



DISTRICT OF COLUMBIA (DC) MEDICAID Managed Care Organization 2024 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	*Amerigroup	AmeriHealth	**HSCSN	MedStar
Access to Care	NA	★	★ ★ ★	NA
Doctor Communication and Service	NA	★ ★	★ ★	NA
Keeping Kids Healthy	NA	★ ★	★ ★	★ ★
Care for Kids with Chronic Illness	NA	★ ★	★ ★ ★	★
Care for Adults with Chronic Illness	NA	★ ★	★ ★	★ ★
Taking Care of Women	NA	★ ★ ★	★ ★	★

NA means the rating is not available due to no data or insufficient data and does not describe performance by the MCO. It should not affect your choice of MCO.

*Amerigroup became a DC MCO in 2023 and ratings are not yet available. **HSCSN's ratings have been included for informational purposes only. Enrollment in this health plan is based on specific criteria.

Performance Area Descriptions

Access to Care

- ★ Enrollees seeing their doctor at least once a year
- ★ Enrollees reporting they are able to get the care they need, as quickly as they need it

Doctor Communication and Service

- ★ Enrollees reporting satisfaction with their doctor and care
- ★ Doctors answering questions and providing clear explanations

Keeping Kids Healthy

- ★ Children receiving care to stay healthy, such as regular doctor visits, immunizations, lead tests, and dental care

Care for Kids with Chronic Illness

- ★ Children with chronic illness, such as asthma, receiving special care, information, equipment, and medicine

Care for Adults with Chronic Illness

- ★ Adults with chronic illness, such as diabetes, receiving special care, tests, and medicine

Taking Care of Women

- ★ Women receiving care before and after having a baby
- ★ Providing women with services that maintain good health, such as screenings for breast and other female cancers

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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
Amerigroup	1-800-600-4441	www.myamerigroup.com/dc
AmeriHealth	1-800-408-7511	www.amerihealthcaritasdc.com
*HSCSN	1-866-937-4549	www.hscsnhealthplan.org
MedStar	1-888-404-3549	www.medstarfamilychoicedc.com

**Health Services for Children with Special Needs (HSCSN) coordinates care for children and young adults with disabilities and complex medical needs.*

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: የእንግሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጥቱ 8:45 ሰዓት እስከ ቀኑ 4:45 ባለው ጊዜ 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.

