

Quick Reference: District Dual Choice Program



The D.C. Department of Health Care Finance (DHCF) is proud to offer a special program designed specifically for people who are eligible for both Medicare and Medicaid (called “duals”). This program, called District Dual Choice, provides a simpler way for duals to manage their health care. It covers various preventative, medical, and long-term care services, and all services are coordinated by a single health plan to make it easier for duals to get the care they need when they need it.

Medicare is a federal program that provides medical coverage to people who qualify, mainly people over 65 or people with disabilities. Medicare covers routine and acute medical care, like doctors’ visits and hospital stays.



Medicaid is a program run by the District and coordinated with the federal government. It provides medical coverage to people who qualify due to their income, disabilities, age, or other factors. Like Medicare, Medicaid covers basic medical benefits, but it also covers many things Medicare doesn’t cover. For example, it covers long-term care, dental care, hearing, and vision benefits.



The District Dual Choice program offers access to:

- A program designed specifically for seniors and people with disabilities
- One program for all of your Medicare and Medicaid benefits, including prescription drug benefits, and extra benefits the health plan offers
- Health care tailored to you – the right care at the right time, where you need it
- A comprehensive network of providers who are all on the same team
- A care team to help you manage all of your care and whom you can call to answer questions
- Regular assessment of your health needs to get you connected to the services you need sooner

Who is eligible to enroll in District Dual Choice?

Anyone who is a resident of the District of Columbia, is 21 years of age or older, and has both Medicare and Medicaid coverage may enroll in Dual Choice.

Is the District Dual Choice program right for you?

The District Dual Choice program is a voluntary program. You have the right to choose whether or not to participate, and may do so a minimum of four times per year. Dual Choice may be a good fit for you if you feel that navigating Medicare and Medicaid separately is confusing and complicated. Dual Choice can help with coordinating your care, so you don’t have to do it alone.

How do I enroll in the District Dual Choice program?

UnitedHealthcare operates the Dual Choice program. If you are interested in enrolling, you may do so directly with UnitedHealthcare by calling 1-855-801-7175 / TTY: 711 or visiting their website at: <https://www.uhccommunityplan.com/dc/medicare/2022/dual-complete-ppo-snp/steps-to-enroll>.

For more information about enrolling in the District Dual Choice program, you can contact the D.C. State Health Insurance Assistance Program (SHIP) at (202) 727-8370. A SHIP counselor can answer your questions and help you better understand your coverage and options.

You may also call DHCF’s Long Term Care Administration, which oversees the Dual Choice program, at 202-442-9533. For the hearing impaired, please call the TTY line at 711.

