

Information and Resources for the DC Medicaid Managed Care Transition

April 2023

Effective April 1, 2023, the District will execute three new Medicaid Managed Care Organization (MCO) contracts to provide health care services to eligible residents. The three MCOs are AmeriHealth Caritas, DC (AmeriHealth), MedStar Family Choice, DC (MSFC) and Amerigroup DC (Amerigroup).

CareFirst Community Health Plan, DC (CareFirst), will no longer participate in the District's Medicaid Managed Care Program (MMCP). The MMCP consists of individuals enrolled in the DC Healthy Families Program (DCHFP), Immigrant Children's Program (ICP) and the DC Healthcare Alliance (Alliance). On April 1, 2023, **all CareFirst enrollees will be automatically assigned to Amerigroup**, but have the opportunity to choose another plan.

Information for Current CareFirst Enrollees and Providers

- **Enrollees have until June 30, 2023, to select a new MCO** of choice if dissatisfied with the auto-assignment. It is important to verify eligibility for all enrollees prior to rendering services to confirm Medicaid eligibility and identify the current MCO assignment. There are two additional health plans beneficiaries can choose from [AmeriHealth Caritas, DC](#) or [MedStar Family Choice, DC](#).
- Beneficiaries may contact DC Healthy Families to get help in choosing a different MCO:
 - *By Phone:* DC Healthy Families at (202) 639-4030 or 1 (800) 620-7802. For those with hearing impairments, call the TDD/TTY line at (202) 639-4041.
 - *Online:* Go online at www.DCHealthyFamilies.com (fastest and easiest way).
 - On the "Home" page, click "Enroll Now."
 - Enter your Member ID and PIN.
 - Click on "Continue." Follow the easy instructions to choose your health plan and doctor.
- Each beneficiary will receive a welcome packet, enrollee handbook, and new ID Card from Amerigroup **via mail**. The packet will have information about their new health plan and how to access a list of Amerigroup doctors, hospitals, and clinics. Amerigroup representatives will be available to answer any questions.
- Beneficiaries with CareFirst **can continue to see their current doctors through June 30, 2023**. If their doctors are not in Amerigroup's network after June 30, 2023, an Amerigroup representative will contact them to help find a new doctor that can continue care. During the transition period, in conjunction with the newly awarded MCOs, the Department of Health Care Finance (DHCF) will uphold the following commitments:
 - **Prior Authorization:** Rendering providers shall consider all active referrals or PAs issued before April 1, 2023, valid and effective through June 30, 2023, whether or not the provider is contracted with the MCO. Each MCO agrees to honor active referrals and PAs previously issued.
 - **Specialty Providers:** Specialty providers are expected and authorized to initiate their own referrals for additional tests and procedures. The Specialist should not refer the patient/enrollee back to their primary care physician (PCP) to obtain a referral for such services. The additional services are covered under the initial referral to the specialty provider.
 - **Prescriptions:** All active prescriptions will be honored during the transition period. MCOs must allow enrollees to continue to receive prescriptions through their current provider through June 30, 2023, or until their prescriptions can be transferred to a provider in the MCO's network.

Health care providers are not to cancel appointments with current patients. MCOs must honor any ongoing treatment that was authorized prior to enrollment into the MCO, for up to 90 days or June 30, 2023, after the transition.

Frequently Asked Questions

Will there be any changes made to the health plans of current AmeriHealth and MedStar Family Choice enrollees?

Medicaid beneficiaries enrolled AmeriHealth or MedStar Family Choice plans will automatically stay with the same MCO unless they request a change before June 30, 2023. AmeriHealth and MedStar Family Choice beneficiaries can request a different MCO at any time before June 30, 2023. Beneficiaries may contact DC Healthy Families to get help in choosing a different MCO (see instructions on Page 1).

Is CareFirst still responsible for reimbursement of services rendered before April 1, 2023?

CareFirst is responsible for reimbursement of all covered services rendered to its enrollees until the termination date, 11:59 p.m. on March 31, 2023. This also includes medical/surgical inpatient admissions extending beyond the termination date. For assistance after the termination date contact Mickey Slade at mickey.slade@carefirstchpdc.com or (202) 821-1070.

Are there any changes to Health Services for Children with Special Needs (HSCSN), and can qualifying families transition to HSCSN From any of the MCOs (MedStar Family Choice, AmeriHealth, Amerigroup) so long as they meet eligibility requirements (including SSI)?

[HSCSN](#) is under a different contract authority (often referred to as "[CASSIP](#) contract"), and they have no changes to their population on 04/1/23. Qualifying children can transition if they meet eligibility requirements. The changes to MCOs do not impact eligibility. CASSIP Enrollees over the age of 21 have the option to choose one of the three full-risk MCOs. The CASSIP referral form can be found [here](#). If you are experiencing difficulty with transitioning a family to HSCSN or the child/family has been denied, please contact CMHcore@childrensnational.org.

How can Medicaid beneficiaries ensure they are receiving the most up-to-date information regarding this transition and the Medicaid Renewal?

All DC residents with Medicaid must renew their coverage this year. They can update their contact information at <https://districtdirect.dc.gov> to receive documents in the mail about their renewal.

Resources

- Information for current CareFirst enrollees can be found here: [CF Enrollee Transition Letter.pdf \(dc.gov\)](#)
- Information for Medicaid Providers can be found here: [DHCF Medicaid Updates | dhcf \(dc.gov\)](#)
- Beneficiaries may contact DC Healthy Families to get help in choosing a different MCO:
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