



# MedStar Family Choice

DISTRICT OF COLUMBIA

## Enrollee Newsletter

Summer 2023



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This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.



# A message from Dr. Tu

For those of you new to our plan, welcome to MedStar Family Choice District of Columbia (MFC-DC)! We are happy to have you and all our Enrollees with us. Please keep the following in mind as you enjoy the warm days of summer:

- All DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again. Please read the next article so you know what to do.
- Please be mindful of sunburn, heat stroke, bug bites, and food poisoning, that can quickly end summer fun.
- As summer winds down, back-to-school preparation begins. There are many articles in this issue that will help you prepare for the start of the new school year.

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

Sincerely,

**Raymond Tu, M.D., M.S., F.A.C.R.**  
Chief Medical Officer, MedStar Family Choice District of Columbia



# Important news about DC's health insurance coverage

Important changes are happening in 2023 with your Medicaid health insurance. As a result, you'll have to renew coverage for yourself and your family for the first time in several years. To ensure that you get important information and meet all critical deadlines, take a minute today and update your contact information. When it is time to renew, the Department of Health Care Finance will send the forms to your new address.

Did you move during the COVID-19 pandemic? Let us know! Did you change your phone number? Let us know! You may have the new job you wanted—let us know that, too! You can make all these updates at [DistrictDirect.DC.gov](https://DistrictDirect.DC.gov), the city's benefits portal, on your cell phone, laptop, desktop computer, or tablet.

Remember, you must first create an account to access the portal. If you're using a mobile device, you can download the District Direct Mobile App from Google Play or the Apple App Store. Whatever format you decide, the key is to act now! If you need additional assistance, you may call the Public Benefits Call Center at **202-727-5355** between 7:30 a.m. and 4:45 p.m.



**Did you know** all DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again?

**Don't miss out** on important information. If you haven't already, take time today to update your address, phone number, and/or email address at [districtdirect.dc.gov](https://districtdirect.dc.gov) so that DHCF knows where to send your Medicaid renewal letter.

If you need help, please call the Public Benefits Call Center at **202-727-5355**.

DMHHS Health and Human Services | DHCF | DISTRICT DIRECT | GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

# Join the MedStar Family Choice District of Columbia Facebook Group!



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MURIEL BOWSER, MAYOR

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/](https://www.facebook.com/groups/3345653428815826/) or scan the QR code.



# You are invited to attend our classes and events

MedStar Family Choice District of Columbia offers monthly virtual classes and in-person events for you and your family.

One of our popular educational programs is the Diabetes & You Cooking and Eating Well Program. It runs three times a year and offers:

- Nutrition education by licensed instructors
- Healthy tips and resources to encourage healthy eating to manage Diabetes
- Live, virtual cooking demonstration of healthy and tasty menus by licensed nutritionists
- Fresh produce for the virtual cooking class
- Certificate of attendance

This is what one Enrollee had to say about the program, *"I am the person in class who had a triple bypass! Thank you so much for the diabetes classes! They were great! Once I found out about them, I attended and enjoyed each of them, including our graduation! Thank you all for your hard work putting everything together for us week by week!"*

Please visit the Events and Outreach Programs page on our website at [MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs](https://www.MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs) for information on our next Diabetes & You Cooking and Eating Well Program and all our other educational classes and events.



# Compliance Corner



## Signs of Medicaid fraud that may impact you

Some forms of Medicaid fraud are hard to detect. Other forms are easier to detect if you know what to look for. Common signs of Medicaid fraud include:

- Receiving a bill from a provider for services normally covered by Medicaid.
- Receiving offers from a provider for extra, unnecessary medical procedures, tests, or drugs.
- Receiving a request from someone to borrow your benefits ID card.
- Misplacing your benefits ID card, putting you at risk for another person to use it.
- Receiving calls, emails, or other communications from healthcare providers you haven't contacted to confirm an appointment.

- Receiving calls, emails, or other communications from medical suppliers you haven't contacted to inform you that your medical equipment is ready for pick up.
- Evidence of untrue medical history in your file. This can be uncovered when a doctor asks you about a condition you were never diagnosed with, or an injury you never experienced. This could be a sign that someone is posing as you to obtain or use your benefits.

If you suspect you have been or might become the victim of Medicaid fraud, it's important to report your suspicions as early as possible to your Medicaid worker or case manager. If allowed to continue, fraud on your account could drain your benefits, cost you money, and cause you to incur penalties, such as a loss of benefits.

## Ways to report Medicaid fraud

MedStar Health's Integrity Hotline at **877-811-3411**

MedStar Health's Office of Corporate Business Integrity by email at

[Compliance@medstar.net](mailto:Compliance@medstar.net) or phone at **410-772-6606**

MedStar Health's website for compliance reporting [Compliance-Helpline.com/medstar.jsp](https://www.compliance-helpline.com/medstar.jsp)

DC Department of Health Care Finance Fraud Hotline at **877-632-2873**, or visit

[DHCF.DC.gov/page/reporting-fraud-waste-and-abuse-01](https://DHCF.DC.gov/page/reporting-fraud-waste-and-abuse-01), or send a letter to:

**Department of Health Care Finance**

**Division of Program Integrity**

**441 Fourth Street, NW**

**Washington, DC 20001**

You can also report fraud or suspicious activity to your state's human services authority, or nationally at the Office of the Inspector General online at [OIG.HHS.gov/Fraud/](https://www.OIG.HHS.gov/Fraud/).

# Everyone deserves to stay connected



MedStar Family Choice District of Columbia is proud to be working with SafeLink Wireless® to offer Enrollees who qualify, a smartphone and unlimited service at no cost. If you need a phone with unlimited talk, unlimited text, and unlimited data service, SafeLink Wireless may be able to help. SafeLink Wireless is a Lifeline supported service, government benefit program. The Affordable Connectivity Program (ACP) is a federal government benefit program operated by the Federal Communications Commission. Both are here to ensure that households in America have access to connectivity. SafeLink Wireless also has a Keep Your Own Phone plan.

To learn more and apply for the offer that best fits your needs visit [SafeLink.com/en/ACP15](https://SafeLink.com/en/ACP15) or call **800-SafeLink**. If you are currently enrolled in the Lifeline only program, go to your SafeLink Wireless account and select the option to receive ACP benefits, this will ensure you receive the most up to date and best offer.



# We got you for back-to-school!

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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, 2023, kids ages 3-11 years old can **receive a back-to-school swag backpack and up to \$75 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.**



Scan for more information and resources. Can't scan? Call 855-798-4244, press 1 and then press 2.

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.



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

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**MURIEL BOWSER, MAYOR**



It's that time again and we are here to help you get a jump start on the 2023-2024 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 2023.
- 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 (MFC-DC) 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.

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 **7-1-1**). 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.



# Back-to-school immunizations are required and free!

All DC students must have an up-to-date immunization certification on file with their school. The best place for families to access immunizations is through their primary medical provider. DC Health and its partners are also offering free

vaccination opportunities across the District. Visit [DCHealth.DC.gov/page/immunizations](https://DCHealth.DC.gov/page/immunizations) to learn more. Make an appointment for school-required vaccinations today!

## What is EPSDT and why is it important?

MedStar Family Choice District of Columbia (MFC-DC) wants your child to visit their doctor every year to meet their EPSDT healthcare needs and requirements. EPSDT means Early and Periodic Screening, Diagnosis, and Treatment for children. At your child's annual visit to their doctor, they will make sure all your child's healthcare needs and requirements are met. For example, your doctor will make sure your child is up-to-date with all their required vaccinations. It is important to know that children two and under

are required to have a blood test to check for lead. It is also important for all children and teens to have their cholesterol levels measured along with a blood test to check for anemia (lack of healthy blood cells). To see the Recommended Child and Adolescent Immunization Schedule, visit the U.S. Department of Health and Human Services Center for Disease Control and Prevention (CDC) website at [cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf](https://cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf)

# What is Utilization Management (UM)?

To ensure Enrollees get needed health care services, MedStar Family Choice District of Columbia (MFC-DC) follows a basic review process called Utilization Review. The process starts when an Enrollee's practitioner (doctor, nurse practitioner, or treating provider), sends a request for medical services to the MFC-DC Utilization Management (UM) department, usually by fax. Our clinical staff review all requests and make decisions based on medical necessity following guidelines such as InterQual, ASAM and the Medicaid contract. Enrollee needs that do not meet any of the above guidelines are then reviewed by one of our medical directors to make a final decision. UM decisions are only based on whether the service is medically needed and if it is a covered benefit. Our UM staff, providers, or anyone contracted with us do not receive any financial rewards (payment) for issuing denials of coverage and

care. In addition, they do not receive any financial rewards (payment) for encouraging decisions that result in less use of services.

Requests are considered complete when MFC-DC receives all the necessary medical information.

- For medication requests, we will make a decision, or ask for additional medical information within 24 hours of receiving the request.
- For urgent requests, the final decision will not take longer than 72 hours of receiving the request.
- For standard or routine requests, the final decision cannot take longer than 14 days, whether or not all medical information has been received.

If MFC-DC denies the request, the Enrollee and the practitioner will receive a copy of the denial letter. The letter will list instructions on how to appeal the decision, if necessary.

# Transportation is provided to all Enrollees

We offer transportation services, through Access2Care, for both DC Healthy Families and DC Healthcare Alliance plans. This service is at no cost to our Enrollees. If you need transportation for a medical appointment, including COVID-19 vaccinations, it can be scheduled 24/7 by calling

**866-201-9974**. Transportation must be scheduled at least three business days before a regular appointment. It must be scheduled at east one business day before urgent visits or child Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) visits.



# A trip to the dentist is as important as school supplies

Back-to-school is exam time with Avēsis, our dental partner. The only drills your kids should face should be on the whiteboard.

## Dental Visits Equal Smiles

For young people, a trip to the dentist spells a happy smile. Exams can catch cavities before they start. And they can prevent tooth decay. Your child's visit will likely include a cleaning and x-rays, called bite-wings, with the exam. Fluoride treatments and sealants may also be suggested to prevent decay. (Ask your dentist about covered benefits.)

## Easy as 1-2-3

Having good oral health is easy. Just remember these three things:

1. Visit the dentist regularly.
2. Brush twice a day and floss once a day.
3. Eat healthy foods.



## Packing Their Lunchbox

These foods are good to go. Choose ABCs – apples, berries, celery – and other crunchy fruits and veggies. They're good with dip, cheddar cheese, cream cheese, hummus, and yogurt. Limit foods with sugar and starch (bagels, bread, muffins). These encourage bacteria growth.<sup>1</sup>

## Helping with Homework

Your child's visit to the dentist is just one part of maintaining a healthy smile. There's also homework! But the good news is that it takes just five minutes every day: brushing twice a day for two minutes plus about a minute of flossing. Kids can floss after any meal, though it's best before brushing.

<sup>1</sup> <https://www.colgate.com/en-us/oral-health/basics/nutrition-and-oral-health/tasty-dental-care-for-kids-seven-healthy-snacks-for-healthy-teeth-1013>, accessed November 2019.

Material discussed is meant for general informational purposes only and is not to be construed as medical advice. Although the information has been gathered from sources believed to be reliable, please note that individual situations can vary. You should always consult a licensed professional when making decisions concerning oral health care.

## Healthy habits are best started early.

If you have trouble motivating your child, try these tips:



**Brush together.** If it's a family affair, everyone wins.



**Give rewards.** Place a gold star on the calendar for every day of tooth homework completed.



**Let them choose.** A fancy ADA-approved toothbrush can make it personal.



**Time it.** Use a sand timer, a phone app, or a favorite two-minute song.



**Make it easy.** Flossing can be hard for little fingers. You can help or get disposable flossers in fun colors. This way, children learn to do it themselves.

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 **888-404-3549**번으로 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.

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‘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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## Enrollee Newsletter Summer 2023

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](http://MedStarFamilyChoiceDC.com).

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3 YEARS

## It's how we treat people.