

DC Department of Health Care Finance – Long Term Care Administration Contact List & Directory

HCBS/LTSS Operations Support		HCBS/LTSS Clinical Support	
Beneficiary-Related Operations/Administrative Inquiries Electronic Provider Programmatic Report (office.com) - EPD Waiver Providers - State Plan (HHA & ADHP) - PACE - Nursing Facility - District Dual Choice - Services My Way	General Provider Administration/ Business Operation- Related Inquiries LTCA Question Board (office.com)		Beneficiary-Related Clinical Inquiries & High-Risk Triage Provider Clinical Administrative Report (office.com) - EPD Waiver Providers - State Plan (HHA & ADHP) - Nursing Facility - In-home skilled Services - Hospice
	- EPD Waiver Providers - State Plan (HHA & ADHP) - PACE - Nursing Facility - District Dual Choice - Services My Way - Initial Waiver Enrollment/DACL - Eligibility Determinations/ Waiver Renewals	- In-home skilled Services - Hospice - Assessment & Notices - No Wrong Door/DACL	
MFP, Community Transitions, & Olmstead Contract Administration Muala Ndaka Muala.Ndaka@dc.gov 202-609-8669		District Dual Choice (D-SNP / HIDE SNP) Contract Administration Kim Hicks Kim.Hicks2@dc.gov 202-442-6108	Program of All-Inclusive Care for the Elderly (PACE) Contract Administration Jacqueline Gould Jacqueline.Gould@dc.gov 202-535-1960
PCT Training Registration Bianca Eastman Bianca.Eastman1@dc.gov 202-442-5972		HCBS/LTSS TA & Training Requests/Registration Technical Assistance and Training Registration (office.com)	
Provider Data Management System (PDMS) www.dcpdms.com	DC Care Connect (DCCC) https://dc-careconnect.com	Medicaid Portal www.dc-medicaid.com	DHCF LTCA Website https://dhcf.dc.gov/page/long-term-care-administration
Provider (Re) Enrollment dhcf.providerenrollment@dc.gov	ePPR/Question Board/PCAR Attachments ltcaoperationsdropbox@dc.gov		Fair Hearing Support LTC.FairHearings@dc.gov
Information, Inquiries, Complaints & Grievances LTCA Hotline dhcfltcacomplaints@dc.gov 202-442-9533		DC Care Connect Administration & Assistance DCCCHelpDesk@feisystems.com 833-635-0276	
Durable Medical Equipment and Supplies Cavella Bishop Cavella.Bishop@dc.gov 202-724-8936	Aging and Disability Resource Center dcoa@dc.gov 202-724-5626	Department of Behavioral Health ACCESS Helpline 888-793-4357	Claims Adjudication and Claims Payment Health Care Operations Administration 202-698-2000
Program Manager Oversight & Monitoring Mary Devasia Mary.Devasia2@dc.gov 202-442-5931		Director Benjamin Ebeigbe Benjamin.Ebeigbe@dc.gov 202-724-7085	
		Program Manager Intake & Assessment Sarah Roque Johnson Sarah.Roque1@dc.gov 202-478-9304	