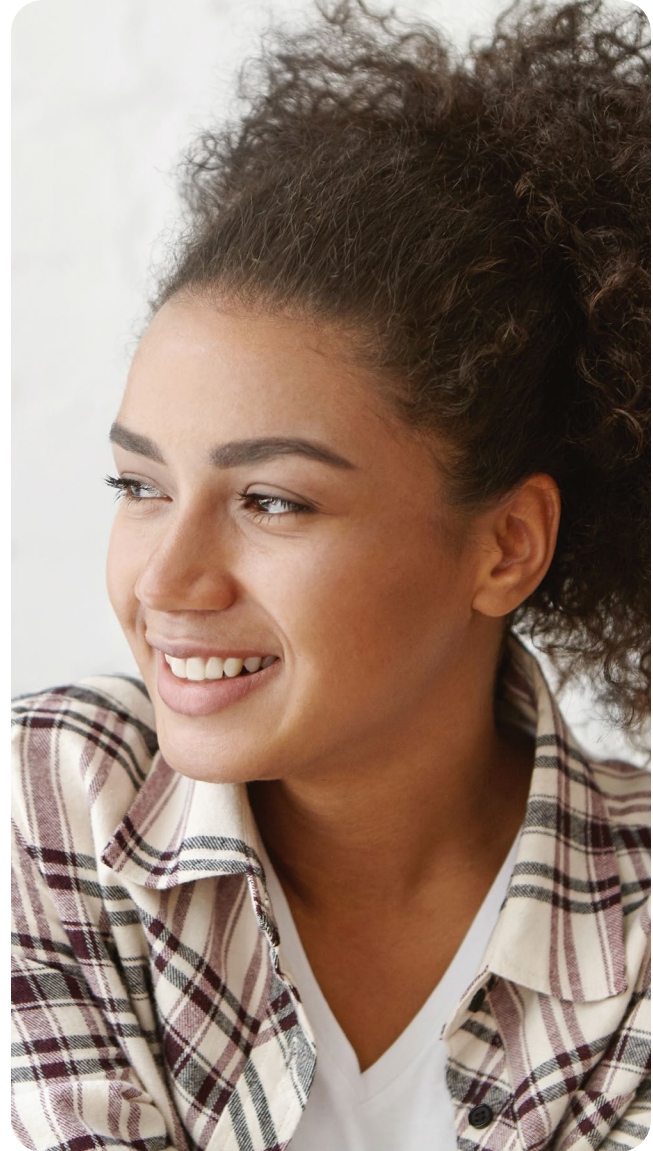




DC Healthcare Alliance Program Enrollee Handbook

2025





MedStar Family Choice District of Columbia

You can call us 24 hours a day, 7 days a week, or stop by our office Monday through Friday from 8:00 a.m. to 5:30 p.m.

For directions on how to visit us, call **202-363-4348** or **855-798-4244**.

3007 Tilden Street, NW, POD 3N
Washington, DC 20008

Enrollee Services: **202-363-4348** or **888-404-3549** (toll-free)

Website: [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com)

MedStar Family Choice District of Columbia complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ethnicity, age, religion, physical or mental disability, pregnancy, sex, sexual orientation, sexual stereotyping, marital status, gender, gender identity or expression, language, ability to pay, or socioeconomic status. MedStar Family Choice DC does not exclude people or treat them differently because of race, color, national origin, ethnicity, age, religion, physical or mental disability, pregnancy, sex, sexual orientation, sexual stereotyping, marital status, gender, gender identity or expression, language, ability to pay, or socioeconomic status. For more information, please visit our website at [MedStarFamilyChoiceDC.com/Notice-of-Nondiscrimination](https://www.MedStarFamilyChoiceDC.com/Notice-of-Nondiscrimination).

Language Accessibility

English

Attention: If you do not speak and/or read English, please call 888-404-3549 between 8:00 a.m. and 5:30 p.m. A representative will assist you.

Spanish/Español

Atención: Si no habla y/o lee español, llame al 888-404-3549 entre las 8:00 a. m. y las 5:30 p. m. Un representante lo asistirá.

Amharic/አማርኛ

ማሳሰቢያ: አማርኛ የማይናገሩ እና/ወይም የማይጽፉ ከሆነ፣ እባክዎ ከ 8:00 a.m. እስከ 5:30 p.m. ባለው ሰዓት ውስጥ ወደ 888-404-3549 ይደውሉ። ተወካይ እርስዎን ያግዝዎታል።

العربية /Arabic

تنبيه: إذا كنت لا تتحدث أو تقرأ اللغة العربية، يُرجى الاتصال بـ ٨٨٨-٤٠٤-٣٥٤٩ بين الساعة ٨:٠٠ صباحًا و٥:٣٠ مساءً. أحد مندوبينا سيقوم بمساعدتك.

Bassa /'Bàsɔ̀

DÈÈ NIÀC DYÉDÉBO: Ǿ Jùkɛn se Bàsɔ̀ wùpòc dyuòtòpò wuduúuzàlèpò ní, d'áno b'èni kè
888-404-3549 sò ìn 8:00 AM ké 5:30 PM gbo muè. À ké -baɔa-nyò d'ó mu m' gbo kpáun.

Burmese/ပျံနွာဘာသာစကား

သတိပျပီရန သတ္တည ပျံနွာဘာသာစကား ကို ဝေပျလာချအငုံး ဝးဝွင့်ဝွံ့ မဟုတ် ဖတုချအငုံး မရွံလွင့် ဝေးဇူးပျပီ၍
နံနက် ၈၀၀ နာရီဝွင့် ညနေ ၅၃၀ နာရီအဟုကားတြင့် စကောငဝင၃၅၄၉ သို့မဟုတ် ဖုန်းဝေခငုဆိုပါ။ ကိုယွားလွယွစဉ်းက
သင့်ို့ ကူညီပါမည့်။

Cantonese / 粵語

注意: 如果你不會說或讀 粵語, 請在早上8點到下午5點半之間撥打888-404-3549。有個代表會幫助你的。

Chinese (Mandarin) / 普通

注意: “如果你不会或 普通 , 在早上8点到下午5点半之间打888-404-3549。有个代表会帮助你的。”

Farsi

ههچ ووت 888-404-3549 هرامش اب رصع 5.30 ات حبص 8.00 اتعلس نىب آفطل ،دىتسىنى سىلىگنا نابز هب نندن اوخ اى/و ندرک تبحص هب رداق رگا» :ههچ ووت
«درک دهاوخ کمک امش هب اىاهدنىامن .دىرىگب سامت

French/Français

ATTENTION: “Si vous ne parlez pas et / ou ne lisez pas le Français, veuillez composer le 888-404-3549 entre 8h00 et 17h30, un représentant vous répondra”.

Gujarati/ગુજરાતી

ધ્યાન આપો: જો તમે બોલી શકતા ન હોય અને / અથવા ગુજરાતી વાંચી શકતા ન હોય, તો કૃપા કરીને સવારે 8:00 થી સાંજે 5:30 ની વચ્ચે 888-404-3549 પર
કોલ કરો. કોઈ પ્રતિનિધિ તમને સહાય કરશે.

Haitian Creol/Kreyòl Ayisyen

ATANSYON: Si w pa pale ak/oubyen li Kreyòl Ayisyen, tanpri rele 888-404-3549 ant 8:00 a.m. ak 5:30 p.m. Yon reprezantan pral ede w.

Hindi

ध्यान दें: यदि आप इंग्लिश बोलते और / अथवा पढ़ते नहीं हैं, तो कृपया 888-404-3549 पर सुबह 8:00 बजे से शाम 5:30 बजे के बीच
फोन कर। एक प्रतिनिधि आपकी सहायता करगा।



Hmong/Hmong

NCO NTSOOV: Yog tias koj tsiis hais thiab / los sis tsiis nyeem Hmong, thov hu rau 888-404-3549 thaum 8:00 sawv ntxov thiab 5:30 tsaus ntuj. Ib tus sawv cev yuav pab koj.

Igbo/Igbo

GEE NT: O buru na l nagh as ma/màb ag ìgbò, biko kp 888-404-3549 ihe dikà ebe 8:00 nke ututu na 5:30 nke mgbede. Onye nnch anya ga-enyere g aka.

Italian/Italiano

ATTENZIONE: Se non parli e/o leggi Italiano, chiama il numero 888-404-3549 tra le 8:00 e le 17:30. Un rappresentante ti assisterà.

Japanese /日本語

お知らせ: 日本語を話せないまたは読めない場合、888-404-3549までご連絡ください。8:00～17:30までこちらの代表者が対応いたします。

Korean/한국어

알립니다: 한국어를 읽거나 말할 수 없다면, 오전 8시에서 오후 5시 30분 사이에 888-404-3549로 문의하십시오. 대표가 도움을 드릴 것입니다.

Polish/Polsku

UWAGA: Jeśli nie mówisz i/lub nie czytasz po Polsku, zadzwoń pod numer 888-404-3549 między 8:00 a 17:30. Nasz przedstawiciel będzie mógł Ci pomóc.

Portuguese/Português

ATENÇÃO: Se Você não fala e não lê na Português chame pelo número 888-404-3549; hora de recepção de chamadas - das 8.00 de manhã às 05.30 de tarde. Nosso representante ajudar-lhe.

PUNJABI/ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲ ਅਤੇ/ਜਾਂ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ ਹੋ, ਕਿਰਪਾ ਕਰਕੇ ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5:30 ਵਜੇ ਦੇ ਵਿਚਕਾਰ 888-404-3549 ਤੇ ਕਾਲ ਕਰੋ। ਇੱਕ ਨੁਮਾਇੰਦਾ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ।

Russian/русском

ВНИМАНИЕ. Если вы не говорите и/или не можете читать на русском языке, позвоните по телефону 888-404-3549 с 8:00 до 17:30. Представитель поможет вам.

Somali/Soomaaliga

OGEYSIIS: Haddii aadan ku hadlin iyo/ama aadan akhrin karin Soomaaliga, fadlan wac lambarkaan 888- 404-3549 inta u dhexeysa 8:00 subaxnimo iyo 5:30 galabnimo waxaa ku caawin doona qof wakiil ka ah.

Tagalog/Tagalog

ATENSYON: Kung hindi ka nagsasalita at/o nagbabasa ng Tagalog, pakitawagan ang 888-404-3549 sa pagitan ng 8:00 a.m. at 5:30 p.m. May kinatawan na tutulong sa iyo.

اردو/Urdu

مشائے سے 8:00 بجے صبح 888-404-3549 تک ہر وقت سہ ماہی اور ہفت روزہ کے لیے اور 5:30 بجے شام 5:30 بجے تک ہر روز کے لیے اردو میں بات چیت کے لیے۔ اگر آپ کو اردو میں بات چیت کی ضرورت ہے تو براہ کرم 888-404-3549 پر کال کریں۔








Vietnamese/Tiếng Việt

Chú ý: Nếu bạn không nói và/học đc Tiếng Việt, vui lòng gọi 888-404-3549 giữa 8 giờ sáng đến 5 giờ 30 chiều. Mt ngi đi đin s h tr bn

Yoruba / Yorùbá

IPÀKÍYÈSÍ: Tí o ko bá s/tàbí ka èdè Yorùbá, Jw pe 888-404-3549 láàrin 8:00 a.m. àti 5:30 p.m. Asojú wa kan máá èrànw fún.

Important Phone Numbers

 <p>For questions about MedStar Family Choice District of Columbia:</p>	Enrollee Services	202-363-4348 or 888-404-3549 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Enrollee Services	711	
 <p>If you need care after your doctor's office is closed:</p>	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Nurse Helpline	711	
 <p>If you need to see a doctor within 24 hours ("Urgent Care"):</p>	Your PCP's Office	_____ (fill in your PCP's information here)	
	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
 <p>If you need a ride to an appointment:</p>	Transportation Services	866-201-9974 (toll-free)	24 hours a day, 7 days a week
 <p>If you need Behavioral Health care or have a Behavioral Health question:</p>	Your BHP's Office	_____ (fill in your BHP's information here)	
	Nurse Helpline	855-798-3540 (toll-free)	24 hours a day, 7 days a week
	DC Department of Behavioral Health Access Hotline	888-793-4357 (toll-free)	
 <p>If you need someone who speaks your language or if you are hearing impaired:</p>	Enrollee Services	202-363-4348 or 888-404-3549 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Enrollee Services	711	
 <p>Dental Questions:</p>	Avēsis	844-391-6678 (toll-free)	24 hours a day, 7 days a week

FOR AN EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM.

Personal Information

My Alliance ID Number: _____

My Primary Care Provider (PCP): _____

My Primary Care Provider (PCP) Address: _____

My Primary Care Provider (PCP) Phone: _____

My Primary Dental Provider (PDP): _____

My Primary Dental Provider (PDP) Address: _____

My Primary Dental Provider (PDP) Phone: _____

My Behavioral Health Provider (BHP): _____

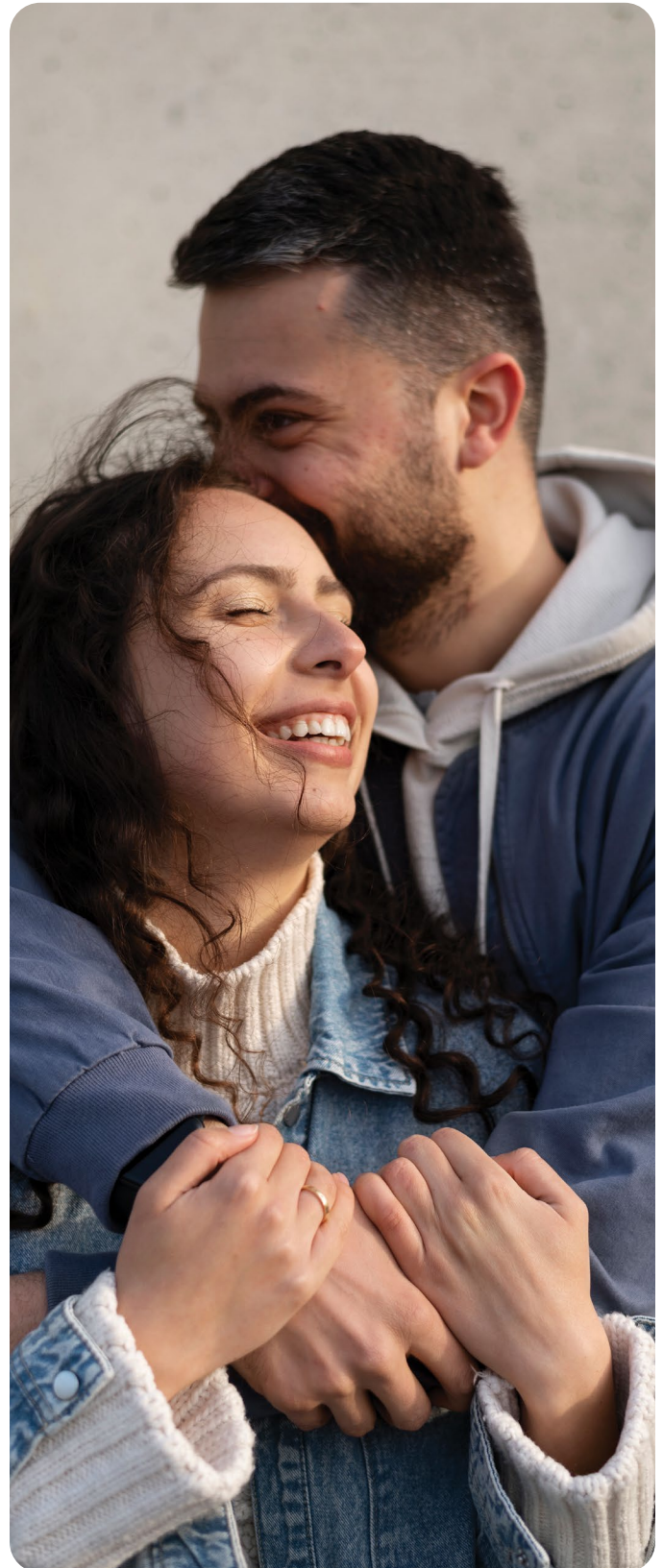
My Behavioral Health Provider (BHP) Address: _____

My Behavioral Health Provider (BHP) Phone: _____



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Welcome to MedStar Family Choice District of Columbia

Thank you for choosing MedStar Family Choice District of Columbia. We are happy to be your Managed Care Plan (MCP) for the DC Healthcare Alliance program. We know that nothing is more important than you and your health. That's why we work hard to make sure that you are treated with the kind of care and respect you want and deserve. We are committed to your health and want to make sure you receive the highest quality of care possible.

This handbook contains important information. Please read it carefully. You will learn what services you can receive from us. If we make changes that will affect you, we will tell you 30 days ahead of time.

All new Enrollees will be invited to a new Enrollee orientation. At the orientation, you will be able to speak with MedStar Family Choice DC employees and ask any questions you may have. It is a chance for you to meet some of our team and let us welcome you.

New Enrollees will receive calls from us soon after joining. We want to make sure you schedule a visit with your doctor quickly. We will also provide you with a health benefits overview at this time, as well as ask you to complete a health risk assessment. The results of your assessment will allow us to ensure you get the care that you need. If we leave you a message and ask that you call us back, please try to return our call so we can get you into care. If you are pregnant, please call our Care Management department right away at **855-798-4244** and ask to speak with the prenatal coordinator.

Questions?

If you have any questions, please call our Enrollee Services department at **888-404-3549**.

How This Handbook Works

MedStar Family Choice DC is a managed care plan paid for by the District of Columbia to help you get health care. In this Handbook, we tell you how MedStar Family Choice DC works, how to find doctors, how to call us, and what benefits we pay for. Words used in Health Care and by your doctor can sometimes be hard to understand. In the Definitions section, we have explained these words in the back of this book.

If you have questions about things, you read in this book or other questions about MedStar Family Choice DC, you can call Enrollee Services at **888-404-3549** or visit **MedStarFamilyChoiceDC.com**, and we will do our best to help you.

How this handbook can help you

This Enrollee Handbook tells you:

- How to access health Care
- Your Covered Services by MedStar Family Choice DC
- Services NOT covered MedStar Family Choice DC
- How to choose your Primary Care Provider and Primary Dental Provider (your PCP or PDP)
- What to do if you get sick
- What you should do if you have a Grievance or want to change (Appeal) a decision by MedStar Family Choice DC

This Enrollee Handbook gives you basic information about how MedStar Family Choice DC works. Please call MedStar Family Choice DC Enrollee Services anytime, 24 hours a day, and 7 days a week if you have any questions.



Your Rights

You have a right to:

- Know that when you talk with your doctors and other providers, it's private.
- Have an illness or treatment explained to you in a language you can understand.
- Participate in decisions about your care, including the right to refuse treatment.
- Receive a full, clear, and understandable explanation of treatment options and the risks of each option so you can make an informed decision.
- Refuse treatment or care.
- Be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Can see and receive a copy of your medical records and request an amendment or change, if incorrect.
- Receive access to healthcare services that are available and accessible to you in a timely manner.
- Choose an eligible PCP/PDP from within MedStar Family Choice DC's network and to change your PCP/PDP.
- Make a Grievance about the care or services provided to you and receive an answer.
- Request an Appeal or a Fair Hearing if you believe MedStar Family Choice DC was wrong in denying, reducing, or stopping a service or item.
- Receive Family Planning Services and supplies from the provider of your choice.
- Obtain medical care without unnecessary delay.
- Receive a second opinion from a qualified healthcare professional within the network or, if necessary, obtain one outside the network at no cost to you.
- Receive information on Advance Directives and choose not to have or continue any life-sustaining treatment.
- Receive a copy of MedStar Family Choice DC's Enrollee Handbook and/or Provider Directory.
- Continue the treatment you are currently receiving until you have a new treatment plan.
- Receive interpretation and translation services free of charge.
- Refuse oral interpretation services.
- Receive transportation services free of charge.
- Get an explanation of prior authorization procedures.
- Receive information about MedStar Family Choice DC's financial condition and any special ways we pay our doctors.
- Obtain summaries of customer satisfaction surveys.
- Receive MedStar Family Choice DC's "Dispense as Written" policy for prescription drugs.
- Receive a list of all covered drugs.
- Be treated with respect and due consideration for your dignity and right to privacy.

Your Responsibilities

You are responsible for the following:

- Treating those providing your care with respect and dignity.
- Following the rules of the DC Medicaid Managed Care Program and MedStar Family Choice DC.
- Following instructions you receive from your doctors and other providers.
- Going to scheduled appointments.
- Telling your doctor at least 24 hours before the appointment if you must cancel.
- Asking for more explanation if you do not understand your doctor's instructions.
- Going to the Emergency Room only if you have a medical emergency.
- Telling your PCP/PDP about medical and personal problems that may affect your health.
- Reporting to the Economic Security Administration (ESA) and MedStar Family Choice DC if you or a family Enrollee have other health insurance or if you have a change in your address or phone number.
- Reporting to Economic Security Administration (ESA) and MedStar Family Choice DC if there is a change in your family (i.e. deaths, births, etc.).
- Trying to understand your health problems and participate in developing treatment goals.
- Helping your doctor in getting medical records from providers who have treated you in the past.
- Telling MedStar Family Choice DC if you were injured as the result of an accident or at work.

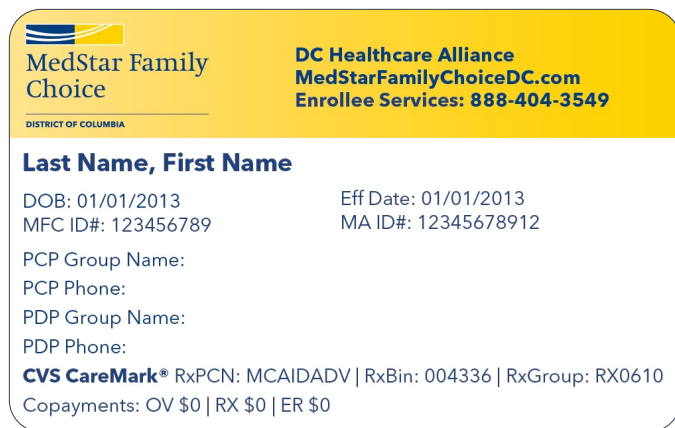


Your Enrollee ID Card

Once you are assigned a primary care provider (PCP), we will send you an Enrollee ID Card. This card lets your doctors, hospitals, pharmacies, and others know you are an Enrollee of MedStar Family Choice DC. Please make sure that the information on your Enrollee ID Card is correct. If there are any problems, or if you have lost your card, call Enrollee Services at **888-404-3549**. You can also visit the Enrollee Portal. Once registered, you can view and print your ID Card. The link to the Enrollee Portal can be found on our website at MedStarFamilyChoiceDC.com/Enrollees/General-Benefits.

Each MedStar Family Choice DC Enrollee has their card. It is against the law to let anyone else use your Enrollee ID card.

Your Enrollee ID Card looks like this:



MedStar Family Choice
DISTRICT OF COLUMBIA

DC Healthcare Alliance
MedStarFamilyChoiceDC.com
Enrollee Services: 888-404-3549

Last Name, First Name

DOB: 01/01/2013 Eff Date: 01/01/2013
MFC ID#: 123456789 MA ID#: 12345678912

PCP Group Name:
PCP Phone:
PDP Group Name:
PDP Phone:

CVS CareMark® RxPCN: MCAIDADV | RxBin: 004336 | RxGroup: RX0610
Copayments: OV \$0 | RX \$0 | ER \$0

Front of Card



PRESENT THIS CARD FOR ALL HEALTH SERVICES

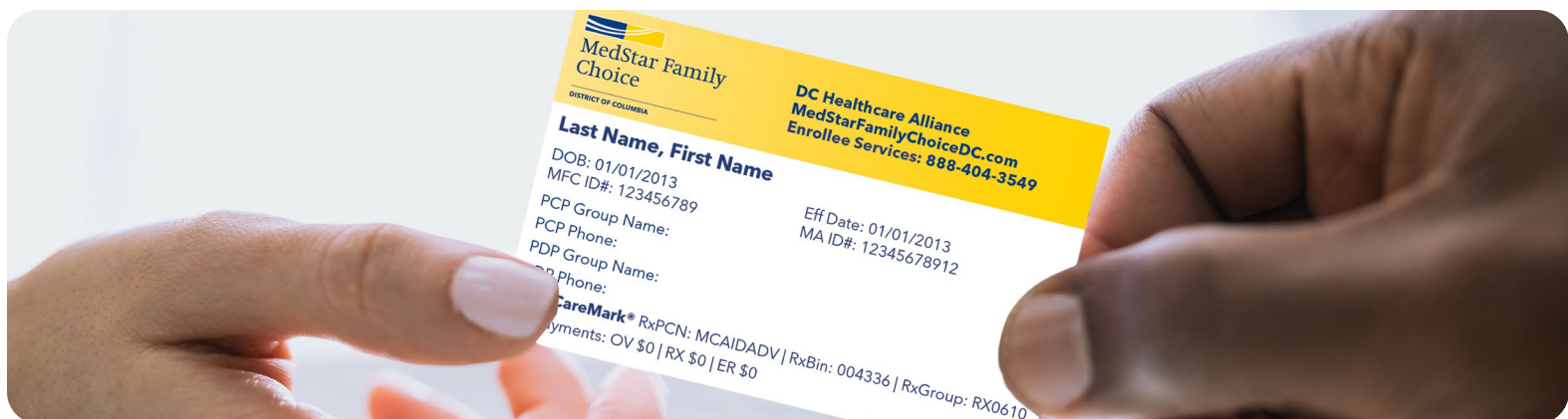
Enrollee Services: 24/7 by phone (Office: Monday - Friday, 8 a.m. to 5:30 p.m.)	888-404-3549 or TTY 711
24/7 Nurse Advice Line	855-798-3540
Transportation	866-201-9974
Dental	844-391-6678
Pharmacy/After Hours Prescription	855-798-4244
Economic Security Administration	202-727-5355
DC Dept of Behavioral Health Helpline	888-793-4357

DHCF
Department of Health Care Finance
GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Notice to Providers: Most institutional services require prior authorization which may be obtained by calling **855-798-4244**. Submit EDI claims using Payer ID RP062. Paper medical claims should be mailed to **MedStar Family Choice DC, P.O. Box 211702, Eagan, MN 55121**. Call **800-261-3371** for claims questions. For questions regarding pharmacy claims submission, call **800-364-6331**.

Back of Card

Please remember to always carry your Enrollee ID Card and Picture ID. Always show your card before receiving any medical care or getting medicine at a pharmacy.



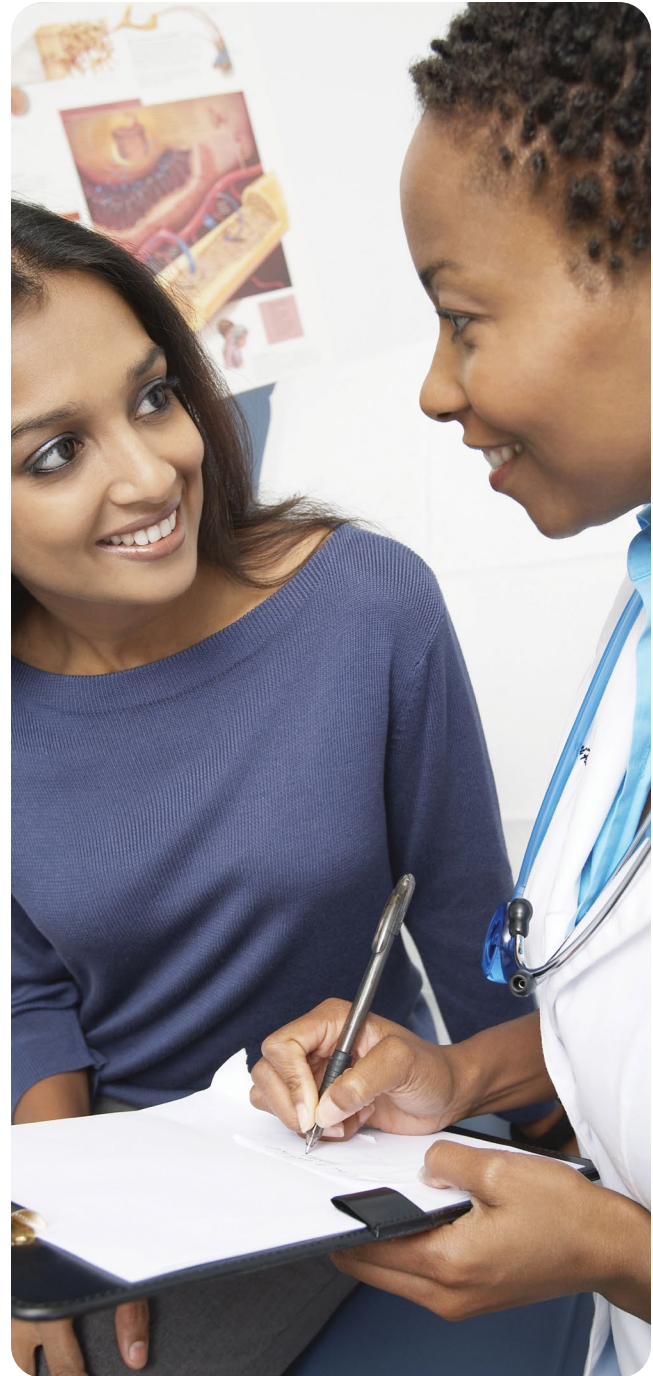
Your Primary Care Provider (PCP)

Now that you are an Enrollee of MedStar Family Choice DC, your Primary Care Provider (PCP) will help you and your family to get the health care you need.

It is important to call your PCP first when you need care. If you had a PCP before you were assigned to MedStar Family Choice DC, please call Enrollee Services at **888-404-3549**. We can help you stay with that PCP if you want to.

Choosing Your PCP

1. Choose a PCP when you enroll in MedStar Family Choice DC. This person will be your PCP while you are an Enrollee of MedStar Family Choice DC.
 - If your current PCP is a Provider of MedStar Family Choice DC's network, you may stay with that doctor.
 - If you don't have a PCP, you can choose from a list of doctors in our Provider Directory or at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). To request a paper copy of the Provider Directory please call Enrollee Services at **888-404-3549**.
 - Call Enrollee Services at **888-404-3549** if you need help choosing a doctor.
 - If you do not choose a PCP within the first 10 days of being in our plan, we will choose a doctor for you. If you do not like the PCP we choose, you may change your PCP. Call Enrollee Services at **888-404-3549** or visit the Enrollee Portal to send a secure message with the name of the PCP you would like. To access the Enrollee Portal, visit our website at [MedStarFamilyChoiceDC.com/Enrollees/General-Benefits](https://www.MedStarFamilyChoiceDC.com/Enrollees/General-Benefits).
 - MedStar Family Choice DC will send you an Enrollee ID Card. Your card will have your PCP's name and phone number on it.





2. Choose a PCP for each family Enrollee in MedStar Family Choice DC. Your PCP may be one of the following:

- Family and General Practice Doctor - usually can see the whole family
- Internal Medicine Doctor - usually sees only adults and children 14 years and older
- Obstetrician/Gynecologist (OB/GYN) - specializes in women's health and maternity care
- If you have special healthcare needs, you may choose a specialist as your PCP.

3. When you choose your PCP, please:

- Try to choose a doctor who can send you to the hospital you want. Not all doctors can send patients to all hospitals. Our Provider Directory lists which hospitals a PCP can send you to. You can also call Enrollee Services for help.

- Sometimes the PCP you choose won't be able to take new patients. We will let you know if you need to choose a different doctor.
- Choose a doctor who is close to your home or work.

How to Change Your PCP

You can change your PCP anytime. Just choose a new PCP from the Provider Directory. Call Enrollee Services at **888-404-3549** once you have chosen a new PCP, or visit the Enrollee Portal to send a secure message with the name of the PCP you would like. To access the Enrollee Portal, visit our website at [MedStarFamilyChoiceDC.com/Enrollees/General-Benefits](https://www.MedStarFamilyChoiceDC.com/Enrollees/General-Benefits). If you need help choosing a new PCP, Enrollee Services can help you.

Your Primary Dental Provider (PDP)

Now that you are an Enrollee of MedStar Family Choice DC your Primary Dental Provider (PDP) will help you and your family to get the health care you need.

It is important to call your PDP first when you need care. If you had a dentist before you were assigned to MedStar Family Choice DC, please call Dental Enrollee Services at **844-391-6678**. We can help you stay with that dentist if you want to.

Choosing your PDP

1. Choose a PDP when you enroll in MedStar Family Choice DC. This person will be your PDP while you are an Enrollee of MedStar Family Choice DC.
 - If your current PDP is a Provider of MedStar Family Choice DC's network, you may stay with that dentist.
 - If you don't have a PDP, you can choose from a list of dentists in our Provider Directory or at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). To request a paper copy of the Provider Directory please call Enrollee Services at **888-404-3549**.
 - Call Dental Enrollee Services at **844-391-6678** if you need help choosing a dentist.
 - If you do not choose a PDP within the first 10 days of being in our plan, we will choose a dentist for you. If you do not like the PDP we choose for you, you may change your PDP. Call Dental Enrollee Services at **844-391-6678** to change your PDP.
 - MedStar Family Choice DC will send you an Enrollee ID Card. Your card will have your PDP's name and phone number on it.





- Choose a PDP for each family Enrollee in our plan. Your PDP may be one of the following:
 - Family and General Practice Dentist - usually can see the whole family

2. When you choose your PDP, please note the following:

- Our Provider Directory lists which hospitals a PDP can send you to. You can also call Enrollee Services for help.

- Sometimes, the PDP you choose won't be able to take new patients. We will let you know if you need to choose a different dentist.

How to change your PDP

You can change your PDP anytime. Just choose a new PDP from the Provider Directory. Call Dental Enrollee Services at **844-391-6678** once you have chosen a new PDP. If you need help choosing a new PDP, Dental Enrollee Services can help you.

Routine Care, Urgent Care, and Emergency Care

There are three (3) kinds of health care you may need: Routine Care, Urgent Care, or Emergency Care.

Routine Care

Routine Care is the regular care you get from your PCP. Routine Care is also care you get from other doctors that your PCP sends you to. Routine Care can be check-ups, physicals, health screenings, and care for health problems like diabetes, hypertension, and asthma. If you need Routine Care, call your PCP's office and ask to make an appointment.

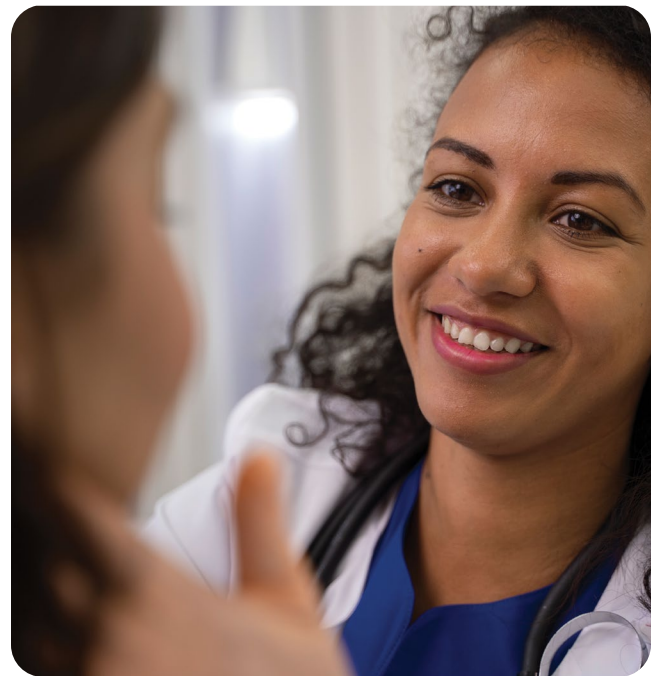
Urgent Care

Urgent Care is medical care you need within 24 hours but not right away. Some Urgent Care issues are:

- Moderate colds
- Cough
- Sore throat
- Lice, scabies or ringworm
- Minor cuts and scrapes
- Sprains
- Earaches
- Urinary tract infections
- Diarrhea
- Throwing up
- Mild headache

If you need Urgent Care, call your PCP's office.

If your PCP's office is closed, leave a message with the person who answers the phone when the office is closed. Then call the Nurse Help Line at **855-798-3540**. A nurse will help you decide if you need to go to the doctor right away. The nurse will tell you how to get care. You do not have to go to the Emergency Room or use an ambulance for routine or Urgent Care.



Emergency Care

Emergency Care is medical care you need right away for a serious, sudden (sometimes life-threatening) injury or illness. You have the right to use any hospital for emergency care. Prior authorization is not required for emergency care services.

Examples of medical emergency conditions include:

- Chest pain
- Bleeding that cannot be stopped
- Loss of consciousness
- Poisoning
- Bad burns
- Trouble breathing
- Paralysis

What to do if you have an emergency

- Call **911** or go to your nearest Emergency Room (ER).
- Show your MedStar Family Choice DC Enrollee ID Card.
- As soon as you can, call your PCP.

Care When You Are Out-of-Town

When you need to see a doctor, or get medicine when you are out of town:

Routine Care

You must call us and ask if we will pay for you to see a doctor or other provider when you are out of town because doctors who are not in the District of Columbia are not a part of MedStar Family Choice DC. If MedStar Family Choice DC does not say it is okay before you get the care, you must pay for the care yourself. If you need medicine from a doctor while you are out of town, please call our Enrollee Services department. If you need assistance after hours, please call our Nurse Advice Line at **855-798-3540**. Our pharmacy network contains numerous national chains that can be used to fill your prescription while you are out of town.

Urgent Care

Call your PCP. If your PCP's office is closed, call the Nurse Help Line at **855-798-3540**. A nurse will help you decide if you need to go to the doctor right away. The nurse can tell you how to get care. You do not have to go to the Emergency Room or use an ambulance for routine or Urgent Care.

Emergency Care

If you have an emergency, including mental health, alcohol, or another drug emergency, go to the nearest Emergency Room (ER) to get care right away. If you go to the ER, you should ask the ER staff to call your PCP. If you go to the ER, you should call Enrollee Services as soon as possible. **Prior authorization is not required for emergency care services.**

In-Network and Out-of-Network Providers

MedStar Family Choice DC will pay for your care when you go to one of our doctors or other healthcare providers. We call these doctors and other healthcare providers our “network” providers. A doctor or provider who is not one of ours is called an “Out-of-Network” provider. All these “In-Network” doctors can be found in your Provider Directory.

If you go to an “Out-of-Network” doctor, hospital, or lab, you may have to pay for your care. You will not have to pay if you have asked us first and we have told you, usually in writing, that it is okay. We call this “prior authorization.” MedStar Family Choice DC will provide adequately and timely covered services from an approved Out-of-Network

provider if MedStar Family Choice DC does not have an In-Network provider who can perform a covered service.

Prior Authorization (PA) means approval for a health service not routinely covered by MedStar Family Choice DC. You must get this approval before you receive the service. You do not need a PA to receive emergency care. Call Enrollee Services at **888-404-3549** to ask about getting a PA.

You may go to a Family Planning provider of your choice, even if they are out-of-network. No prior authorization is required. See page 22 for more information on Family Planning Services.

Making an Appointment

Making an appointment with your PCP

- Have your Enrollee ID Card and a pencil and paper close by.
- Call your PCP’s office. Look for your PCP’s phone number on the front of your Enrollee ID Card. You can also find it in your Provider Directory or online at MedStarFamilyChoiceDC.com.
- Tell the person who answers that you are a MedStar Family Choice District of Columbia Enrollee. Tell them you want to make an appointment with your PCP.
- Tell the person why you need an appointment. For example:
 - You are feeling sick

- You hurt yourself or had an accident
- You need a check-up or follow-up care
- Write down the time and date of your appointment.
- Go to your appointment on time and bring your Enrollee ID Card and picture ID with you.
- If you need help making an appointment, call Enrollee Services at **888-404-3549**.

Changing or canceling an appointment

- It is very important to come to your appointment and to be on time.
- If you need to change or cancel your appointment, please call the doctor at least 24 hours before your appointment.



- For some appointments, you may have to call more than 24 hours before to cancel.
- If you do not show up for your appointment, or if you are late, your doctor may decide you cannot be their patient.

Getting care when your PCP's or PDP's office is closed

If you need to speak to your PCP or PDP when the office is closed, call your PCP's or PDP's office and leave a message including your phone number with the person who answers the phone. Someone will call you back as soon as possible. If you have an emergency, call **911** or go to the Emergency Room. You

can also call the Nurse Help Line 24 hours a day at **855-798-3540**.

How long does it take to see your doctor?

Your doctor's office must give you an appointment within days after you call. Please call **888-404-3549** if you cannot get an appointment during these time periods. The table below shows how long it will take to get an appointment.

Type of Visit	Your Condition	How Long it Takes to See Your Doctor
Urgent Visit	You are hurt or sick and need care within 24 hours to avoid getting worse, but you don't need to see a doctor right away. Examples include flu/fever, vomiting/diarrhea, sore throats, earaches, eye infection, sprains/strains, possible broken bones, throwing up, minor cuts or scrapes, lice, scabies or ringworm, urinary tract infections	Within 24 hours
Routine Visit	You have a minor illness or injury, or you need a regular checkup, but you don't need an urgent appointment.	Within 30 days
Follow-up Visit	You need to see your doctor after a treatment; you have to make sure you are healing well.	Within 1-2 weeks depending on the kind of treatment
Adult Wellness Visits	<ul style="list-style-type: none"> You are having your first appointment with a new doctor You are due for a regular adult checkup You are due for a prostate exam, a pelvic exam, a PAP smear, or a breast exam 	Within 30 days or sooner if necessary
Non-urgent appointments with specialists (by Referral)	Your PCP referred you to see a specialist for a non-urgent condition	Within 30 days



Support Services

Transportation Services

Non-covered services are services not covered by MedStar Family Choice DC but covered by the Department of Health Care Finance (DHCF) or other District agencies. MedStar Family Choice DC will provide transportation to your doctor's appointments if you need it. MedStar Family Choice DC will also provide transportation to/from most non-covered services.

- Call Transportation Services at **866-201-9974** to tell them the time and what day you need to be picked up.
- You must call at least 3 business days (not including Saturday and Sunday) before your appointment to get transportation.
- If you need transportation to urgent visits, you can call the day before the appointment to ask for transportation.
- The types of transportation are buses, metro, vouchers to pay for an Uber, Lyft, taxi, wheelchair vans, and ambulances. The type of transportation you get depends on your medical needs.
- Give Transportation Service your Enrollee ID, phone number, and address where you can be picked up. Also, tell them the name, address, and phone number of the medical/dental facility or doctor's office you are going to.

Interpretation and Translation Services/Auxiliary Aid Services for the Hearing and Visually Impaired

Interpretation Services

MedStar Family Choice DC will provide oral Interpretation Services for FREE, including at the hospital.

Please call Enrollee Services at **888-404-3549** for Interpretation Services. Please call us before your doctor's appointment if you need Interpretation Services.

Interpreter Services are usually provided over the telephone. If you need an interpreter to be with you at your doctor's appointment, you must let us know within 3-5 days or 48 hours before the appointment. Please call Enrollee Services at **888-404-3549** for all Interpretation Services.

Translation Services

If you get information from MedStar Family Choice DC and need it translated into another language, please call Enrollee Services at **888-404-3549**.

Auxiliary Aid Services for the hearing and visually impaired

If you have trouble hearing, call **711** to contact the Telecommunications Relay Service (TRS). The TRS assistant can help you place the call to Enrollee Services at **888-404-3549**. If you have trouble seeing, call Enrollee Services at **888-404-3549**. We can give you information on an audio tape, in Braille, or in large print.

Specialty Care and Referrals

How to get specialty care

Your primary care provider (PCP) may decide that you need to see a doctor who can give you special help. We call these doctors specialists. Your PCP will tell you where to go for treatment if he or she thinks you need a specialist. Your PCP will either make the appointment for you or give you the phone number to make the appointment. Your PCP will give you a referral to take to the specialist. Your PCP will still be your regular doctor and will talk to the specialist who takes care of you.

For female Enrollees, if your PCP is not an OB/GYN, you have the right to see an OB/GYN or a family planning provider within the MedStar Family Choice DC network without a referral. If you feel like you want a second opinion, you have the right to obtain one from another in-network provider. If another in-network provider is not available, MedStar Family Choice DC will help arrange a second opinion outside of the MedStar Family Choice DC network at no cost to you. You can contact your PCP or Enrollee Services at **888-404-3549** for help in getting a second opinion. A referral may be required, so it is best to keep your PCP informed of your concerns.

If you want to see a specialist, but MedStar Family Choice DC said it wouldn't pay for the visit, you can:

- Make an appointment with another doctor in the MedStar Family Choice DC network and get a second opinion
- Appeal our decision (see page 36 on Appeals)
- Ask for a Fair Hearing (see page 36 on Fair Hearings)

Self-referral services

There are certain services you can get without getting prior permission from your PCP. These are called self-referral services and are listed here.



You DO NOT need a referral to:

- See your PCP
- Get care when you have an emergency
- Receive services from your OB/GYN doctor within the MedStar Family Choice DC network for routine or preventive services (females only)
- Receive Family Planning Services
- Receive services for sexually transmitted infections (STIs)
- Receive immunizations (shots)



Behavioral Health (Mental Health or Substance Use Disorder Services)

Mental health care is for both adults and children. This care helps when you feel depressed or anxious.

If you need help, or someone from your family needs help, call:

- The Crisis hotline at MedStar Family Choice DC at **855-798-3540**

Services for alcohol or other drug problems

Problems with alcohol or other drugs are dangerous to your health and can be dangerous to the health of people around you. It is important to go to the doctor if you

need help with these problems. MedStar Family Choice DC will help you arrange for detoxification services and provide care coordination to help you get other services. To get services for these problems, you can:

- Call MedStar Family Choice DC Behavioral Health Services at **800-777-5327**, 24 hours a day, and 7 days a week.
- Access Assessment and Referral Center (ARC) directly at **202-727-8473** or visit 75 Florida Ave. NE, Washington, DC 20002. ARC provides same-day assessment and referral for individuals seeking treatment for substance use disorder, including detoxification, medication-assisted treatment, and individual and group counseling.

- Access DC Stabilization Center at **202-839-3500** or visit 35 K Street NE Washington, DC 20001. DC Stabilization Center provides a safe place for people under the influence of substance use disorder crisis to get the help they need, and offers approved medication on the spot, counseling, and referrals and placement into long-term treatment options. Open 24 hours a day, 7 days a week.
- All Mental health, Alcohol, and Drug Use Services are confidential.

You do not need to see your PCP before getting behavioral health services.

But you will need to get your care from someone in our network. If you're getting care now, ask your provider if they take MedStar Family Choice DC.

Before your first visit:

- Ask your past doctor to send your records to your new provider. This will not cost you anything. They will help your provider learn about your needs.
- Have your MedStar Family Choice DC card ready when you call to schedule your appointment with your new provider.
- Say you are a MedStar Family Choice DC Enrollee and give your Medicaid ID number.
- Write down your appointment date and time. If you are a new patient, the provider may ask you to come early. Write down the time they ask you to be there.
- Make a list of questions you want to ask your provider. List any problems that you have.

On the day of the appointment:

- Take all your medicines and a list of questions so your provider knows how to help you.
- Be on time for your visit. If you cannot keep your appointment, please call your provider to get a new time.

- Take your MedStar Family Choice DC ID card with you. Your provider may make a copy of it.

You can get behavioral health and substance use disorder help right away by calling **855-798-3540**. We will help you find the best provider for you/your child. You can call 24 hours a day, 7 days a week.

You should call **911** if you/your child is having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room. You do not have to wait for an emergency to get help.

If you speak another language, you may call **888-404-3549**. If you are deaf or hard of hearing call our TTY Line at **711**.

You can also call **988**. The 988 Suicide and Crisis Lifeline provides 24/7, confidential support to people in suicidal crisis or mental health-related distress and experiencing substance use concerns.

Birth Control and Other Family Planning Services

You do NOT need a Referral to receive birth control or other Family Planning Services. All birth control and other Family Planning Services are confidential.

You can get birth control and other Family Planning Services from a doctor in the MedStar Family Choice DC provider network. You do not need a referral to get these services. If you choose a Family Planning Services doctor other than your PCP, tell your PCP. It will help your PCP take better care of you. Talk to your PCP or call MedStar Family Choice DC Enrollee Services at **888-404-3549** for more information on birth control or other Family Planning Services.



Family Planning Services include:

- Pregnancy testing
- Counseling for the woman and the couple
- Fertility Diagnosis and Treatment*
- Routine and emergency contraception
- Counseling and immunizations
- Screening for all sexually transmitted infections
- Treatment for all sexually transmitted infections
- Sterilization procedures (must be 21 or older and requires you to sign a form 30 days before the procedure)
- HIV/AIDs testing and counseling

**DC Healthcare Alliance covers infertility diagnosis and treatment for Enrollees.*

Family Planning Services do not include:

- Routine infertility studies or procedures
- Hysterectomy for sterilization
- Reversal of voluntary sterilization
- HIV/AIDs treatment
- Abortion

HIV/AIDs testing, counseling and treatment

You can get HIV/AIDs testing and counseling:

- When you have Family Planning Services
- From your PCP
- From an HIV testing and counseling center

For information on where you can go for HIV testing and counseling, call Enrollee Services at **888-404-3549**. If you need HIV treatment, your PCP will help you get care or you can call **888-404-3549**. You can also get Pre-exposure prophylaxis (PrEP) if you or your doctor believe you are at high risk for HIV/AIDs.

Pharmacy Services and Prescription Medications

Pharmacies are where you pick up your medicine (drugs). If your doctor gives you a prescription, you must go to a pharmacy in MedStar Family Choice DC's network.

You can find a list of all the pharmacies in the MedStar Family Choice DC network in your Provider Directory or online at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com).

If you are out of town, have an emergency, or need Urgent Care, please see pages 15 and 16 of this handbook for instructions.

How to get a prescription filled

- Choose a pharmacy that is part of the MedStar Family Choice DC network and is close to your work or home.
- When you have a prescription, go to the pharmacy and give the pharmacist your prescription and your MedStar Family Choice DC Enrollee ID Card.
- If you need help, please call Enrollee Services at **888-404-3549**

Things to remember

- You should not be asked to pay for your medicines. Call MedStar Family Choice DC Enrollee Services if the pharmacy or drug store asks you to pay.

- Sometimes, your doctor may need to get prior authorization (PA) from MedStar Family Choice DC for a drug. While your doctor is waiting for the PA, you have a right to get the medication:

- For up to 72 hours or
- For one full round of the medicine if you take it less than once a day

If you did not receive your medication:

- You can ask your pharmacist for a three-day supply of medicine until the issue that prevented you from getting your medication today is resolved.
- Your pharmacy will provide written notification if you cannot receive your prescription medication and the reasons why.
- You must complete all the denial processes your managed care plan provides before requesting an administrative fair hearing.
- You can request an administrative fair hearing if you think your request for medication has been wrongfully denied or reduced. To request a hearing:
- Call the DHCF Ombudsman at 202-724-7491 or email healthcareombudsman@dc.gov
- Call the Office of Administrative Hearings at 202-442-9094 or visit 441 4th Street, NW, Suite 450 North, Washington, DC 20001.



Disease Management

If you have a chronic illness or special healthcare need such as asthma, high blood pressure, HIV, mental illness, or asthma, we may put you in our Disease Management Program. This means you will have a Care Manager. A Care Manager works for MedStar Family Choice DC and will help you get the services and information you need to manage your illness and be healthier.

Care Coordination and Case Management Programs

If you have a chronic illness or special healthcare need such as diabetes, high blood pressure, HIV, mental illness, or asthma, MedStar Family Choice DC may offer you special services and programs to help with your healthcare needs. You will have a Care Manager who will help you get the services and information you need to manage your illness and improve your health.

MedStar Family Choice DC Care Managers can help you or your child with the following:

- Getting and understanding your covered services;
- Setting up medical appointments and tests;
- Setting up transportation;
- Finding ways to make sure you get the right service;
- Finding resources to help with special healthcare needs and/or help your caregivers manage day-to-day stress;
- Connecting with community and social services; and
- Transitioning to other care when your benefits end, you choose another MCP, or you move to another DC Medicaid program, if necessary.

Our staff can give you more information. They can also let you know what programs you are currently enrolled in. You can also ask for a referral or ask to be removed from a program. For more information, contact MedStar Family Choice DC Care Management at **202-363-4348** or **855-798-4244**.





Services to Keep Adults from Getting Sick

MedStar Family Choice DC wants you to take care of your health. We also want you to sign up for health and wellness services. Health and wellness services include screenings, counseling, and immunizations.

MedStar Family Choice DC offers gift cards for finishing your recommended yearly screenings. Please call to speak with a Community Outreach representative for information on the programs you are qualified for at **202-363-4348** or **855-798-4244**.

Recommendations for check-ups (“screenings”)

Please make an appointment and see your PCP at least once a year for a check-up. See the “Adult Wellness Services” list in the “Your Health Benefits” section for things to talk with your PCP about during your check-up.

Preventive Counseling

Preventive counseling is available to help you stay healthy. You can get preventive counseling on:

- Diet and Exercise
- Alcohol and Drug Use
- Smoking Cessation
- HIV/AIDS Prevention

Adult Immunizations

You may need some immunizations (shots) if you are an adult. Please talk to your PCP about which ones you may need.

Make an appointment to see your PCP at least once a year for a check-up.

Pregnancy

If you are pregnant or think you are pregnant, it is very important that you go to your OB/GYN doctor right away. You do not need to see your PCP before making this appointment.

If you are pregnant, please call:

- Economic Security Administration (ESA) at **202-727-5355** to report your pregnancy
- MedStar Family Choice DC Care Management office at **202-363-4348** or **855-798-4244**
- Your PCP

There are certain things that you need to get checked if you are pregnant. This will help make sure that you have a healthy pregnancy, delivery, and baby. This is called Prenatal Care. You get prenatal care before your baby is born.

Prenatal and Post-Partum Care

Your OB/GYN doctor will want to see you throughout your pregnancy. As you get close to the time to have your baby, your OB/GYN doctor will want to see you more often. It is very important for your health and your baby's health that you do not miss these appointments.

Please call MedStar Family Choice DC as soon as you know you are pregnant. We have a special program for pregnant women that helps encourage good prenatal care. If you are less than 28 weeks pregnant, you may be eligible to join the MedStar Family Choice DC Momma and Me Incentive program.

Remember, if you are pregnant or think you are pregnant, do not drink alcohol, use drugs, or smoke.





This program offers incentives for taking care of yourself and your baby before and after your delivery. As a Momma and Me participant, you will also receive educational materials. For additional information about the program, please call the Care Management department at **202-363-4348** or **855-798-4244**, and select the prompt for Outreach and ask to speak with a prenatal coordinator.

For those moms that do not enroll in the MedStar Family Choice DC Momma and Me Incentive program, we have a postpartum

program called We Care. For participating in this program, you may be eligible for an incentive for receiving your postpartum exam and for taking your newborn to his or her first two-week, well-child visit. For additional information about the We Care program, please call the Care Management department at **202-363-4348** or **855-798-4244** and select the prompt for Outreach and ask to speak with a postpartum coordinator.

Once you have your baby, call Care Management at **202-363-4348** or **855-798-4244** and ESA at **202-727-5355**.

Your Health Benefits

Services covered by MedStar Family Choice District of Columbia

The list below shows the healthcare services and benefits for all MedStar Family Choice DC Enrollees. For some benefits, you must be a certain age or have a certain need for the service. MedStar Family Choice DC will not charge you for any healthcare services on this list if you go to a network provider or hospital.

If you have a question about whether MedStar Family Choice DC covers certain health care and how to access services, call MedStar Family Choice DC Enrollee Services at **888-404-3549**.

Services we do not pay for

- Cosmetic surgery
- Experimental or investigational services, surgeries, treatments, and medications
- Services that are part of a clinical trial protocol
- Abortion, or the voluntary termination of a pregnancy, not required under Federal law
- Services that are not medically necessary
- Open heart surgery
- Vision care
- Organ transplant
- Some counseling or referral services may not be covered by MedStar Family Choice DC due to religious or moral beliefs. Contact Enrollee Services at **888-404-3549** for more information.

Benefit	What You Get	Who Can Get This Benefit
Adult Wellness Services	<ul style="list-style-type: none"> • Immunizations • Routine screening for sexually transmitted infections • HIV/AIDS screening, testing, and counseling • Breast cancer screening • Cervical cancer screening (women only) • Osteoporosis screening (post-menopausal women) • HPV screening • Prostate cancer screening (men only) • Abdominal aortic aneurysm screening • Obesity screening • Diabetes screening • High blood pressure and cholesterol (lipid disorders) screening • Depression screening • Colorectal cancer screening (Enrollees 50 years and older) • Smoking cessation counseling • Diet and exercise counseling • Mental Health counseling • Alcohol and drug screening 	All Enrollees, as appropriate

Benefit	What You Get	Who Can Get This Benefit
Behavioral Health Services	<ul style="list-style-type: none"> • Diagnostic Assessment • Crisis Services • Counseling • Psychotherapy • Therapeutic Groups • Medication Assisted Treatment (MTM) • Inpatient Withdrawal Management/Detox • Residential Treatment 	All Enrollees, as appropriate
Dental Benefits	<ul style="list-style-type: none"> • General dentistry (including regular and emergency treatment) • \$1000 limit for services per calendar year • Care and treatment of the teeth and gums, including: <ul style="list-style-type: none"> – General dental exams every 6 months – Simple and complex surgical services and extractions – Emergency dental care – Fillings – Cleaning and fluoride treatments every 6 months – Partial dentures – X-rays (complete series limited to 1 time every 3 years) – Dentures (one new set every 5 years) and denture repair – Oral surgery 	All Enrollees
Dialysis Services	<ul style="list-style-type: none"> • Treatment up to 3 times a week (limited to once per day) 	All Enrollees
Durable Medical Equipment (DME) & Disposable Medical Supplies (DMS)	<ul style="list-style-type: none"> • DME - Wheelchairs, Hospital Beds, Walkers, Oxygen • DMS - Bandages and Wraps, Catheters • Orthotics - Braces, Splints, Prosthetics 	All Enrollees

Benefit	What You Get	Who Can Get This Benefit
Family Planning	<ul style="list-style-type: none"> • Pregnancy testing; counseling for the woman • Routine and emergency contraception • Fertility Diagnosis and Treatment* • Voluntary sterilizations (requires signature of an approved sterilization form by the Enrollee 30 days prior to the procedure) • Screening, counseling and immunizations (including for Human Papillomavirus - HPV) • Screening and preventive treatment for all sexually transmitted infections • Nurse Midwife and Doula services <p><i>*DC Healthcare Alliance covers infertility diagnosis and treatment for Enrollees.</i></p>	All Enrollees, as appropriate
Hearing Benefits	<ul style="list-style-type: none"> • Diagnosis and treatment of conditions related to hearing, including hearing aids and hearing aid batteries 	All Enrollees
Home Health Services	In-home healthcare services, including: <ul style="list-style-type: none"> • Nursing and home health aide care • Home health aide services provided by a home health agency • Physical therapy, occupational therapy, speech pathology, and audiology services 	All Enrollees
Hospital Services	<ul style="list-style-type: none"> • Outpatient services (preventive, diagnostic, therapeutic, rehabilitative, or palliative services) • Inpatient services (hospital stay) that do not meet the criteria for admission due to an Emergency Medical Condition 	All Enrollees
Laboratory & X-ray Services	<ul style="list-style-type: none"> • Lab tests and X-rays 	All Enrollees
Nursing Home Care	<ul style="list-style-type: none"> • Full-time skilled nursing care in a nursing home up to 30 consecutive days 	All Enrollees

Benefit	What You Get	Who Can Get This Benefit
Pharmacy Services (prescription drugs)	<ul style="list-style-type: none"> • Prescription drugs included in the MedStar Family Choice DC drug formulary. You can find the drug formulary at MedStarFamilyChoiceDC.com or by calling Enrollee Services. • Only includes medications from network pharmacies • Includes non-prescription (over-the-counter) medicines: <ul style="list-style-type: none"> – Latex Condoms – Emergency Contraception (such as Plan B) <p>A complete list is available on the website or by calling Enrollee Services. You must get a prescription from your doctor to get the over-the-counter medication.</p>	All Enrollees
Podiatry	<ul style="list-style-type: none"> • Special care for foot problems • Regular foot care when medically needed 	All Enrollees
Primary Care Services	<ul style="list-style-type: none"> • Preventive, acute, and chronic healthcare services generally provided by your PCP 	All Enrollees
Rehabilitation Services	<ul style="list-style-type: none"> • When pre-authorized as medically necessary to help improve functioning following an acute injury or other medical events. This includes physical, speech, and occupational therapy. 	All Enrollees
Specialist Services	<ul style="list-style-type: none"> • Healthcare services provided by specially trained doctors or advanced practice nurses. • Referrals are usually required • Does not include cosmetic services and surgeries except for surgery required to correct a condition resulting from surgery or disease, created by an accidental injury or a congenital deformity, or is a condition that impairs the normal function of your body 	All Enrollees
Transportation Services	<ul style="list-style-type: none"> • Transportation to and from medical appointments to include services covered by DHCF 	All Enrollees

Transition of Care

If MedStar Family Choice DC is new for you, you can keep your scheduled doctor's appointments and prescriptions for the first 90 days. If your provider is not currently in the MedStar Family Choice DC network, you may be asked to select a new provider within MedStar Family Choice DC's provider

network. If your doctor leaves MedStar Family Choice DC's network, we will notify you within 15 calendar days so that you have time to select another provider. If MedStar Family Choice DC terminates your provider, we will notify you within 30 calendar days before the effective termination date.

Other Important Things to Know

What if I move?

- Update your contact information online at <https://districtdirect.dc.gov>.
- Call MedStar Family Choice DC Enrollee Services at **888-404-3549**.

What if I have a baby?

- Call the Economic Security Administration (ESA) Change Center at **202-727-5355**.
- Call MedStar Family Choice DC Care Management office at **202-363-4348** or **855-798-4244**.

What if I adopt a child?

- Call the Economic Security Administration (ESA) Change Center at **202-727-5355**.

What if someone in my family dies?

- Call the Economic Security Administration (ESA) Change Center at **202-727-5355**.
- Call MedStar Family Choice DC Enrollee Services at **888-404-3549**.

How to change my MCP

- You can change your MCP:
 - During the 90 calendar days following the date of your initial enrollment or 90

- calendar days after the date you received your enrollment notice from the District, whichever is later.
- Once a year during open enrollment.
- If temporary loss of eligibility causes you to miss the open enrollment.
- If the District imposes sanctions on MedStar Family Choice DC or suspends enrollment.
- At any time, if you have a good reason/ cause, such as:
 - » You move out of the service area;
 - » MedStar Family Choice DC does not, because of moral or religious objections, cover the service(s) you need;
 - » You need related services to be performed at the same time, and not all the related services are available, and if your provider determines that receiving the services separately is risky;
 - » You believe the MedStar Family Choice DC has discriminated against you based on your race, gender, ethnicity, national origin, religion, disability, pregnancy, age, genetic information, marital status, sexual orientation, gender identification,

personal appearance, familial responsibilities, political affiliation, and source of income or place of residence or;

- » You feel you have received poor quality of care, lack of access to covered services, or lack of access to Providers experienced in dealing with your health care needs.
- DC Healthy Families will send you a letter two months before open enrollment. The letter tells you how to change MCPs.
- When you change your MCP, your health care information will transition to the new MCP you choose so that you can continue to get the care you need.

To change your MCP:

- By phone, call **202-639-4030** or **800-620-7802**. Hours of Operation: Monday through Friday 8:00 a.m. to 6:00 p.m.
- Online at [DCHealthyFamilies.com](https://www.DCHealthyFamilies.com)
- Fill out the Health Plan Selection Form and all of the other forms in the Enrollment Packet. Mail them back in the enclosed envelope found in the Enrollment Packet.

You will not be allowed to get health care from MedStar Family Choice DC anymore if you:

- Become eligible for any other medical assistance program or health insurance.

The DC Government may remove you from MedStar Family Choice DC if you:

- Let someone else use your Enrollee ID Card;
- Commit healthcare fraud; or
- Do not follow your Enrollee responsibilities.

What if I get a bill for a covered service?

If you get a bill for a covered service that is in the list on pages 28 to 31, call Enrollee Services at **888-404-3549**.

Paying for non-covered services

- If you decide you want a service that we do not pay for and you do not have written permission from MedStar Family Choice DC, you must pay for the service yourself.
- If you decide to get a service that we do not pay for, you must request and sign a statement that you agree to pay for the service yourself.
- Remember to always show your Enrollee ID Card and tell your doctors that you are an Enrollee of MedStar Family Choice DC **before** you get services.

Learn how new technology is evaluated.

MedStar Family Choice DC evaluates new technology, and new uses for technology already available, as needed. We evaluate new technology to keep up with industry changes and standards. This helps to ensure that Enrollees have access to safe and effective care.

The new technology we evaluate may fall into categories such as medical and behavioral healthcare procedures, medications, medical equipment (for example, insulin pump) and treatments (for example, vaccines). When there is a need for new technology, the Chief Medical Officer will review it and make sure that it has been approved by the Food and Drug Administration and that studies and research show that it is safe and that it is effective for our Enrollees.

Advance Directive

An Advance Directive is a legal document you sign that lets others know your healthcare choices. It is used when you are not able to speak for yourself. Sometimes this is called a "living will" or a "durable power of attorney."

An Advance Directive can let you pick a person to make choices about your medical care for you. An advance directive also lets you say what kind of medical treatment you want to receive if you become too ill to tell others your wishes.

It is important to talk about an Advance Directive with your family, your PCP, or others who might help you with these things.

If you want to complete and sign an Advance Directive, ask your PCP for help during your next appointment, or call Enrollee Services at **888-404-3549**, and they will help you.

What is Fraud?

Fraud is a serious matter. Fraud is making false statements or representations of material facts to obtain some benefit or payment for which no entitlement would otherwise exist. An example of fraud for providers is billing for services that were not furnished and supplies not provided. An example of fraud for Enrollees is falsely claiming that you live in the District when you live outside the boundaries of the District of Columbia.

If you suspect fraud, please let us know. It is not required that you identify yourself or give your name. To report fraud, call the MedStar Family Choice DC Compliance Hotline, **877-811-3411**, or call the DC Department of Health Care Finance's Fraud Hotline at **877-632-2873**. If you want more information about fraud, visit the MedStar Family Choice DC website at **MedStarFamilyChoiceDC.com**.

Physician (doctor) incentive plan disclosure

You have the right to find out if MedStar Family Choice DC has special financial arrangements with MedStar Family Choice DC's doctors.

Please call MedStar Family Choice DC Enrollee Services at **888-404-3549** for this information.



Grievances, Appeals, and Fair Hearings

MedStar Family Choice DC and the District government both have ways that you can complain about the care you get or the services MedStar Family Choice DC provides to you. You may complain as described below.

Grievances

- If you are unhappy with something that happened to you, you can file a Grievance. Examples of why you might file a Grievance include the following:
 - You feel you were not treated with respect
 - You are not satisfied with the health care you got
 - It took too long to get an appointment
- To file a Grievance, you should call Enrollee Services at **888-404-3549**.
- Your doctor can also file a Grievance for you.

You can file a Grievance at any time after the event you are unhappy about. MedStar Family Choice DC will usually give you a decision within 90 calendar days but may ask for extra time (but not more than 104 calendar days total) to give a decision.

To File a Grievance in writing with MedStar Family Choice DC, mail to:

MedStar Family Choice District of Columbia
Attn: Enrollee Services Coordinator
3007 Tilden Street, NW, POD 3N
Washington, DC 20008

Appeals

If you believe your benefits were unfairly denied, reduced, delayed, or stopped, you have a right to file an Appeal with MedStar Family Choice DC. If you call and give your Appeal over the phone, MedStar Family

Choice DC will summarize your Appeal in a letter and send you a copy. Be sure to read the letter carefully and keep it for your records.

Your Appeal will be decided by MedStar Family Choice DC within 30 calendar days from the date your Appeal was received.

If MedStar Family Choice DC needs more time to get information and the District decides this would be best for you, or if you or your Advocate requests more time, MedStar Family Choice DC may increase this time for the decision by 14 calendar days. MedStar Family Choice DC must give you written notice of the extension.

In the mail you will receive written notice of MedStar Family Choice DC's decision about your Appeal.

If you are not happy with MedStar Family Choice DC's decision about your Appeal, you may request a Fair Hearing.

To file an Appeal with MedStar Family Choice DC, call Enrollee Services at **888-404-3549**. To file an Appeal in writing with MedStar Family Choice DC, mail to:

MedStar Family Choice District of Columbia
Appeals Processing
P.O. Box 43790
Baltimore, MD 21236

Fair Hearings

If you are not satisfied with the outcome of the appeal you filed with MedStar Family Choice DC, you can request a "Fair Hearing" with the DC's Office of Administrative Hearings.

To file a request for a Fair Hearing, call or write the District government at:

**District of Columbia Office of Administrative Hearings
Clerk of the Court**

441 4th Street, NW, Room N450
Washington, DC 20001

Telephone Number: **202-442-9094**

Deadlines

- You must file an Appeal within 60 calendar days from the Adverse Benefit Determination Notice date.
- You may request a Fair Hearing no more than 120 calendar days from the date of the MedStar Family Choice DC Resolution of Appeal Notice.
- If you want to continue receiving the benefit during your Fair Hearing or Appeal, you must request the Fair Hearing or Appeal within the later of the following:
 - Within 10 calendar days from MedStar Family Choice DC's postmark of the Adverse Benefit Determination Notice or the Resolution of Appeal Notice; or
 - The intended effective date of the MedStar Family Choice DC's proposed action (or, in other words, when the benefit is to stop).

Your provider may file an Appeal or request for a Fair Hearing on your behalf.

Expedited (emergency) Grievances and Appeals process

If your Appeal is determined to be an emergency, MedStar Family Choice DC will give you a decision within 72 hours. MedStar Family Choice DC will also make reasonable efforts to speak with you within 72 hours regarding your Appeal. An Appeal is considered an emergency if it would be harmful or painful to you if you had to wait for the standard time frame of the Appeal procedure.

All Appeals filed by Enrollees with HIV/AIDS, mental illness, or any other condition that

requires attention right away will be resolved and communicated back to the Enrollee within 24 hours of filing the Appeal.

Your rights during the Grievances, Appeals, and Fair Hearings process

- You have the right to a Fair Hearing. You may request a Fair Hearing from the Office of Administrative Hearing after you have gone through the one-level Appeal process with MedStar Family Choice DC. You must request a Fair Hearing no more than 120 calendar days from the date of the Resolution of Appeal Notice.
- If MedStar Family Choice DC does not give you notice regarding your appeal or does not give you notice on time, then the appeal process will be considered complete, and you may request a Fair Hearing.
- You have a right to keep receiving the benefit we denied while your Appeal or Fair Hearing is being reviewed. To keep your benefit during a Fair Hearing, you must request the Fair Hearing within a certain number of days - this could be as short as 10 calendar days.
- You have the right to have someone from MedStar Family Choice DC help you through the Grievance and Appeals process.
- You have a right to represent yourself or be represented by your family caregiver, lawyer, or other representative.
- You have a right to have accommodations made for any special healthcare need.
- You have a right to adequate TTY/TTD capabilities and services for the visually impaired.
- You have a right to adequate translation services and an interpreter.
- You have a right to see all documents related to the Grievance, Appeal, or Fair Hearing.

If you have any questions about the Grievances and Appeals/Fair Hearings process, please call Enrollee Services at **888-404-3549**.

Notice of Privacy Practices

This Notice of Privacy Practices (Notice) describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Who will follow this Notice

This Notice applies to the MedStar Health affiliated covered entity. For a current list of the members of the affiliated covered entity, please visit this link: [MedStarHealth.org/Patient-Privacy-Policy/HIPAA-Affiliated-Covered-Entity-Designation](https://www.medstarhealth.org/Patient-Privacy-Policy/HIPAA-Affiliated-Covered-Entity-Designation). This Notice also applies to all healthcare professionals, employees, medical staff, trainees, students, and volunteers within the MedStar Health affiliated covered entity.

Our obligation to you

MedStar Health is committed to the protection of your medical information. In our mission to serve our patients, it is our vision to be the Trusted Leader in Caring for People and Advancing Health. We create and obtain information about you and use it to provide you with quality care and to comply with certain legal requirements. We are required by law to maintain the privacy of your health information and to give you this Notice of our legal duties, our privacy practices, and your rights. We are required to follow the terms of our most current Notice. When we disclose information to other persons and companies to perform services for us, we will require them to protect your privacy. There are other laws we are required to follow that may provide additional protections, such as laws related to mental health, behavioral health, alcohol and other substance abuse, genetic information, and communicable disease or other health conditions.

How we may use and disclose health information

Treatment

We may use and disclose your health information to provide treatment or services, to coordinate or manage your health care, or for medical consultations or referrals. For example, we may use and disclose your health information among doctors, nurses, technicians, clinical observers, medical students, and other personnel who are involved in taking care of you, professionals in-training to observe or participate in your care under proper supervision at our facilities, or with such persons outside our facilities. We may use or share information about you to coordinate the different services you need, such as prescriptions, lab work, and X-rays. We may disclose information about you to people outside our facility who may be involved in your care after you leave, such as family members, home health agencies, therapists, nursing homes, clergy, and others. We may give information to your health plan or another provider to arrange a referral or consultation.

Payment

We may use and disclose your health information so that we can receive payment for the treatment and services that were provided. For example, we may share information with your insurance company, or a third party used to process billing information. We may contact your insurance company to verify what benefits you are eligible for, to obtain prior authorization for services, and to tell them about your treatment to make sure that they will pay for your care. We may disclose information to third parties to bill you or to bill those who may be responsible for payment, such as family members involved with your payment. We may disclose information

to third parties that help us process payments, such as billing companies, claims processing companies, and collection companies.

Healthcare operations

We may use and disclose your health information for MedStar Health's operations as permitted by law. For example, we may use and disclose your health information as necessary to operate our facility and make sure that all of our patients receive quality care. We may use health information to improve our performance or to find better ways to provide care. We may use health information to grant medical staff privileges or to evaluate the competence of our healthcare professionals. We may use your health information to decide what additional services we should offer and whether new treatments are effective. We may disclose information to students, professionals, and clinical observers for review and learning purposes. We may combine our health information with data from other healthcare facilities to compare how we are doing and see where we can make improvements. We may use health information for business planning, or disclose it to attorneys, accountants, consultants, and others in order to make sure we are complying with the law. We may remove health information that identifies you so others may use the de-identified information to study health care and healthcare delivery without learning who you are. If operating as a health plan, we will not use or disclose genetic information for underwriting purposes (this does not apply to long-term care plans).

Accountable care organizations (ACO) and insurance carriers (Maryland only)

We may use your health information or disclose your health information to an ACO or insurance company for payment, health care operations, and any other purpose permitted by law. For example, we will disclose information from your medical records with insurance carriers to enhance or coordinate

patient care, obtain payment, conduct quality assessment and improvement activities, and manage our business. You may opt out of the sharing of certain medical records which otherwise would be disclosed to an insurance carrier or ACO for care coordination purposes by submitting a request to us here: acodatasharing@medstar.net.

State laws, when applicable, impose restrictions on the use of health information we may disclose to an insurance company or ACO. For example, if you received care in the state of Maryland, a disclosure to an insurance company for care coordination purposes may not be used for underwriting or utilization review purposes.

Appointment reminders and service information

We may use or disclose your health information to contact you to provide appointment reminders, or to let you know about treatment alternatives or other health-related services or benefits that may be of interest to you.

Business associates

There are some services provided by MedStar Health through contracts with other vendors or providers, referred to as business associates. For example, we may use a copy service when making copies of your health record, engage with consultants, accountants, lawyers, medical transcriptionists, and third-party billing companies. When these services are contracted, we may disclose your health information to our business associates so they can perform the job we've asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Certain marketing activities

We may use your medical information to forward promotional gifts of nominal value to you, to communicate with you about products, services, and educational programs

offered by MedStar Health, to communicate with you about case management and care coordination, and to communicate with you about treatment alternatives. We do not sell your health information to any third party for their marketing activities unless you sign an authorization allowing us to do this.

Correctional facilities

If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your health information to the correctional institution or law enforcement official. We may release your health information for your health and safety, for the health and safety of others, or for the safety and security of the correctional institution.

Fundraising activities

We depend extensively on philanthropy to support our healthcare missions. We may use your name and other limited information to contact you, including the dates of your care, the name of the department where you were treated, and the name of your treating physician so that we may provide you with an opportunity to donate to our programs. We may collaborate with a third-party including Georgetown University to manage our fundraising activities. If we or any of our agents contact you for fundraising or philanthropy purposes, you will be told how you may opt out of future contact.

Health information exchanges

We may participate in health information exchanges (HIEs) to facilitate the secure exchange of your electronic health information between and among several healthcare providers or other healthcare entities for your treatment, payment, or other healthcare operations purposes. We may share information about you through HIEs for treatment, payment, healthcare operations, or research purposes. This means we may share information we obtain or create about you with outside entities

(such as hospitals, doctors' offices, pharmacies, or insurance companies) or we may receive information they create or obtain about you (such as medication history, medical history, or insurance information) so that each of us can provide better treatment and care coordination. In addition, if you visit any MedStar Health facility, your health information may be available to other clinicians and staff who may use it to care for you, to coordinate your health services, or for other permitted purposes.

The Chesapeake Regional Information System for our Patients (CRISP) is a regional HIE serving Maryland and D.C. in which we participate. You may "opt out" and disable access to your health information available through CRISP by calling 1-877-952-7477 or completing and submitting an Opt-Out form to CRISP by mail, fax, or through their website at CRISPHealth.org. Even if you opt out of CRISP, public health reporting, and Controlled Dangerous Substances information, as part of the State Prescription Drug Monitoring Program (PDMP), will still be available to providers through CRISP as permitted by law.

We also participate in the CommonWell Health Alliance® Services (CommonWell), a national network of organizations aligned to streamline the secure sharing of health data with a goal of improving care coordination and health outcomes. You may opt out and disable access to your health information available through CommonWell by completing and submitting an Opt-Out form to us by mail, fax, e-mail, or through the opt-out form can be found here: MedStarHealth.org/Patient-Privacy-Policy/CommonWell

Individuals involved in your care or payment for your care

We may give your health information to people involved in your care, such as family members or friends, unless you ask us not to. We may give your information to someone who helps pay for your care. We may share your information with other healthcare

professionals, government representatives, or disaster-relief organizations, such as the Red Cross, in emergency or disaster-relief situations so they can contact you, your family, or friends to coordinate disaster-relief efforts.

Organ and tissue donation, and transplant activities

We may use or disclose your health information in connection with organ donations, eye or tissue transplants, or organ donation banks as necessary to facilitate these activities.

Patient directories

We may keep your name, location in the facility, and your general condition in a directory to give to anyone who asks for you by name. We may give this information and your religious affiliation to clergy, even if they do not know your name. You may ask us to keep your information out of the directory, but you should know that if you do, visitors and florists will not be able to find your location in our facility. Even if you ask us to keep your information out of the directory, we may share your information for disaster relief efforts or in declared emergency situation.

Public health activities

We may disclose your health information to public health or legal authorities whose official activities include preventing or controlling disease, injury, or disability. For example, we must report certain information about births, deaths, and various diseases to government agencies. We may disclose health information to coroners, medical examiners, and funeral directors as allowed by the law to carry out their duties. We may use or disclose health information to report reactions to medications, problems with products, or to notify people of recalls of products they may be using. We may use or disclose health information to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease.

Required by law, legal proceedings, health oversight activities, and law enforcement

We will disclose your health information when we are required to do so by federal, state, and other law. For example, we may be required to report victims of abuse, neglect, or domestic violence, as well as patients with gunshot and other wounds. We will disclose your health information when ordered in a legal or administrative proceeding, such as a subpoena, discovery request, warrant, summons, or other lawful process. We may disclose health information to a law enforcement official to identify or locate suspects, fugitives, witnesses, victims of crime, or missing persons. We may disclose health information to a law enforcement official about a death we believe may be the result of criminal conduct, or about criminal conduct that may have occurred at our facility. We may disclose health information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections, and licensure.

Research

We may use or disclose your health information for research that has been approved by one of our official research review boards, which has evaluated the research proposal and established standards to protect the privacy of your health information. We may use or disclose your health information to a MedStar Health researcher preparing to conduct a research project.

Serious threat to health and safety

We may use or disclose your health information when necessary to prevent a serious threat to your health and safety, or the health and safety of the public or another person. We will only disclose health information to someone reasonably able to help prevent or lessen the threat, such as law enforcement or government officials.

Specialized government functions

If you are in the military or a veteran, we will disclose your health information as required by command authorities. We may disclose health information to authorized federal officials for national security purposes, such as protecting the President of the United States or the conduct of authorized intelligence operations. We may disclose health information to make medical suitability determinations for Foreign Service.

Workers compensation

We may use or disclose your health information as required by applicable worker's compensation laws and similar requirements.

Your written authorization

Other uses and disclosures of your health information not covered by this Notice, or the laws that govern us, will be made only with your written authorization. These include the sale of your health information, use of your health information for marketing purposes, and certain disclosures of psychotherapy notes. You may revoke your authorization in writing at any time, and we will discontinue future uses and disclosures of your health information for the reasons covered by your authorization. We are unable to take back any disclosures that were already made with your authorization, and we are required to retain the records of the care that we provided to you.

Your privacy rights regarding your health information

The records of your medical information are the property of MedStar Health. You have the following rights, however, regarding medical information that we maintain about you:

Right to access, review, and receive a copy of your health information

You have the right to access, review, and receive a copy of your medical and billing records and other health information that we

have about you, with certain exceptions. To do so, please contact the MedStar Health facility where you received treatment, or the MedStar Health Privacy Office listed below. You will be required to submit your request in writing.

You may request to see or receive an electronic or paper copy of your health information. You may also request that we send a copy of your records directly to a person you identify in your request. Ask us how to do this. As permitted by law, we may charge you a reasonable, cost-based fee for the cost of copying or mailing your record (and the electronic media if the request is to provide the information on portable electronic media).

We will provide a copy of your medical record usually within 30 days. In certain situations, we may deny your request. If we do, we will tell you, in writing, our reasons for the denial and explain how to have the denial reviewed.

Right to update your medical record

If you believe that important information is missing from your medical record, you have the right to request that we add an amendment to your record. Your request must be in writing, and it must contain the reason for your request. To submit your request, please contact the facility where you received treatment, or the MedStar Health Privacy Office listed below. We will make every effort to fulfill your request usually within 60 days. We may deny your request to amend your record if the information being amended was not created by us, if we believe that the information is already accurate and complete, or if the information would not be contained in records that you would be permitted by law to review and copy. If we deny your request, you will be notified in writing usually within 60 days.

Right to get a list of the disclosures we have made

You have the right to request a list (i.e., accounting) of the disclosures that we have made of your health information for the six years prior to the date of your request. This list is not required to include disclosures made for treatment, payment, and healthcare operations, and certain other disclosure exceptions. Your request must be in writing and indicate in what form you want the list (for example, on paper, electronically). To request a list of disclosures, please contact the facility where you received treatment, or the MedStar Health Privacy Office listed below. The first list you request in a 12-month period is free. For additional lists, we may charge a fee, as permitted by law.

Right to request a restriction on certain uses or disclosures

You have a right to request a restriction on how we use and disclose your medical information for treatment, payment, and healthcare operations, and to certain family members or friends identified by you, who are involved in your care or the payment of your care. Your request must be in writing, and it must (1) describe the specific information you want to limit, (2) whether you want to limit our use, disclosure, or both, and (3) to whom you want the limits to apply. Generally, we are not required to agree to your request, and we will notify you if we are unable to agree. However, we must agree to your request if your request concerns the disclosure of your information to you and a health plan, or to someone on your behalf, or for out-of-pocket paid in full treatment or services.

Right to breach notification

You have the right to be notified if there is a breach of your health information. A breach means health information is acquired, accessed, used, or disclosed in a manner not permitted by law which causes it to be compromised.

Right to choose a patient representative

You have the right to choose a representative to act on your behalf. If you have given someone medical power of attorney, that person can exercise your rights and make choices about your health information. We will make efforts to verify the person you designate has this authority and can act for you before we take any action.

Rights of minors, parents, and guardians

This Notice also applies to minors. Minors have a right to the same privacy protections for their medical information. If a minor is emancipated or can make independent healthcare decisions without parental or guardian knowledge or permission under applicable law, the minor has the authority to hold all privacy rights in this Notice with respect to those independent healthcare decisions.

If under applicable law, a parent, guardian, or other person acting in place of a parent has the authority to act on behalf of an unemancipated minor in making decisions related to the health care of the minor, MedStar Health must treat that person as the minor's personal representative, including with respect to this Notice.

Right to choose how you receive your health information

You have the right to request that we communicate with you in a certain way, such as by mail or fax, or at a certain location, such as a home address or post office box. We will try to honor your request if we reasonably can. Your request must be in writing, and it must specify how or where you wish to be contacted. To submit a request, please contact the facility where you received treatment, or the MedStar Health Privacy Office listed below.

Right to confidential communication with us

If we contact you by mail or a phone number you provide, you have the right to request that

we communicate with you in an alternate means or alternative location. Your request must be reasonable, submitted to us in writing, and must provide a method to contact you. If you direct your request to one or more of our health plans, you must also explain how the disclosure of all or part of your information would endanger you. If your request pertains to payment, you must provide information as to how payments will be handled and an alternate method for us to communicate effectively with you.

Right to obtain a copy of this Notice of Privacy Practices

We will post a copy of our current Notice in our facilities and on our website at MedStarHealth.org. A copy of our current Notice will be available at our registration areas or upon request. To request a copy of our current Notice, please contact the MedStar Health Privacy Office or call 410-772-6606.

Questions or complaints

If you believe your privacy rights have been violated, you may call or file a complaint in writing with the MedStar Health Privacy Office or the Department of Health and Human Services (please reference the contact information below). We will take no retaliatory action against you if you file a complaint about our privacy practices.

MedStar Health, Inc.
Attn: Privacy Office
10980 Grantchester Way, Columbia, MD 21044
410-772-6606
privacyofficer@medstar.net

Or

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Ave., SW
Washington, DC 20201
1-877-696-6775 (toll free)
HHS.gov/OCR/Privacy/HIPAA/Complaints

If you have questions about this Notice, or would like to exercise your Privacy Rights, please contact the facility where you received treatment, or the MedStar Health Privacy Office.

Changes to this Notice of Privacy Practices

We reserve the right to change this Notice. We reserve the right to make the revised Notice effective for medical information we already have about you as well as any information we receive in the future. We will post a copy of the current Notice in each MedStar Health facility and on our website at MedStarHealth.org. In addition, you may request a copy of the Notice currently in effect and we will promptly provide you with a copy of the Notice.

Footnote: MedStar Health, Inc. is a non-profit, community-based health care system serving District of Columbia, Maryland, and Virginia region. The system is made up of a number of separate healthcare providers and other diversified healthcare entities. Each provider is independently responsible for providing medical services to patients in a professional manner and in compliance with applicable laws and regulations.

Effective date: October 1, 2009

Date Last Amended: October 30, 2023

The Office of Health Care Ombudsman and Bill of Rights

The Health Care Ombudsman Program is a District of Columbia Government program that assists you in receiving health care from your MCP. The Health Care Ombudsman can provide the following services:

- Explain the health care you have a right to receive;
- Respond to your questions and concerns about your health care;
- Help you understand your rights and responsibilities as an Enrollee in a MCP;
- Provide assistance in obtaining the medically necessary services that you need;
- Answer questions and concerns you may have about the quality of your health care;
- Help you resolve problems with your doctor or other healthcare provider;
- Provide assistance in resolving complaints and problems with your MCP;
- Assist with appeal processes; and
- Provide assistance in filing a Fair Hearing request for you.

The Health Care Ombudsman does not make decisions on grievances, appeals, or Fair Hearings. To reach the Health Care Ombudsman, please call **202-724-7491** or **877-685-6391** (toll-free). The Office of Health Care Ombudsman & Bill of Rights is located at:

One Judiciary Square
441 4th Street, NW
Suite 250 North
Washington, DC 20001
Phone: **202-724-7491**
Fax: **202-442-6724**
Toll-Free Number: **877-685-6391**
Email: healthcareombudsman@dc.gov

Definitions	
Advance Directive	A written, legal paper that you sign that lets others know what health care you want or do not want if you are very sick or hurt and cannot speak for yourself.
Advocate	A person who helps you get the health care and other services you need.
Appeal	An Appeal is a special kind of complaint you make if you disagree with a decision MedStar Family Choice DC makes to deny a request for healthcare services or payment for services you already received. You may also make this kind of complaint if you disagree with a decision to stop services that you are receiving.
Appointment	A certain time and day you and your doctor set aside to meet about your healthcare needs.
Behavioral Health	The umbrella term for mental health conditions (including psychiatric illnesses and emotional disorders) and substance use disorders (involving addictive and chemical dependency disorders). The term also refers to preventing and treating co-occurring mental health conditions and substance use disorders (SUDS).
Care Manager	Someone who works for MedStar Family Choice DC who will help you get the care, support, and information you need to stay healthy.
Check-Up	See Screening
Contraception	Supplies related to birth control
Covered Services	Healthcare services that MedStar Family Choice DC will pay for when completed by a provider.
Detoxification	Getting rid of harmful substances from the body, such as drugs and alcohol.
Disease Management Program	A program to help people with chronic illnesses or Special Healthcare Needs, such as asthma, high blood pressure, or mental illness, get the necessary care and services.
Durable Medical Equipment (DME)	Special medical equipment that your doctor may ask or tell you to use in your home.
Emergency Care	Care you need right away for a serious, sudden, sometimes life-threatening condition.
Enrollee	The person who gets health care through MedStar Family Choice DC's provider network.

Definitions	
Enrollee Identification (ID) Card	The card that lets your doctors, hospitals, pharmacies, and others know that you are an Enrollee of MedStar Family Choice DC.
Fair Hearing	You can request a fair hearing with DC's Office of Administrative Hearings if you are not satisfied with the decision regarding your appeal.
Family Planning	Services include pregnancy tests, birth control, testing and treatment for sexually transmitted infections, and HIV/AIDS testing and counseling.
Family and General Practice Doctor	A doctor who can treat the whole family.
Grievance	If you are unhappy with the care you get or the healthcare services MedStar Family Choice DC gives you, you can call Enrollee Services to file a grievance.
Handbook	This book that gives you information about MedStar Family Choice DC and our services.
Hearing Impaired	If you cannot hear well or if you are deaf.
Immunization	Shot or vaccination.
Internal Medicine Doctor	Doctor for adults and children over 14 years old.
Interpretation/ Translation Services	Help from MedStar Family Choice DC when you need to talk to someone who speaks your language, or you need help talking with your doctor or hospital.
Mammogram	X-ray test to detect breast cancer.
Managed Care Plan (MCP)	A company that the District of Columbia pays to give you health care and health services.
Maternity	The time when a woman is pregnant and shortly after childbirth.
Mental Health	How a person thinks, feels and acts in different situations.
Network Providers	Doctors, nurses, dentists, and other people who take care of your health and are a part of MedStar Family Choice DC.
Non-Covered Services	Health care that MedStar Family Choice DC does not pay for when completed by a provider.

Definitions	
OB/GYN	Obstetrician/Gynecologist; a doctor trained to care for a woman's health, including when she is pregnant.
Out-of-Network Providers	Doctors, nurses, dentists, and others who take care for your health, and are not a part of MedStar Family Choice DC.
Pharmacy	Where you pick up your medicine.
Physician Incentive Plan	Tells you if your doctor has any special arrangements with MedStar Family Choice DC.
Post-Partum Care	Health care for a woman after she has her baby.
Prenatal Care	Care that is given to a pregnant woman the entire time she is pregnant.
Prescription	Your doctor orders medicine for you; you must take it to the pharmacy to pick up the medication.
Preventive Counseling	When you want to talk to someone about ways to help you stay healthy or keep you from getting sick or hurt.
Primary Care Provider (PCP)	The doctor that takes care of you most of the time.
Prior Authorization	Written permission from MedStar Family Choice DC to get health care or treatment.
Provider Directory	A list of all providers who are part of the MedStar Family Choice DC.
Providers	Doctors, nurses, dentists, and other people who take care of your health.
Referral	When your primary doctor gives you a written note that sends you to see a different doctor.
Routine Care	The regular care you get from your primary care provider or a doctor that your primary care provider sends you to. Routine Care can be a check-up, physical, health screen, and regular care for health problems like diabetes, asthma, and hypertension.
Screening	A test that your doctor or other healthcare provider may do to see if you are healthy. This could be a hearing, vision, or test to see if your child is developing normally.
Self-Referral Services	Certain services you can get without getting a written note or referral from your primary doctor.

Definitions	
Services	The care you get from your doctor or other healthcare provider.
Special Healthcare Needs	Children and adults who need health care and other special services that are more than or different from what other children and adults need.
Specialist	A doctor trained to give special care, like an ear, nose, throat, or foot doctor.
Specialty Care	Health care provided by doctors or nurses trained to give a specific kind of health care.
Sterilization Procedures	A surgery you can have if you do not want children in the future.
Substance Use Disorder (SUD)	The management and care of a patient suffering from alcohol or drug use, a condition which is identified as having been caused by that use.
Transportation Services	Help from MedStar Family Choice DC to get to your appointment. The type of transportation you get depends on your medical needs.
Treatment	The care you get from your doctor.
Urgent Care	Care you need within 24 hours, but not right away.
Visually Impaired	If you cannot see well or you are blind.



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Services

3007 Tilden Street, NW, POD 3N

Washington, DC 20008

202-363-4348 or **888-404-3549** (toll-free)

[MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com)

