



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter Winter 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



Raymond Tu, MD



Shalama Brooks, MS, MPH



Eileen Langstraat, PharmD

We wish you a Happy New Year 2023, the Year of the Rabbit.

As Michael Jordan, David Beckham, and Lionel Messi have shown us, having a strong team is important to success (who all happen to be Year of the Rabbit athletes). Your MedStar Family Choice District of Columbia (MFC-DC) team is so pleased to welcome new leaders to support you. Shalama Brooks, MS, MPH, is our Director of Quality and Outreach, and Eileen Langstraat, PharmD, is our health plan Pharmacist. Both are experts in their field and great additions to Team MFC-DC! We hope you will find the articles in this newsletter by Ms. Brooks and Dr. Langstraat helpful.

There are several activities underway and planned for 2023 to encourage all our

Enrollees to complete a primary care visit. Stay tuned!

Thank you to our Enrollees who have joined us at our Enrollee Advisory Council and New Enrollee Orientation meetings. Your compliments inspire us to do more. All feedback is very helpful, appreciated and promotes excellent care for you . . . our Enrollees.

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

Visit the website for helpful Information

We continue to update our website, and have made it easier for you to find and use the information most important to you. [MedStarFamilyChoiceDC.com](https://www.medstarfamilychoicedc.com) includes information about:

- Appeals process
- Benefits
- Covered services
- Value-added services
- Copays
- What to do if you are billed for a covered service
- Care coordination and Case Management services
- Contacts
- Find a Provider (searchable provider directory)
- List of medications (formulary)
- Hours of operation and after-hours instructions
- How to access specialty care, hospital services, and behavioral health services
- Interpreter services
- Enrollee handbook
- Enrollee newsletter
- Enrollee rights and responsibilities
- MedStar eVisit
- Fraud and abuse
- New technology policies
- Notice of privacy practices
- Out-of-service area coverage
- Outreach program
- Preventive care programs
- Pharmacy protocols and procedures
- Pharmacy quick reference guide
- Quality improvement programs
- Schedule of health education classes
- Transportation guidelines
- Utilization management decision-making
- Utilization affirmative statement
- Wellness rewards

All of these materials are available to be printed and mailed to you at no cost. If you do not have access to the internet, please call Enrollee Services at **888-404-3549**.

You can also mail your request to us at:

MedStar Family Choice District of Columbia

Enrollee Services
3007 Tilden Street, NW, POD 3N
Washington, DC 20008



The Enrollee Handbook is available on our website



Please review the Enrollee Handbook in detail to learn about your benefits, services, programs, rights, responsibilities, and contact information. The handbook also explains policies on billing; appeals; fraud, waste, and abuse; and more. Important phone numbers for Enrollees are included in the handbook as well.

You can download the Enrollee Handbook by visiting [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) and choosing either the DC Healthy Families or DC Healthcare Alliance option. If you would like to receive a printed copy by mail at no cost to you, please call Enrollee Services at **888-404-3549**.



It is easy to find a provider on our website

As a MedStar Family Choice District of Columbia Enrollee you are assigned a Primary Care Provider if you did not choose one upon enrollment. If you need to change your Primary Care Provider or learn more about selecting a provider, call Enrollee Services at **888-404-3549**.

We made it easy for you to find a provider on our website. You can search the online directory and narrow your search by categories to help you. Select a doctor by the name, hospital affiliation, gender, language, specialty, city, or miles from your home. Our online directory also contains provider information such as office address, phone number, qualifications and certifications, education, and office hours. If you do not have access to the internet and would like information about a provider, call Enrollee Services.

If you have questions about selecting your Primary Care Provider, please call Enrollee Services at **888-404-3549** or visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com).



Free interpretation and translation services are available

If you know a MedStar Family Choice District of Columbia Enrollee who does not speak English, or doesn't speak it well, call Enrollee Services at **888-404-3549**. We have interpreters to help Enrollees when visiting their doctors. We will also provide an interpreter or translation services to help Enrollees who do not speak English or read written information sent by Enrollee Services.

If you or someone you know is deaf or has trouble hearing, Enrollees can access TTY assistance by calling 7-1-1. MedStar Family Choice District of Columbia also has people available who can use sign language to help during doctor visits. You, or someone who can speak for you, must let Enrollee Services know this service is needed.

A list of approved medications is on our website



The MedStar Family Choice District of Columbia (MFC-DC) medication list is available at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com). You can find it in the Pharmacy Benefits section. The MFC-DC medication list, also known as a drug formulary, includes all of the approved prescription medications covered by MFC-DC. Any changes made to this list will be included in the updated issue of Covered Prescription Medications posted on the website. Also, there is a recent medication coverage changes section with a summary of the latest updates.

If you don't have access to our website and have questions about whether or not a specific medicine is on this medication list, we can send information to you. If you or your doctor wants you to take a medication that is not on this list, we have a process in place to review those medication requests. Call Enrollee Services at **888-404-3549** to learn more.



Understanding your Enrollee rights and responsibilities

As a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, you have the right to:

- Know that when you talk with your doctors and other providers it's private.
- Have an illness or treatment explained to you in a language you can understand.
- Participate in decisions about your care, including the right to refuse treatment.
- Receive a full, clear and understandable explanation of treatment options and risks of each option so you can make an informed decision.
- Refuse treatment or care.
- Be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Can see and receive a copy of your medical records and request an amendment or change, if incorrect.
- Receive access to healthcare services that are available and accessible to you in a timely manner.
- Choose an eligible PCP/PDP from within the MFC-DC network and to change your PCP/PDP.
- Make a grievance about the care or services provided to you and receive an answer.
- Request an appeal or a fair hearing if you believe MFC-DC was wrong in denying, reducing or stopping a service or item.
- Receive Family Planning Services and supplies from the provider of your choice.
- Obtain medical care without unnecessary delay.
- Receive a second opinion from a qualified healthcare professional within the network, or, if necessary, to obtain one outside the network, at no cost to you.
- Receive information on Advance Directives and choose not to have or continue any life-sustaining treatment.
- Receive a copy of the MFC-DC Enrollee Handbook and/or Provider Directory.
- Continue treatment you are currently receiving until you have a new treatment plan.
- Receive interpretation and translation services at no cost.
- Refuse oral interpretation services.
- Receive transportation services at no cost.
- Get an explanation of prior authorization procedures.
- Receive information about MFC-DC's financial condition and any special ways we pay our doctors.
- Obtain summaries of customer satisfaction surveys.
- Receive MFC-DC's "Dispense as Written" policy for prescription drugs.
- Receive a list of all covered drugs.
- Be treated with respect and due consideration for your dignity and right to privacy.

- Receive health care and services that are culturally competent and free from discrimination.
- Receive information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand.
- Exercise your rights, and that the exercise of those rights does not adversely affect the way we, our providers, or the Department of Health Care Finance treats you.
- Request a Fair Hearing with the District of Columbia after an Adverse Determination is made as a result of an Appeal.
- Request that ongoing benefits be continued during an Appeal or state Fair Hearing however, you may have to pay for the continued benefits if the decision is upheld in the Appeal or Hearing.
- Receive other information about how MFC-DC is managed including the structure and operation, as well as physician incentive plans.
- Receive information about MFC-DC, its services, its practitioners and providers and Enrollee rights and responsibilities.
- Make recommendations regarding the organization's Enrollee rights and responsibilities policy.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.





As a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, you are responsible for:

- Treating those providing your care with respect and dignity.
- Following the rules of the DC Medicaid Managed Care Program and MFC-DC.
- Following instructions, you receive from your doctors and other providers.
- Going to scheduled appointments.
- Telling your doctor at least 24 hours before the appointment if you must cancel.
- Asking for more explanation if you do not understand your doctor's instructions.
- Going to the Emergency Room only if you have a medical emergency.
- Telling your PCP/PDP about medical and personal problems that may affect your health.
- Reporting to Economic Security Administration (ESA) and MFC-DC if you or a family Enrollee have other health insurance or if you have a change in your address or phone number.
- Reporting to Economic Security Administration (ESA) and MFC-DC if there is a change in your family (i.e. deaths, births, etc.).
- Trying to understand your health problems and participate in developing treatment goals.
- Helping your doctor in getting medical records from providers who have treated you in the past.
- Telling MFC-DC if you were injured as the result of an accident or at work.
- Informing your provider and MFC-DC if you have any other health insurance coverage.
- Being on time for appointments and notifying providers as soon as possible if you need to cancel an appointment.
- Showing your Enrollee ID card when you check in for every appointment.
- Reporting lost or stolen Enrollee ID cards to MFC-DC.
- Calling MFC-DC if you have a problem or a complaint.
- Working with your Primary Care Provider (PCP) to create and follow a plan of care that you and your PCP agree on.
- Asking questions about your care and letting your provider know if there is something you do not understand.
- Updating the District of Columbia Government (ex: DHCF, ESA) if there has been a change in your eligibility status.
- Providing MFC-DC and our providers with accurate health information in order to provide proper care.
- Telling your PCP as soon as possible after you receive emergency care.
- Informing your caregivers about any changes to your Advance Directive.
- Supplying information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

Here are your options for emergency care



We understand that it can be difficult to know the difference between what may or may not be an emergency. When you are unsure if you are having a medical emergency, you should call the Nurse Advice Line for help at **855-798-3540**. The Nurse Advice Line can help you decide where to go for your care.

There are many options for care. You should consult your MedStar Family Choice District of Columbia Primary Care Provider (PCP) assigned to you. Many providers work at Urgent Care facilities throughout the District. We also offer MedStar eVisit which give you 24/7 video access to trusted providers from your tablet, smartphone, or computer. To learn more or to sign up, please visit [MedStarFamilyChoiceDC.com/Enrollees/eVisit](https://www.MedStarFamilyChoiceDC.com/Enrollees/eVisit).

You should visit the Emergency Department (ED) when you need care right away for a serious, sudden injury or illness. If you do not have a life threatening, sudden illness or injury you may have to wait to be seen in the ED sometimes for several hours during

busy times where you may be exposed to other illness around you like COVID-19. Consult your PCP. For any life-threatening emergency or sudden illness call please 911 or go directly to the ED.



Report Fraud, Waste, and Abuse



If you suspect or know of a situation that may involve fraud, waste, and abuse, please report it immediately by calling MFC-DC Enrollee Services at **888-404-3549** or the MedStar Health Corporate Integrity Hotline at **877-811-3411**. You may also contact the Department of Health Care Finance at:

Department of Health Care Finance
Division of Program Integrity
441 Fourth Street, NW
Washington, D.C. 20001
Hotline Phone Number: 877-632-2873

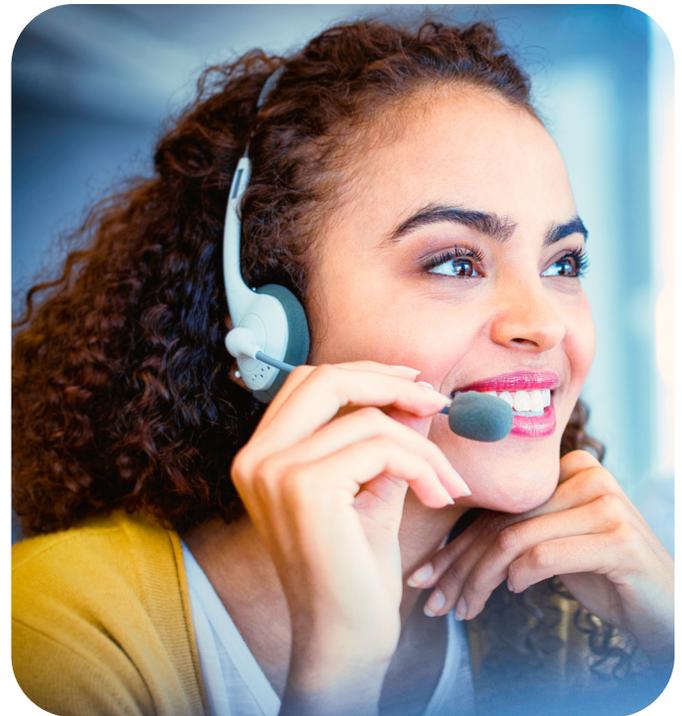
Our events and educational programs

Find out about upcoming virtual classes such as Maternity Mondays, Wellness Wednesday and Foodie Fridays along with screenings and in person community events by clicking on the QR code below or visiting our website at [MedStarFamilyChoiceDC.com/enrollees/events-and-outreach-programs](https://www.MedStarFamilyChoiceDC.com/enrollees/events-and-outreach-programs).



How to request out-of-network services

If MedStar Family Choice District of Columbia (MFC-DC) is unable to provide a necessary and covered service to an Enrollee within our network, MFC-DC may allow the service to be provided outside of the network. In order for this to happen, the provider should fax the request to the MFC-DC Prior Authorization department at 202-243-6258 for approval. MFC-DC reviews all requests. In cases where out-of-network services have been approved, the Enrollee is not responsible for the cost of the service.



Understand how to get a referral to a specialist

Primary Care Providers (PCP) will give you great advice about your healthcare needs. If any of your medical conditions require seeing a specialist, your PCP will refer you to one in our network. If an in-network provider is not available, MedStar Family Choice District of Columbia (MFC-DC) will help arrange and assist with authorization for the out-of-network provider. If your PCP can care for the condition without referring you, he or she will treat your medical condition.

If you are a female Enrollee and your PCP is not a

women's health specialist, you have the right to see a women's health specialist within the MFC-DC network without a referral. If you want a second opinion, you have the right to obtain one from another in-network provider. If another in-network provider is not available, MFC-DC will help arrange a second opinion outside of the MFC-DC network at no cost to you.

You can contact your PCP or Enrollee Services at **888-404-3549** for help getting a second opinion. A referral may be required. Most practitioners will need

to see you in their office before a referral is written for a specialist. If you have questions or concerns about the healthcare services you receive, contact Enrollee Services at **888-404-3549**.



Case Management programs are available for Enrollees

A highly qualified team of nurses and social workers is available to MedStar Family Choice District of Columbia Enrollees with special needs, serious medical conditions or social issues such as food, housing, and utilities. Our nurses and social workers provide education, support, and guidance to those Enrollees who need or would like extra assistance to manage their health. Our nurses and social workers can also assist with gaining access to healthcare services. Below are a few examples of medical and behavioral health conditions or healthcare needs where we may be of help to you:

- Stroke
- Cancer/tumors
- Sickle Cell Disease with severe crisis
- Acute trauma with complex care coordination needs
- Multiple chronic health conditions
- Complex psycho-social or behavioral needs
- Pre and post-transplant care
- High risk pregnancy
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Hypertension
- Cardiovascular disease (heart condition)
- HIV
- Substance use disorder
- Mental health
- Social issues

You do not have to enroll in these services. You may be identified for enrollment if we see that you have certain conditions or medical needs. If you meet criteria for enrollment, a Case Management staff member will reach out to you by phone or mail to explain your benefits and these services to you.

Case Management programs are voluntary. If you would like to ask about one of these programs, or if you are already in one of these programs and you would like to stop participating, please contact us at **202-363-4348 or 855-798-4244 (select option 1 and then option 3)**, Monday through Friday, 8 a.m. to 5:30 p.m. Voice messages received after hours will be returned the next business day.

Learn about the Enrollee grievance and appeal processes

MedStar Family Choice District of Columbia (MFC-DC) is committed to resolving Enrollee grievances and appeals quickly and fairly. Our grievance and appeal processes can be found at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or in your Enrollee Handbook. If you don't have access to our website, call Enrollee Services at **888-404-3549 (TTY: 7-1-1)**, to receive a printed copy by mail at no cost to you. Our grievance and appeal processes include:

How to file a grievance or appeal, and the differences between each

How quickly we will respond to you

What to do if you do not agree with our decision

Enrollees have the right to contact the Health Care Ombudsman if there is a concern about a decision made by MFC-DC. The mission of the Office of Health Care Ombudsman is to guide, advocate, and help people navigate through the health care system. They help Enrollees understand their healthcare coverage and assist in appealing health insurance decisions. The Health Care Ombudsman does not make decisions about grievances, appeals, or fair hearings.

Health Care Ombudsman

One Judiciary Square
441 4th Street, NW
Suite 900 South
Washington, DC 20001

Phone: 202-724-7491 or 877-685-6391 (toll-free)
Fax: 202-442-6724
Email: healthcareombudsman@dc.gov

Contact us when you need help.

Please contact MedStar Family Choice District of Columbia if you have any questions about services we provide. Enrollee Services and the Nurse Advice Line are available 24 hours a day/7 days a week.

Important numbers to know:

Enrollee Services phone: **888-404-3549**

Nurse Advice Line phone: **855-798-3540**

Outreach department phone: **855-798-4244 (select option 1, then option 2)**, fax: 202-243-6252

Care Management department phone: **855-798-4244 (select option 1, then option 3)**, fax: 202-243-6253

Prior Authorization (pharmacy and non-pharmacy) fax: 202-243-6258



Do you need to change your address or other information?

If you have moved, contact the DC Economic Security Administration (ESA) at **202-727-5355** to ensure no disruption of services. If you need to recertify for DC Healthy Families or DC Healthcare Alliance benefits contact the DC ESA at **202-727-5355** or visit DistrictDirect.DC.gov.

If you have any questions, please call Enrollee Services at **888-404-3549**.



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 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 888-404-3549번으로 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



MedStar Family Choice

DISTRICT OF COLUMBIA

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

Leslie Lyles Smith, Executive Director, MedStar Family Choice District of Columbia
Raymond Tu, MD, Chief Medical Officer, MedStar Family Choice District of Columbia
Lisa McDonough, Communications Manager, MedStar Family Choice District of Columbia



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Washington, DC 20008
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It's how we **treat people.**