

DC Healthy Families

Because some of the best things in life are free.



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



Call us if you do not speak or read English.

Amharic: አንታልቶ ማርካ ወይም ማንበብ የማይችሉ ከሆን 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.

August 21, 2017

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

[Enrollee]
[Enrollee Address Line 1]
[Enrollee Address Line 2]

Dear [Enrollee]

This letter is to inform you that effective September 30, 2017 at 11:59pm, MedStar Family Choice will no longer be a participating health plan for the District of Columbia DC Healthy Families and Alliance Programs. **Effective October 1, 2017**, you will be automatically assigned to our **new health plan, Amerigroup District of Columbia (Amerigroup DC)**.

If you are satisfied with the assignment and want to remain an enrollee of Amerigroup DC, you do not need to do anything. You will receive an Enrollee Handbook and ID card from the new health plan. You may contact the Member Services Department at 1800-600-4441, with any questions or concerns you may have regarding your enrollment and benefits.

If you would like to change to one of our other health plans, **AmeriHealth Caritas District of Columbia (AmeriHealth Caritas) or Trusted Health Plan (Trusted)**, you may **contact DC Healthy Families Program at (202) 639-4030; for hearing impaired call the TDD/TTY line at (202) 639-4041**. You may also visit the DC Healthy Families Enrollment Office at 1111 14th Street, NW, Suite 620 Washington, DC 20005. The hours are 8:00 am to 7:00 pm weekdays, except on Wednesdays, when the hours are from 8:00 am – 9:00 pm, where trained staff can help you in the language you speak.

We look forward to serving your family's healthcare needs.

Sincerely,

Wayne Turnage
Director
DC Department of Health Care Finance