



DISTRICT OF COLUMBIA (DC) MEDICAID Managed Care Organization 2019 REPORT CARD

Comparing DC Medicaid Managed Care Organizations (MCOs)

Choosing the best MCO for you and your family is important. This report card shows how the Medicaid MCOs in DC compare to one another in key areas. You should use this report card along with other items in your enrollment packet to help you choose an MCO.

KEY

Above DC Medicaid Average



DC Medicaid Average



Below DC Medicaid Average



Performance Areas	AmeriHealth	Amerigroup	HSCSN	Trusted
Access to Care	★ ★ ★	NA	★ ★ ★	★
Doctor's Communication and Service	★ ★ ★	★ ★	★ ★	★
Keeping Kids Healthy	★ ★ ★	★	★ ★ ★	★
Care for Kids with Chronic Illness	NA	NA	◆ ◆ ◆	NA
Care for Adults with Chronic Illness	★ ★	★ ★	★ ★	★ ★
Taking Care of Women	★ ★ ★	★	★ ★	★

NA means the rating is not applicable and does not describe performance by the MCO. It should not affect your choice of MCO.

◆◆◆ means HSCSN could not be compared to other DC MCOs; however, HSCSN performed better than most MCOs nationally.

Performance Area Descriptions

Access to Care

- ★ Providing enrollees with access to care, tests, or treatments
- ★ Enrollees reporting they are able to get care they need, as quickly as they need it

Doctor's Communication and Service

- ★ Enrollees reporting satisfaction with how well their doctor explains things in a way that is easy to understand
- ★ Doctors listening carefully, showing respect, and spending enough time with enrollees

Keeping Kids Healthy

- ★ Children receiving care needed to stay healthy and prevent illness, such as immunizations, well-child visits, and lead screening

Care for Kids with Chronic Illness

- ★ Children having access to medication and special medical equipment or devices
- ★ Enrollees reporting satisfaction with level of personal attention and how informed the doctor is about the child's needs

Care for Adults with Chronic Illness

- ★ Providing care and services to help people manage chronic illness, such as diabetes, asthma, and high blood pressure

Taking Care of Women

- ★ Care women receive before and after having a baby
- ★ Providing women with services that maintain good health, such as breast cancer, cervical, and chlamydia screenings

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Contact Information

For additional information or answers to questions you may have about the specific DC Medicaid MCOs, you can contact their Member Services Departments directly using the information to the right. They can tell you which providers and extra services they have to offer.

Health Plan	Phone Number	Website Address
AmeriHealth	1-800-408-7511	www.amerihealthcaritasdc.com
Amerigroup	1-800-600-4441	www.myamerigroup.com
HSCSN	1-866-937-4549	www.hschealth.org
Trusted	1-855-326-4831	www.trustedhp.com

ENGLISH: If you do not speak and/or read English, please call (202) 724-7491 between 8:45 a.m. and 4:45 p.m. A representative will assist you.

SPANISH: ‘Si no habla o lee inglés, llame al (202) 724-7491 entre las 8:45 a.m. y las 4:45 p.m. Un representante se complacerá en asistirle.’

AMHARIC: የእንግሊዝንኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጥቅ 8:45 ሰዓት እስከ ቀኑ 4:45 ባለውጊዜ በስልክ ቁጥር (202) 724-7491 በመደወል እርዳታ ማግኘት ይችላሉ።

VIETNAMESE: ‘Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi (202) 724-7491 từ 8 giờ 45 sáng đến 4 giờ 45 chiều. Sẽ có người đại diện giúp bạn.’

TRADITIONAL CHINESE: 如果您不能講和/或不能閱讀英語，請在上午 8:45 到下午 4:45 之間給 (202) 724-7491 打電話，我們會有代表幫助您。

KOREAN: ‘영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 8시 45분에서 오후 4시 45분 사이에 (202) 724-7491 번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다.’

FRENCH: Si vous ne parlez pas ou lisez l’anglais, s’il vous plaît appeler (202) 724-7491 entre 8:45 du matin et 4:45 du soir. Un représentant vous aidera.

