



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Summer 2024



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A message from Dr. Erica McClaskey



Dr. Erica McClaskey

Dear Enrollee,

Summer is in full swing, but soon we'll be transitioning to back-to-school activities. MedStar Family Choice is enjoying growth and undergoing transition too. I am honored to serve as the new Chief Medical Officer of MedStar Family Choice District of Columbia. As a Family Medicine physician, I have more than 15 years of experience practicing inpatient and outpatient medicine in Obstetrics, Pediatrics, Internal Medicine, Women's Health, and Geriatrics. I look forward to providing day-to-day service to our clinical team.

We are committed to improving the health and quality of care for our Enrollees and pleased to add two new members to our team to help us achieve that goal. Octavia Peterson, Director of Population Health Equity, will oversee the new Population Health Equity Department. The goal of the department is to promote health equity and reduce disparities in our population. Her team will develop and implement targeted interventions and programs aimed at addressing social determinants of health, improving access to care, and reducing health disparities.

As we remain committed to improving our Enrollees' experience, Xavier Russell, Assistant Vice President of Growth and Member Experience, joins our team to lead this effort. His team will be responsible for developing successful partnerships with advocates and community-based organizations. Our goal is to promote clinical excellence to ensure every Enrollee receives the highest quality care.

Our team is always here to answer your questions, assist you with appointments, and support your healthcare needs. If we can help you in any way, please call Enrollee Services at **888-404-3549** or visit us at **MedStarFamilyChoiceDC.com**. Your voice is important to us, and we value your feedback and suggestions.

Stay Safe and Well,

Erica McClaskey, MD, MS, FAAFP, Chief Medical Officer
and Senior Medical Director
MedStar Family Choice District of Columbia

**It's new
on the
website!**

**Visit the Community
Resources Tool at
MedStarFamilyChoiceDC.
com/Enrollees.**

Search our online, local resources directory for free or low-cost services to support families, such as help with medical care, food, utilities, and more.

Let's Talk Behavioral Health

Topic: Back-to-school

When children return to school after the summer break, parents may notice changes to their emotions and behavior. Parents also can be affected by the change. It is important to remember that it is normal to feel affected by a new school year, and to know when more support may be needed to help with the transition.

For children, it is normal to take time to adjust to new routines and settings. Starting a new school year can be very exciting, as well as very scary. Understanding the typical reactions to starting a new school year can help parents support children during this time.

Common emotions and behaviors that children express include:

Anxiety: children can feel worried about new teachers, classmates, or homework. Children can show their worry through changes in their eating or how they act around others. Some children also show their worry through physical complaints like stomachaches and headaches, or a loss of energy.

Mood swings: children can have rapid changes in their feelings, from excitement to frustration to sadness, as they experience many changes and new challenges.

Homesickness: children may feel sad at school, wanting to go home or be with their parents or caregivers. This is especially common in younger children or children who are attending a new school, who may feel afraid of a new setting.

Irritability: children can feel easily frustrated or irritated as the school year brings homework, early wake-up times, and days with less freedom than during the summer.

Changes in sleep: school schedules are very different than summer schedules and can affect children's sleep. This can lead to tiredness during the day which can make it harder to focus and increase feelings of stress.

Parents can also have a range of feelings about the start of a new school year. It is important that parents take care of their emotions, too. In addition to feeling excited and proud about seeing their child grow, parents may also feel sad about the passing of time.

Stress and anxiety are also common feelings that parents experience during this time. Parents may worry about how ready their child is for school, how well they will do, and if they will make friends. Parents are also responsible for preparing their children for school on a daily basis. This can feel overwhelming, particularly for parents who work or have other caregiving responsibilities.

Understanding these common reactions to a new school year can help families with the transition. Staying supportive, communicating openly about feelings, and keeping consistent routines can help children during this time of change.



It is important to understand that reactions to change are normal and can vary. For most, the feelings improve with time. If the feelings are not improving or getting in the way of work, school or relationships, it is important to tell your medical provider. There are other supports that your provider can share with you to help.

If you are looking for mental health support, help is available. Please call the MedStar Family Choice DC Nurse Helpline at **855-798-3540** or the DC Department of Behavioral Health Access Hotline at **888-793-4357**, 24 hours a day, 7 days a week. If you believe you are in immediate danger of hurting yourself or others, call 911 or go to your nearest emergency room.

We got you for back-to-school!

It's that time again and we are here to help you get a jump start on the 2024-2025 school year with back-to-school activities and resources. Each year DC Public Schools (DCPS) requires all school age kids to have their well child doctor visit before school starts. Here are important things parents need to do:

- Have your child's well child visit, dental exam, and recommended immunization shots completed before the start of school in Fall 2024.
- Take the Universal Health Certificate Form and the Oral Health Assessment Form to your child's/children's scheduled exams to be completed by the health provider.
- Provide DCPS with a completed Universal Health Certificate with the Immunization Information Form and Oral Health Assessment Form in order for your child/children to attend school.

We got you . . . we can help you schedule your child's well child exam, dental visit, and immunizations so they are healthy and ready to learn. We can also help schedule transportation if needed. Schools and athletic programs may request physicals, immunizations, and blood tests to play team sports. MedStar Family Choice District of Columbia supports timely and appropriate physicals for all children, both annual physicals and sports physicals. We support all Enrollees in being compliant with the guidelines set by DC Health and the Department of Health Care Finance.

 MedStar Family Choice

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Kids going back to school?
We got you!



It's time to plan ahead to get kids ready for the upcoming school year. Be smart. Start smart. Schedule your child's yearly well-child visit, dental screening, and immunizations so they are healthy and ready to learn.

From June 1 to September 30, 2024, kids ages 3-11 can **receive a back-to-school swag backpack and up to \$50 in gift card rewards** for completing a well-child visit or dental screening.



Universal and/or Oral Health Forms must be completed by your child's healthcare provider before they can enter school. Bring these forms to your child's visits. Scan the QR code for more information.



Once your child/children completes their well child or dental visit, you can receive a gift card of \$25, up to \$50. We will also get kids ready with a swag backpack filled with school supplies and more! The backpack can be picked up at a provided location, designated in community locations, or mailed to you. Check our website for upcoming back-to-school events at [MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs](https://www.MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs).

If you have questions, please call us at **202-363-4348** or **855-798-4244** (Select 1 for Enrollee Services and then 2 for an Outreach representative. TTY users call 711). Information can also be found on our website at [MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs](https://www.MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs) or you can visit [DCHealth.DC.gov/Service/Immunization-Forms](https://www.DCHealth.DC.gov/Service/Immunization-Forms) to access the required forms.



Join our Enrollee Advisory Committee

The MedStar Family Choice District of Columbia Enrollee Advisory Committee is a great way to learn about health plan programs, meet staff, connect with community-based resources, participate in discussions, and share your feedback. Enrollee Advisory Committee meetings are held virtually and in person four times per year along with additional special sessions that help us keep you connected to community resources.

Attend Enrollee Advisory Committee meetings to:

- Give feedback about the health plan, providers, services, and experiences through discussion, surveys, and engaging activities
- Learn about new and upcoming programs
- Share suggestions, outcomes, and concerns to the health plan directly
- Connect with community resources to help you and your family

Your feedback will be shared with our team and used to improve our health plan and your experience. If you would like to join a MedStar Family Choice DC Enrollee Advisory Committee meeting, please email Patricia Fisher at patricia.w.fisher@medstar.net and use "MedStar Family Choice DC Enrollee Advisory Committee" in the subject line.

Attend our New Enrollee Orientation

Join us for our next New Enrollee Orientation to learn more about your benefits and the services offered to you and your family. You will also receive an Enrollee gift item just for attending. To learn more or to attend our next scheduled orientation, please call Enrollee Services at **888-404-3549** or email Patricia Fisher at patricia.w.fisher@medstar.net.



IT'S L.I.T! 



Join MedStar Family Choice District of Columbia for our Life is Teachable (L.I.T.) youth series for ages 14-19. Learn how to improve your well-being and make better decisions as an adult. Topics include banking, how to make healthy meals, workouts, and healthy communication.

Visit medstarfamilychoicedc.com or use the QR Code to sign up.



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, disability, or sex.

What is a well-child visit?

Well-child visits are preventative checkups performed by your child's doctor near your child's birthday, or at any point in the year. During these visits, your child's doctor or healthcare provider can look for any potential health issues and treat them before your child gets sick. This includes providing vaccines that are necessary for your child to attend school.

Please bring a copy of the Universal Health Certificate to all well-child visits, lead screenings, and COVID-19 vaccinations. The Universal Health Certificate is available online at DCHealth.DC.gov/Service/School-Health-Services-Program.

To learn more, see the Well-Child Visits Matter brochure on our website at MedStarFamilyChoiceDC.com/Enrollees/New-Information-and-Resources.



Keep your child safe with vaccines

Vaccines are safe, and they work. They have been saving children's lives for many years. Altogether, vaccines can prevent 16 different types of disease. Children get vaccines at well-child visits, so it is important to make sure that your child goes to every visit that their doctor recommends. Getting vaccines at the right time can help keep your child from becoming very sick. Most vaccines are given by injection (shots). Talk to your child's doctor or healthcare provider about what shots they need.

To learn more, see the Well-Child Visits Matter brochure on our website at MedStarFamilyChoiceDC.com/Enrollees/New-Information-and-Resources.

What is a dental health check?

A dental health check is a routine exam performed by your child's doctor or dentist to ensure that their teeth, gums, and mouth are healthy. During your child's Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) dental checks, they will receive teeth cleaning and other dental services. Also, you and your child will receive education on caring for teeth and developing healthy dental habits.

When do dental checks start?

Dental health checks should start early in your child's life. Starting dental health checks early can set your child on a path to good oral health and create a positive attitude towards dental care.

- For children aged 1-year, dental screening is done by the pediatrician during well-child visits.
- For children ages 1-3 years, the pediatrician can perform the screening, or your child can visit a dentist once a year.
- For ages 3-20 years, dental services are provided by the dentist during checkups every six months.

3 reasons for early dental health checks

- Baby teeth assist in the development of your child's speech.
- Untreated baby teeth can negatively affect the development of permanent teeth.
- A child's smile affects their self-esteem and confidence

To learn more, see the Dental Health Checks Matter brochure on our website at [MedStarFamilyChoiceDC.com/Enrollees/New-Information-and-Resources](https://www.MedStarFamilyChoiceDC.com/Enrollees/New-Information-and-Resources).



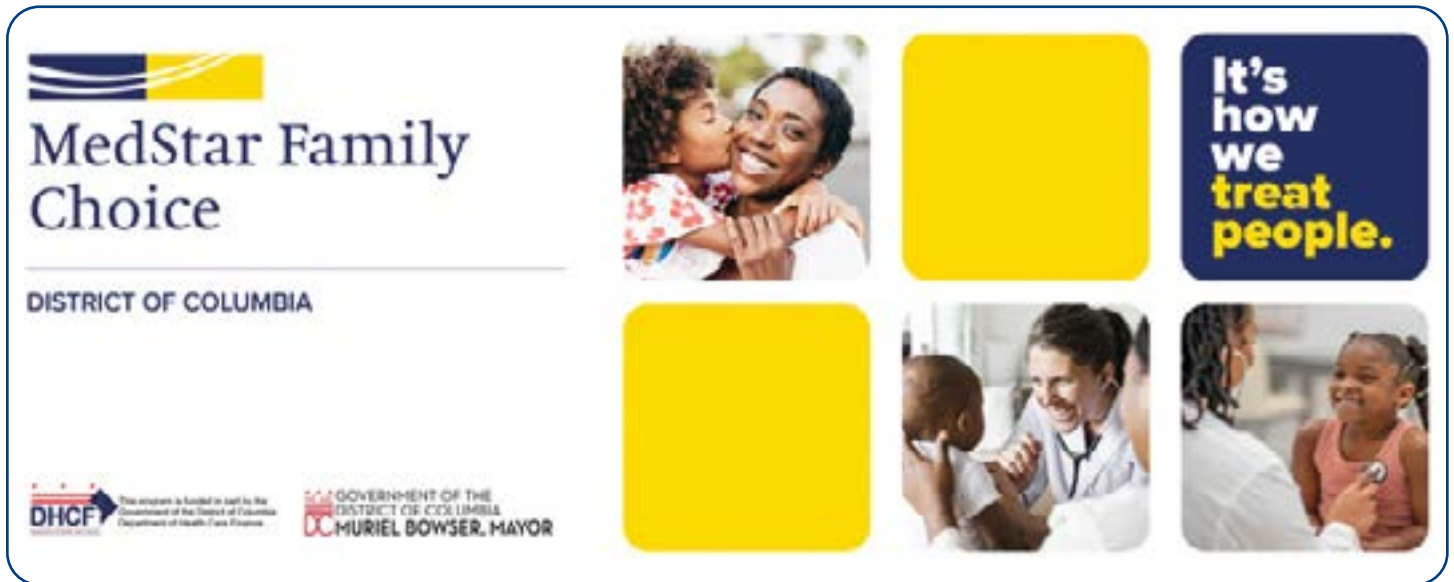
Clinical Practice Guidelines

MedStar Family Choice District of Columbia has Clinical Practice Guidelines that are provided to assist physicians and other clinicians in making decisions regarding the care of their patients. To see these guidelines, visit our website at [MedStarFamilyChoiceDC.com/Providers/Provider-Resources/Provider-Support/Clinical-Practice-Guidelines](https://www.MedStarFamilyChoiceDC.com/Providers/Provider-Resources/Provider-Support/Clinical-Practice-Guidelines).

Reminders from the Appeals and Grievances Department

- To avoid medical bills, bring MedStar Family Choice DC insurance ID cards to every doctor's appointment.
- To access medications quickly, bring MedStar Family Choice DC insurance ID cards to pick up prescriptions during each visit to the pharmacy.
- To receive ID cards as soon as possible, make sure the current address is up to date with the Economic Security Administration (ESA) office. Making changes with MedStar Family Choice DC is only temporary.
- To assist Enrollees better, a valid phone number must be on file with MedStar Family Choice DC.
- To avoid filing an appeal, remind the doctor to send medical records proving medical necessity when requesting prior authorization.
- Enrollees who pay for a service or product that is not approved or not covered under the benefit plan may be responsible for the cost or charges.
- Enrollees cannot file an appeal for providers.
- Enrollees cannot file an appeal if a provider did not get paid. This is a provider appeal.
- Enrollees cannot file an appeal if they are not financially responsible for a payment.
- Enrollees cannot file an appeal if an authorization request was approved.
- Enrollees cannot file an appeal if they were not denied authorization.
- Enrollees cannot file an appeal if there is no request for authorization on file.
- Enrollees have one level for appeal before requesting a Fair Hearing.

Join our Facebook Group!



The banner features the MedStar Family Choice logo on the left, which includes a stylized blue and yellow graphic above the text "MedStar Family Choice" and "DISTRICT OF COLUMBIA". Below the logo are the DHCF logo and the text "This program is funded in part by the Government of the District of Columbia Department of Health and Finance" and "GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR". The right side of the banner is a collage of images: a woman kissing a child, a solid yellow square, a dark blue square with the text "It's how we treat people.", a solid yellow square, a doctor examining a child, and a doctor talking to a child.

To help keep you informed and provide a space for you to learn and share information about your health plan, we created a Facebook Community Group.

This Facebook Group features posts about:

- Health plan updates
- Community events and educational programs
- Healthcare incentives (free gift cards!)
- Enrollee benefits and wellness services
- Pharmacy updates
- Health tips and more!



Join the conversation at facebook.com/groups/3345653428815826/ or scan the QR code.

Compliance Corner

Topic: Report fraud, waste, and abuse

If you suspect or know of a situation that may involve fraud, waste, and abuse, please report it immediately by calling MedStar Family Choice DC Enrollee Services at **888-404-3549** or the MedStar Health Corporate Integrity Hotline at **877-811-3411**. You may also contact the Department of Health Care Finance at:

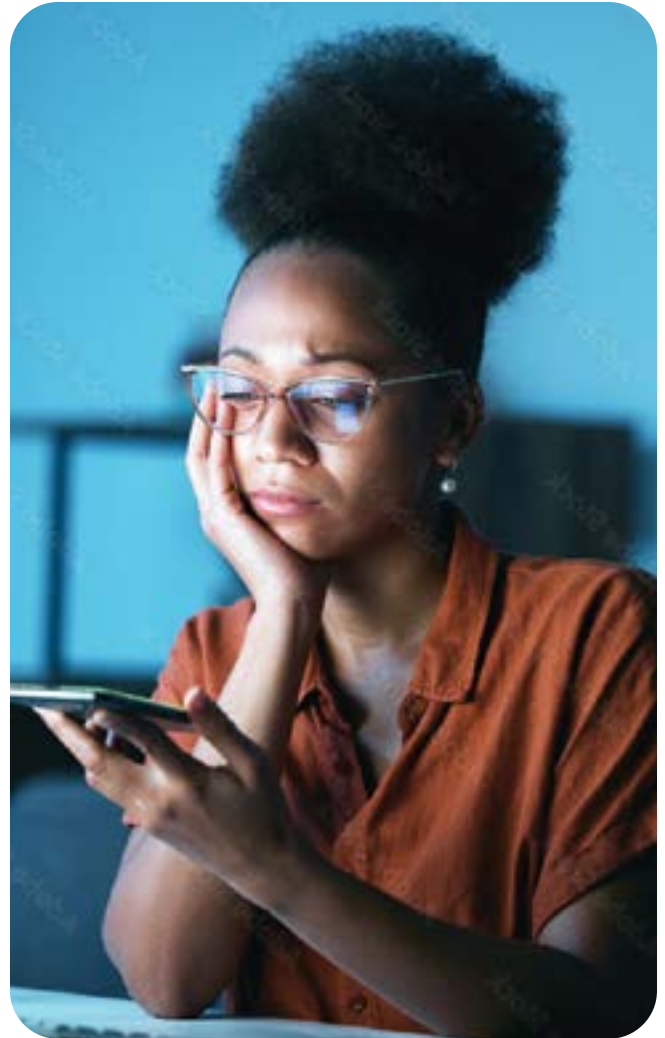
Department of Health Care Finance

Division of Program Integrity

441 4th Street, NW

Washington, DC 20001

Hotline Phone Number: **877-632-2873**



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, disability, or sex.

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.

Si no habla o lee inglés, llame al **888-404-3549** entre las 8:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle.

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi **888-404-3549** từ 8 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn.

‘영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 8시 00분에서 오후 5시 30분 사이에 888-404-3549번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다.’

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler **888-404-3549** entre 8:00 du matin et 5:30 du soir. Un représentant vous aidera.

የእንግሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊ.ቁ 8 : 00 ሰዓት እስከ ቀ. 5 : 30 ባለው ጊዜ በስልክ ቁጥር **888-404 3549** በመደወል እርዳታ ማግኘት ይቻላል።

‘如果不能講和/或不能閱讀英語，請在上午 8:00 到下午 5:30之間給 888-404-3549 打電話，我們會有代表幫助’



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

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The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or call Enrollee Services at **888-404-3549**.

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



3 YEARS

It's how we **treat people.**