



AmeriHealth Caritas[™]
District of Columbia

To:	All AmeriHealth Caritas DC Providers
Date:	May 29, 2020
Subject:	District of Columbia COVID-19 Hotline and COVID-19 Support Hub

The District of Columbia's COVID-19 Hotline may be a useful resource for your patients who have been affected by COVID-19. The Hotline helps provide guidance on how to obtain food, basic hygiene supplies, prescription medication and mental health support for District residents who meet one of the following criteria related to the COVID-19 emergency:

- A member of the household has tested positive for COVID-19, been directed by a healthcare provider to quarantine, or is showing symptoms of COVID-19;
- No members of the household can go out and get food, hygiene, or pediatric products;
- No neighbors or family members can go out and get food, hygiene, or pediatric products for them;
- Resident does not receive assistance procuring food, hygiene, or pediatric products from other providers;
- Resident does not have access to necessary prescription medication;
- Resident is unable to leave the home because of a pre-existing condition or disability; and
- Someone in the family has passed away from COVID-19.

To find out if your patients qualify for services, please direct them to call the Hotline at 1-888-349-8323, Monday – Friday between 7:00 a.m. and 7:00 p.m. or visit the DC COVID-19 Support Hub, <https://gethelp.dc.gov>. You may also direct them to visit the AmeriHealth Caritas District of Columbia's COVID-19 resource page at the following link: <https://www.amerihealthcaritasdc.com/covid-19/index.aspx>.