

# DC Healthy Families

Because some of the best things in life are free.



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

**Amharic:** እንደዚህ ድምጽ ወይም ማንኛውንም ቋንቋ አይደለም።

**Chinese:** 如果您不會講英語或不會閱讀英語，請打電話告訴我們。

**French:** Appelez-nous si vous ne parlez pas ou ne savez pas lire l'anglais.

**Korean:** 영어로 말하거나 읽는데 어려움이 있으면 전화하십시오.

**Spanish:** Llámenos si no habla ni lee inglés.

**Vietnamese:** Hãy gọi chúng tôi nếu quý vị không nói hoặc đọc tiếng Anh.

## DC Healthy Families Customer Service Center

Phone: (202) 639-4030

Toll Free: (800) 620-7802

TTY/TDD: (202) 639-4041

Dental Line: (866) 758-6807

Fax: (202) 289-6764

www.DCHealthyFamilies.com

March 01, 2023

Dear Enrollee,

On April 1, 2023, CareFirst Community Health Plan, DC (CareFirst) will no longer be a participating health plan in the District of Columbia Medicaid managed care program. DC will welcome a new health plan, Amerigroup, DC (Amerigroup). This means if you are enrolled with CareFirst on March 31, 2023, your enrollment will transfer to Amerigroup. Amerigroup will provide the same primary health care you received from CareFirst.

You will receive a Welcome Packet, Enrollee Handbook, and new ID Card from Amerigroup. The Welcome Packet will have information about your new health plan and how to access a list of Amerigroup doctors, hospitals, and clinics.

An Amerigroup representative will be available to answer any questions about your Medicaid services.

You can continue to see your current doctors through June 30, 2023. If your doctors are not in Amerigroup's network after June 30, 2023, an Amerigroup representative will contact you to help you find a new doctor that can continue your care.

If you need a new prescription, contact your doctor and Amerigroup to continue to receive your medication(s).

If you do not want to be enrolled in Amerigroup you have until June 30, 2023, to request a change. There are two additional health plans that you can choose:

- AmeriHealth Caritas, DC, [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)
- MedStar Family Choice, DC, [www.medstarfamilychoicedc.com](http://www.medstarfamilychoicedc.com)

No matter which health plan you choose, your benefits will stay the same.

You may contact DC Healthy Families to get help in choosing a different health plan:

**All DC residents with Medicaid must renew their coverage this year. Update your contact information at [www.districtdirect.dc.gov](http://www.districtdirect.dc.gov). Then check your mail for information on how to renew your coverage.**

**By Phone:**

- DC Healthy Families at (202) 639-4030 or 1 (800) 620-7802.  
For the hearing impaired, call the TDD/TTY line at (202) 639-4041.

**Online:**

- Go online at [www.DCHHealthyFamilies.com](http://www.DCHHealthyFamilies.com) (*fastest and easiest way*).
  - On the “Home” page, click “Enroll Now.”
  - Enter your Member ID and PIN.
  - Click on “Continue.” Follow the easy instructions to choose your health plan and doctor.

The following hospitals and clinics are available to all DC Medicaid enrollees, no matter which health plan you choose.

| <b>Hospitals</b>                   | <b>Clinics</b>                         |
|------------------------------------|--|
| Howard University Hospital         | Bread for the City                     |
| Medstar Washington Hospital Center | Community of Hope                      |
| Medstar Georgetown Hospital        | Elaine Ellis Center of Health          |
| Children’s National Hospital       | Family and Medical Counseling Services |
| George Washington Hospital         | La Clinica del Pueblo                  |
| Sibley Hospital                    | Mary’s Center                          |
| United Medical Center              | So Others Might Eat (SOME)             |
|                                    | Unity Health Care                      |
|                                    | Whitman Walker                         |
|                                    | Metro Health                           |

We look forward to serving your healthcare needs.

Sincerely,



Lisa Truitt, Director  
Health Care Delivery Management Administration  
DC Department of Health Care Finance