



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: September 13, 2023
Subject: Medicaid Renewal / Redetermination - Remind patients to renew their benefits

Dear Provider:

As I am sure you already are aware, all Medicaid beneficiaries were required to renew health coverage for themselves and/or their families at some point beginning in May 2023 continuing through June 2024, depending on when the Department of Health Care Finance (DHCF) has scheduled their renewal. Each month a different cohort of enrollees is scheduled for renewal. AmeriHealth Caritas District of Columbia (DC) wants to ensure our enrollees/your patients and their families stay covered for all their health care needs.

Confirm/Update Contact Information: Please remind patients who are Medicaid beneficiaries to visit the District Direct website (<https://districtdirect.dc.gov/ua/>) to register (if not registered already), and then confirm or update their contact information. When it is time to renew, beneficiaries will receive a renewal form from DHCF in the mail.

Medicaid/Alliance Coverage Renewal: Please encourage your patients to act on their renewal notices as soon as possible, so they do not experience gaps in coverage. AmeriHealth Caritas DC enrollees may visit the Enrollee Wellness and Opportunity Center at 1209 Good Hope Road Southeast, Washington, DC 20020 for in-person assistance.

NaviNet and Coverage Renewal: There are (2) new tools in NaviNet that will allow you to view upcoming Enrollee disenrollment/renewal dates.

- In the eligibility and benefits screen under the Patient Alert Details, there will be a new “Redetermination Report” pop-up link that, when clicked, will display your AmeriHealth Caritas DC patient’s renewal date. This pop-up will appear for those enrollees with disenrollment dates occurring within the next 60 days.
- In the Administrative Report Inquiry section, under the report list dropdown, there is a report for primary care providers that shows a full list of all enrollees on their panel who have upcoming disenrollment/renewal dates.

More information on Medicaid renewal for DC Medicaid beneficiaries and stakeholders can be found at <https://dhcf.dc.gov/medicaid-renewal>. A stakeholder communications toolkit is available at <https://dhcf.dc.gov/node/1648591>. We included additional materials below for your reference.



Thank you for your continued support and commitment to the care of our enrollees. If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237.

Sincerely,

AmeriHealth Caritas DC

IT MAY BE TIME TO RENEW YOUR HEALTHCARE COVERAGE.

We want to make sure you and your family stay covered for all your healthcare needs. Here's what you need to do now.

ACT NOW	HERE'S HOW
 <p>Confirm your household information and report any changes</p>	<p>Online: https://districtdirect.dc.gov/ua/ Mobile App: District Direct In Person: At a Service Center. To find a location near you, visit www.dhs.dc.gov/service/find-service-center-near-you</p>
 <p>Recertify and renew your benefits</p>	<p>Online: https://districtdirect.dc.gov/ua/ Mobile App: District Direct In Person: Drop your completed renewal documents off at a Service Center. Mail: Mail completed renewal documents to: Department of Human Services Economic Security Administration Case Record Management Unit P.O. Box 91560 Washington, DC 20090</p>



Need more information about renewing your benefits?

We are here to help. Call your health plan:

- **Amerigroup DC**
1-800-600-4441
- **AmeriHealth Caritas DC**
1-800-408-7511
- **Health Services for Children with Special Needs, Inc.**
1-866-937-4549
- **MedStar Family Choice District of Columbia**
1-888-404-3549

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We comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex.



English: If you do not speak and/or read English, please call your health plan 24 hours a day, seven days a week. A representative will help you.
 Español: Si no habla o lee inglés, llame a su plan médico las 24 horas del día, los siete días de la semana. Un representante le ayudará.
 አማርኛ: እንግሊዝኛ ቋንቋን መናገር እና/ወይም ማንበብ የማይችሉ ከሆነ፣ እባክዎ በቀን 24 ሰዓት፣ በሳምንት ሰዓት ቀናት ለጤና እቅድ ማእከል ይደውሉ። ተወካይ ይረዳዎታል።

Amerigroup DC: 1-800-600-4441 DC (TTY 711)
 AmeriHealth Caritas DC: 1-866-937-4549 (TTY 1-202-467-2709)
 Health Services for Children with Special Needs, Inc.: 1-866-937-4549 (TTY 202-467-2709)
 MedStar Family Choice District of Columbia: 1-888-404-3549 (TTY 711)



AmeriHealth Caritas

District of Columbia

**WELLNESS &
OPPORTUNITY
— CENTER —**

Don't wait to update! All DC Medicaid enrollees must update your household information and renew your benefits at districtdirect.dc.gov.

**Need help? Call us at
202-216-2318, or stop by.
We can even pick you up.**

**1209 GOOD HOPE RD, SE
WASHINGTON, DC 20020
MONDAY - FRIDAY, 9 A.M. - 5 P.M.**

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English

If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

Español

Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

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Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

繁體中文

如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

Français:

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.

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