

# DC Healthy Families

Because some of the best things in life are free.



### Call us if you do not speak or read English.

**Amharic:** አንዳንድ ሰዎች ለወጪ ማንበብ ለማይችሉ ከሆነ ይደውሉ።  
**Chinese:** 如果您不會講英語或不會閱讀英語，請打電話告訴我們。  
**French:** Appelez-nous si vous ne parlez pas ou ne savez pas lire l'anglais.  
**Korean:** 영어로 말하거나 읽는데 어려움이 있으면 전화하십시오.  
**Spanish:** Llámennos si no habla ni lee inglés.  
**Vietnamese:** Hãy gọi chúng tôi nếu quý vị không nói hoặc đọc tiếng Anh.

DC Healthy Families  
DC HealthCare Alliance  
Customer Service Center  
1111 14<sup>th</sup> St NW, Suite 620  
Washington, DC 20005

Phone: (202) 639-4030  
Toll Free: (800) 620-7802  
TTY/TDD: (202) 639-4041  
Dental Line: (866) 758-6807  
Fax: (202) 289-6764  
www.DCHealthyFamilies.com

August 28, 2017

For Online Access

<First> <MI> <Last>  
<Address 1>  
<Address 2>  
<City>, <ST> <ZIP>

**Medicaid ID:** <Medicaid ID>  
**PIN:** <PIN>

Dear <NAME>:

There have been changes in the DC Healthy Families Program. **Starting October 1, 2017, you can no longer get your care and services with MedStar Family Choice (MedStar).** There is a new health plan in the program, **Amerigroup District of Columbia.** **Starting October 1, 2017 there will be an open enrollment period that will last through December 31, 2017 (90 days), so that you can change your health plan, if you choose.** The list below shows the health plans you can choose:

- Amerigroup Anthem District of Columbia (*NEW*)
- AmeriHealth Caritas District of Columbia
- Trusted Health Plan

Your benefits will stay the same. However, here are a few important things you should know.

**Question:** Do I need to do anything if I am currently enrolled in MedStar?

**Answer:** **No**, effective October 1, 2017, you will be auto-assigned to Amerigroup District of Columbia. You will receive a letter with information about your new health plan.

If you do not want to be assigned to Amerigroup District of Columbia and want to change health plans, please contact DC Healthy Families at **(202) 639-4030**. You will have 90 days to change health plans.

**Question:** Do I need to do anything if I am enrolled in AmeriHealth District of Columbia or Trusted Health Plan?

**Answer:** If you are enrolled in AmeriHealth District of Columbia or Trusted Health Plan and you wish to stay in your current health plan – **you do nothing**.

If you want to change health plans, please contact DC Healthy Families. You will have 90 days to change health plans.

**Question:** Will my benefits change if I choose another health plan?

**Answer:** **No**, your benefits will not change. Call DC Healthy Families at (202) 639-4030 to find out about extra benefits and services that are offered by these health plans.

Call us for help in other languages and for materials in Braille. Materials are free.

### Office Hours

- Monday, Tuesday, Thursday, and Friday:  
8 a.m.–7 p.m.
- Wednesday:  
8 a.m.–9 p.m.
- Third Saturday of each month: 9 a.m.–1 p.m.

### Questions?

### Watch a Video



go.dchealthyfamilies.com/0801

### Visit Our Website

www.DCHealthyFamilies.com

- To Enroll into a MCO health plan
- Change your MCO health plan and
- Change your doctor

### Complaint Line

- (800) 788-0342
- TTY/TDD:  
(866) 879-0065

www.DCHealthyFamilies.com

**Question:** Will I have to change my doctor(s)

**Answer:** If you keep your current plan, you will not have to change doctors unless you want to. However, if you change plans, your doctor may not be a part of that plan. Call (202) 639-4030 to find out what doctors are in each plan.

**Question:** What about identification cards and an Enrollee Handbook?

**Answer:** If you choose another plan, that plan will send you an identification card for each eligible enrollee in the household and one Enrollee Handbook.

**Question:** Do I need to schedule another dental or doctor “Health Check” or “Well-Child (EPSDT)” visit with a new plan if my child has already had a recent visit?

**Answer:** Check with your doctor or dentist to find out if you need to make an appointment for your child.

**Question:** Who can I call if I have questions?

**Answer:** The DC Healthy Families HELPLINE at **(202) 639-4030 or 1 (800) 620-7802**. If you have hearing loss, call the TDD/TTY line at (202) 639-4041.

You may also contact DC Healthy Families as follows:

- Visit the DC Healthy Families Enrollment Office at 1111 14<sup>th</sup> Street, NW Suite 620 Washington, DC 20005, from 8:00 a.m. to 7:00 p.m., except on Wednesdays, when we are open from 8:00 a.m. to 9:00 p.m.
- Our trained staff can help you in the language you speak.
- Visit a DC Healthy Families outreach event to make your choice. A schedule with the dates, times and locations is enclosed.

We look forward to serving your family’s health care needs.

Sincerely,



Wayne Turnage  
Director  
DC Department of Health Care Finance