contact DHCF at **877-632-2873**.

Fair Hearings. The Social Security Administration (SSA) holds fair hearings for Medicaid eligibility decisions that are part of a Supplemental Security Income decision for low income, aged, and blind and disabled individuals. You can call the SSA at **800-772-1213**.



Many DC Residents on Medicaid Also Have a Managed Care Plan

Many DC Medicaid beneficiaries are also in the DC Healthy Families program. This program uses managed care plans to cover doctor visits, vision and dental care, prescriptions, hospital stays, and rides to doctor appointments. DC Healthy Families might also offer extra benefits: It has special programs for newborns, children with disabilities, and people with HIV/AIDS.

Here are the current managed care plans:

Amerigroup DC

AmeriHealth Caritas DC

MedStar Family Choice DC

There are also two other plans for specific groups:

Child and Adolescent Supplemental Security Income Program

This is for children with special needs. The current provider is Health Care Plan for Children with Special Needs.

Dual Special Needs Plan

This is for DC residents who have both Medicare and Medicaid. The current provider is UnitedHealthcare.



THE HSC HEALTH CARE SYSTEM
Health Services for Children
with Special Needs, Inc.



DC Medicaid Explaining Your Benefits



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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



Medicaid Covers Most Health Services

Medicaid benefits include:

- Doctor visits, including primary care
- Hospital stays
- Eye care
- Mental health services
- Substance-use disorder treatment
- Maternal health services
- Doula services
- Transportation for medical needs
- Dental care
- Dialysis
- Medical equipment
- Emergency ambulance services
- Prescription drugs for treatment of infertility
- Hospice care
- Lab tests
- X-rays
- Medical supplies
- Home and community-based services
- Certain transplants

Medicaid does **NOT** cover certain health services, such as:

- Cosmetic surgery if it is not needed for health reasons
- Experimental or unproven treatments
- Sterilization of persons under the age of 21
- Services that are not medically necessary



Renewing Medicaid

When you're on Medicaid, your coverage lasts for a year, but you have to renew it each year. Here's what you need to do:

Check Your Mail. You will get a renewal packet in the mail from DC Medicaid when it's time to renew.

Act Now. Stay Covered. Don't wait! Fill out your renewal form and send it in to keep your coverage.

You can renew your Medicaid benefits in different ways.

Online. Go to the District Direct website at districtdirect.dc.gov or download the app from the Apple App Store or the Google Play Store.

Department of Human Services (DHS) Service Centers. Go to one of the service centers to get help from a caseworker or to drop off or pick up a renewal form. You can find locations and hours on the DHS website: dhs.dc.gov/service/find-service-center-near-you

Mail: Send your completed renewal forms to:

Department of Human Services Economic Security Administration

Case Record Management Unit
P.O. Box 91560
Washington, DC 20090

Phone: Call the Public Benefits Call Center at 202-727-5355.

Fax: Fax your renewal to 202-671-4400.

The Office of the Health Care Ombudsman Can Give You Advice and Support

- **Helping** you understand your health care rights and responsibilities
- **Fixing** issues with your health care coverage, getting in to see a doctor, or paying your medical bills
- **Appealing** a decision made by your health plan
- **Finding** other health care help or resources

You can contact the Office of the Health Care Ombudsman. Here's how:

Phone: 202-724-7491 or 877-685-6391 (toll-free)

Email: healthcareombudsman@dc.gov

Fax: 202-478-1397

Website: healthcareombudsman.dc.gov

