



Get set & get going:

**your Wellpoint District of Columbia, Inc.
welcome guide**



Enrollee Services: **833-359-1384 (TTY 711)**
Monday through Friday from 8:00 a.m. to 6:00 p.m.
[wellpoint.com/dc/medicaid](https://www.wellpoint.com/dc/medicaid)



This program is brought to you by the
Government of the District of Columbia
Department of Health Care Finance.





Welcome to Wellpoint DC

We're glad you're here.

We know how busy life can be.
So we're going to help you
get set and get going quickly.



A welcome video just for you

To watch it, scan this code:

Or visit **wellpoint.com/dc/medicaid**.



Let's talk about your enrollee ID card first

Your enrollee ID card was mailed separately. It has important information, including the phone number and address of your primary care provider (PCP) and your primary dental provider (PDP).

With this card, you can fill prescriptions and see a doctor. You'll also need it if you ever have an emergency.

Missing card or incorrect info? We can help.

Call Enrollee Services at **833-359-1384 (TTY 711)**, Monday through Friday from 8:00 a.m. to 6:00 p.m.

1. Register your account online

Registering your account online is the first step. Once your account is registered, you'll have all your plan information at your fingertips.

With an online account, you can:

- Live chat or send us a secure message.
- View and share your digital ID card.
- Find or change your PCP.
- Find a doctor, hospital, or pharmacy nearby.
- Manage your prescriptions.
- View benefit details.
- Take your Health Risk Assessment.



Want your plan on the go?
Download the SydneySM Health app.

Register your account

Visit **wellpoint.com/dc/medicaid**. Or scan the QR code. Or download our app.







2. Book your first doctor appointment

It's important to see your PCP as soon as possible. Getting a checkup now will help the doctor learn about you and your medical history. This checkup costs you nothing, and you may even earn extra rewards for going.

Do you have questions or need help?
We can help you:

- Book an appointment.
- Choose or change your doctor.
- Get transportation to an appointment.
- Receive a printed provider directory.

Visit **wellpoint.com/dc/medicaid** or call Enrollee Services at **833-359-1384 (TTY 711)**, Monday through Friday from 8:00 a.m. to 6:00 p.m.



3. Complete your Health Risk Assessment

The best way to serve you is to get to know you. That's why we've created this Health Risk Assessment.

How to take your Health Risk Assessment

Log in to your account at **wellpoint.com/dc/medicaid**. Go to **My Health Dashboard**, then **Programs**, and **Health Risk Assessment**.



4. Learn about your benefits

Did you know your plan comes with a Condition Care manager who'll help you find the doctors and specialists you need? These doctors treat more than just symptoms. They support your whole health.

But that's just the tip of the iceberg. You also have a complete suite of benefits covering everything from preventive care to emotional and behavioral health services.

For a complete list of your benefits and services, check the enrollee handbook or the enrollee website, **wellpoint.com/dc/medicaid**. You can also visit the Benefits page to view your enrollee handbook and learn about:

- The benefits you get from the District and from us, Wellpoint DC.
- How to get care after hours and in an emergency.
- Limits on the care you can get and how to obtain care outside your area.
- Any exclusions under the District of Columbia Medicaid plan.
- Costs you might have to pay and how to submit a claim.
- Our Quality Improvement program.
- Access to a Condition Care manager. You can refer yourself, or a doctor can refer you.
- How to access prenatal and postpartum care if you are pregnant or just had a baby.
- Pharmacy drug lists, updates, and asking for an exception if your prescription is not on our covered drug list.

- The **Find a Doctor** tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your plan, including how to get care outside of the plan.
- Your enrollee rights and responsibilities and how we use your protected health information via our privacy notice.
- Utilization management and preapprovals for care.
- How we stay on top of new medical treatments and procedures and update or create health policies, as needed.
- Health education with Health A to Z.
- How to file a complaint or appeal or request an external review.
- Other important information.

Want a printed copy of your enrollee handbook or provider directory?

Log in to **wellpoint.com/dc/medicaid** to live chat with us or send a secure message.

Or call us at **833-359-1384 (TTY 711)**, Monday through Friday from 8:00 a.m. to 6:00 p.m.



Have a question about your health?

The 24-hour Nurse HelpLine is another one of your benefits. Call toll-free at **833-359-1384 (TTY 711)** for help.

Your pharmacy benefits

Prescription drugs? Medical supplies? Over-the-counter items? Yes, all of these are covered in your new plan.

How to get your prescriptions

- 1. Pick them up yourself.** If you'd like to find a plan pharmacy near you, use our Pharmacy Locator tool on the enrollee website.
- 2. Have them delivered.** You can set up home delivery through your online account.

Learn more

- Go to the **Pharmacy Benefits** page on the enrollee website, **wellpoint.com/dc/medicaid**.
- Or read the enrollee handbook.
- Or call the Pharmacy Enrollee Services number on your ID card.



Use your rewards

Log in to **wellpoint.com/dc/medicaid** and view your extra benefits at the Benefit Reward Hub. You can even redeem some benefits online and have them mailed to you.

Your extra benefits

With Wellpoint DC, you'll get all the Medicaid benefits, plus some wonderful extra ones — all at no cost.

For instance, you could receive:

- Virtual care options, including telehealth and Nurse HelpLine
- Health education, nutrition and fitness classes, and case management support
- Over-the-counter supplies like cold and allergy remedies, baby care, first aid, eye care, pain relievers, adult supplies, and feminine care products
- Baby and toddler essentials bundle, such as a Boppy pillow, highchair, booster seat, portable crib, car seat, a safe sleep kit, and organic baby food
- Farm fresh produce delivered for up to three months
- Asthma relief supplies, such as inhaler vaporizer kits, a travel nebulizer, hypoallergenic bedding, pillow covers and mattress covers, and asthma monitoring devices
- Community Transportation services to certain non-provider appointments, such as AA meetings, NA meeting, support groups, Lamaze or birthing classes, and WIC program or job interviews

Limits and restrictions may apply. Benefits may change.

Where to go for care

If you need care right away, the emergency room (ER) may not be your best option. There are other choices to receive quicker care when you're not in danger. You may also be eligible for rides to and from health visits.

Your PCP

- Main source for most of your care
- Average wait time: 18 minutes
- Visit for a wellness checkup when you don't feel well or have urgent-care-related issues

Urgent care

- Often open late on weekends and holidays
- No appointment needed
- Average wait time: 30 minutes
- Visit for issues such as a skin infection, sprain, cold, or sore throat

Find one near you with the Find a Doctor tool at **[wellpoint.com/dc/medicaid](https://www.wellpoint.com/dc/medicaid)**.

LiveHealth Online

- Available 24/7 through your computer, phone, or tablet
- Average wait time for physical health visits: under 15 minutes
- No appointment needed except for talk therapy and psychiatry visits
- Book a virtual visit or voice call for issues such as a headache, flu, fever, anxiety, or depression

Visit **livehealthonline.com**. Log in to your online account at **wellpoint.com/dc/medicaid**.

Emergency room

- Open 24/7
- Average wait time for nonemergencies: 2 to 3 hours
- Go to the nearest ER or call **911** for concerns such as chest pain, trouble breathing, heart attack, or broken bones

Questions? Live chat with us.

Log in to **wellpoint.com/dc/medicaid**.

Log in to the Sydney Health app.

If you need help, or someone from your family needs help, call:

- The crisis hotline at Wellpoint DC at **844-405-4300 (TTY 711)**.
- The DC Department of Behavioral Health Hotline at **888-793-4357**, 24 hours a day, seven days a week.
- If you're thinking about suicide, are worried about a friend or loved one, or would like emotional support, the 988 Suicide and Crisis Lifeline is available 24/7 across the United States. Call or text **988** or visit 988lifeline.org/talk-to-someone-now. The Lifeline is available for everyone and is free and confidential.



If you feel your health concern is life-threatening, go to the ER or call 911.

Not sure where to go? Call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)**.

Don't read English? Don't worry.

You can get help in your language at no cost to you. We also provide materials in other languages and formats, including braille, large print, and audio. Call our Enrollee Services team at the number on your ID card.

Have you moved? Has your phone number changed? Let us know.

Also, make sure you tell District Direct about any changes. Call **202-727-5355** or log in online at districtdirect.dc.gov/ua. If you are hearing impaired, you may call TTY/TDD 711 or **855-532-5465**.



You can also email districtdirect@dc.gov or visit a service center:

Anacostia: 2100 Martin Luther King Ave., SE (20020)

Fort Davis: 3851 Alabama Ave., SE (20020)

Congress Heights: 4049 South Capitol St., SW (20032)

H Street: 645 H St., NE (20002)

Taylor Street: 1207 Taylor St., NW (20011)

Hours are the same for all service centers.

Monday, Tuesday, Thursday, Friday from 7:30 a.m. to 4:45 p.m.

Wednesday from 7:30 a.m. to 8:00 p.m.



Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost. Call us toll-free at 833-359-1384 (TTY 711).

¿Necesita ayuda con el cuidado de la salud, para hablar con nosotros o para leer lo que le enviamos? Ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llame a nuestra línea gratuita al 833-359-1384 (TTY 711).

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건강 관리에 도움이 필요하십니까?
아니면 저희와 연락하시거나, 보내드리는
자료를 읽는 데 도움이 필요하십니까?
자료를 다른 언어 및 형식으로 무료로
제공해드립니다. 저희에게 833-359-1384 (TTY 711)
번으로 연락해 주십시오.

您在醫療保健方面、與我們交流或閱讀我們寄送的材料時是否需要幫助？我們可免費提供其他語言和格式的材料。請撥打我們的免費電話 833-359-1384 (TTY 711)。

Avez-vous besoin d'aide pour vos soins de santé, pour parler avec nous ou pour lire ce que nous vous avons envoyé ? Nous pouvons fournir gratuitement nos documents dans d'autres langues et formats. Appelez notre numéro gratuit 833-359-1384 (TTY 711).

Quý vị có cần trợ giúp liên quan tới chăm sóc sức khỏe, nói chuyện với chúng tôi, hoặc đọc nội dung chúng tôi gửi cho quý vị không? Chúng tôi có cung cấp tài liệu bằng các ngôn ngữ và định dạng khác mà không tính phí. Hãy gọi chúng tôi theo số điện thoại miễn cước 833-359-1384 (TTY 711).



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LiveHealth Online is the trade name of Health Management Corporation,
a separate company providing telehealth services on behalf of the plan.

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