



Wellpoint District of Columbia, Inc. Alliance

Enrollee Handbook



You can call us 24 hours a day,
7 days a week, or stop by our
office Monday through Friday
from 8:00 a.m. to 6:00 p.m. For
directions on how to visit us, call
833-359-1384 (TTY 711) (toll-free).

Wellpoint District of Columbia, Inc.
609 H Street NE
Ste. 200
Washington, DC 20002

Office hours: 8:00 a.m. to 6:00 p.m.

202-548-6700
833-359-1384 (TTY 711)

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Suite 200
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Coverage provided by Wellpoint District of Columbia, Inc.

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). English

¿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). Spanish

በእርስዎ የጤና ክብካቤ ላይ፣ ከእኛ ጋር በመነጋገር ላይ፣ ወይም እኛ የምንልክልዎትን ነገሮች በማንበብ ላይ እገዛ ያስፈልግዎታል? የእኛን የሚነበቡ ነገሮች በሌሎች ቋንቋዎች እና ቅርጾች ምንም ወጪ ሳያስከትልብዎት እንሰጥዎታለን። በነጻ የስልክ መሥመር በስልክ ቊጥር 833-359-1384 (TTY 711) ይደውሉልን። Amharic

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. Korean

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)。Chinese Traditional

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). French

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). Vietnamese

Ŋ a jlá bò mamáé kó ŋ-á fueji-á já éti nlnlɔɛ-á tɛh bò, mòú bɛ yɛ-lé âmô bò wlu, mòú bɛ yɛ dɛ né â a mua mû bò dlo slè? Dɛ wɛ né â a cléa, â a po-lé i dakɔ+ tê-á win kli kà né i a mua i-á nyati wɔnwɔɛn nu, ɛ se penó kpóh. Dá âmô, ɛ se penó kpóh ne 833-359-1384 (TTY 711). Kru

ヘルスケアの受診、ご相談時の会話、配布物の読解にお困りではありませんか？当院では無料の翻訳版資料をご用意しております。無料ダイヤル 833-359-1384 (TTY 711) までお電話ください。 Japanese

Вам нужна помощь в получении медицинских услуг, вы хотите поговорить с нами или не можете прочитать присланные вам материалы? Наши материалы можно бесплатно получить на других языках и в другом формате. Позвоните нам по бесплатному номеру 833-359-1384 (TTY 711). Russian

Necessita de ajuda com a sua assistência médica, para falar conosco ou para ler o que lhe enviamos? Fornecemos os nossos materiais noutros idiomas e noutros formatos, sem qualquer custo. Ligue-nos gratuitamente para 833-359-1384 (TTY 711). Portuguese

Ha bisogno di aiuto con la sua assistenza sanitaria, per parlare con noi o per leggere ciò che le abbiamo inviato? I nostri materiali sono disponibili in altre lingue e formati senza alcun costo. Può contattarci gratuitamente al numero 833-359-1384 (TTY 711). Italian

Kailangan ba ninyo ng tulong sa inyong pangangalagang pangkalusugan, sa pakikipag-usap sa amin, o sa pagbabasa ng aming ipinadadala sa inyo? Ipinagkakaloob namin ang aming mga materyal sa iba pang mga wika at format nang walang bayad. Tawagan kami nang toll free sa 833-359-1384 (TTY 711). Tagalog

คุณต้องการความช่วยเหลือในด้านการดูแลสุขภาพของคุณ พูดคุยกับเรา หรืออ่านสิ่งที่เราจัดส่งให้คุณหรือไม่ เราจัดส่งสื่อของเราเป็นภาษาและรูปแบบอื่นๆ โดยไม่มีค่าใช้จ่าย โทรหาเราฟรีที่ 833-359-1384 (TTY 711). Thai

Ị chọrọ enyemaka na nlekọta ahụike gi, ịgwa anyị okwu, ma ọ bụ ịgụ ihe anyị zitere gi? Anyị na enye ihe anyị n'asụsụ na nhazi ndị ọzọ na akwụghị ụgwọ ọ bụla. Kpọọ anyị n'efu na 833-359-1384 (TTY 711). Igbo

Njẹ ọ nílò ìrànlọ́ wọ́ nípa itọ́ jú ìlera rẹ, ní bíbá wa sọ̀ rọ̀, àbí kíkà ohun tí a fi ránṣẹ́ sí ọ? A npèsè àwọn nnkan wa ní àwọn èdè mírán àti ní irú mírán láì díyelé. Pè wá lọ́ fẹ́ ẹ ní 833-359-1384 (TTY 711). Yoruba

আপনার কি আপনার স্বাস্থ্য পরিচর্যা, আমাদের সঙ্গে কথা বলার ক্ষেত্রে অথবা আমরা আপনাকে যা পাঠায় তা পড়তে সহায়তার প্রয়োজন? আমরা অন্য ভাষা ও ফর্ম্যাটে বিনামূল্যে আমাদের সামগ্রী প্রদান করি। আমাদের টোল-ফ্রি নম্বর 833-359-1384 (TTY 711) এ ফোন করুন। Bengali

Benötigen Sie Hilfe bezüglich Ihrer Gesundheitsversorgung, möchten Sie mit uns sprechen oder haben Sie Probleme, die von uns zugesandten Materialien zu verstehen? Wir stellen unsere Materialien auch in anderen Sprachen und Formaten kostenfrei zur Verfügung. Sie erreichen uns gebührenfrei unter 833-359-1384 (TTY 711). German

Important Phone Numbers

For questions about your MCP:	Enrollee Services	833-359-1384 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD Enrollee Services	711 (toll-free)	24 hours a day, 7 days a week
If you need care after your doctor's office is closed:	24-hour Nurse HelpLine	833-359-1384 (toll-free)	24 hours a day, 7 days a week
	TTY/TDD 24-hour Nurse HelpLine	711 (toll-free)	24 hours a day, 7 days a week
If you need to see a doctor within 24 hours ("Urgent Care"):	Your <u>PCP's</u> Office	(fill in your <u>PCP's</u> information here)	
	24-hour Nurse HelpLine	833-359-1384 (toll-free)	24 hours a day, 7 days a week
If you need a ride to an appointment:	Enrollee Services	Medical Transportation Management (MTM) 24 hours a day, 7 days a week 888-828-1081 (TTY 711) (toll-free)	
If you need Behavioral Health care or have a question:	Your <u>BH's</u> Office	DC Department of Behavioral Health Access Hotline at 888-793-4357, 24 hours a day, 7 days a week.	
	24-hour Nurse HelpLine	833-359-1384 (toll-free)	24 hours a day, 7 days a week
If you need someone who speaks your language or if you are Hearing Impaired:	Enrollee Services	833-359-1384 (toll-free)	Monday through Friday from 8:00 a.m. to 6:00 p.m.
	TTY/TDD Enrollee Services	711 (toll-free)	Monday through Friday from 8:00 a.m. to 6:00 p.m.
Dental Questions:	Avesis	833-554-1012	Monday through Friday from 8:00 a.m. to 6:00 p.m.
Vision Questions:	Avesis	833-554-1012	Monday through Friday from 8:00 a.m. to 6:00 p.m.
FOR AN EMERGENCY, DIAL 911 OR GO TO YOUR NEAREST EMERGENCY ROOM			

Personal information

My Alliance ID Number:

My Primary Care Provider (PCP):

My Primary Care Provider (PCP) Address:

My Primary Care Provider (PCP) Phone:

My Primary Dental Provider (PDP) Name:

My Primary Dental Provider (PDP) Address:

My Primary Dental Provider (PDP):

My Behavioral Health Provider Name:

My Behavioral Health Provider Address:

My Behavioral Health Provider Phone:

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Welcome to Wellpoint DC

Thank you for choosing Wellpoint District of Columbia, Inc. as your health plan. We are proud to serve enrollees of the DC Healthcare Alliance Program.

This Enrollee Handbook has important information about Wellpoint DC and how your health plan works. Please review it carefully. As a Wellpoint DC enrollee, you have all your regular health benefits, like preventive screenings, checkups, medicines, and emergency care, plus extras to help you live healthy and feel your best.

Each month, we will host a new enrollee orientation. This is another way you can learn more about your Wellpoint DC benefits. During the orientation, you can also speak with a member of our team to get questions answered. Need to speak with us right away? We're a click or call away. Log in to your account or register online at **wellpoint.com/dc/medicaid**. Send us a secure message or schedule a call back. Or call our Enrollee Services team at **833-359-1384 (TTY 711)**, Monday through Friday from 8:00 a.m. to 6:00 p.m. We're here to help you every step of the way.

How This Handbook Works

Words used in healthcare and by your doctor can sometimes be hard to understand. Wellpoint DC is a managed care plan that the District of Columbia pays to help you get healthcare. This handbook tells you how Wellpoint DC works, how to find doctors, call us, and what we pay for. In the *Definitions* section, we have explained these words at the back of this book.

If you have questions about things you read in this book or other questions about Wellpoint DC, you can call Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)** or visit **wellpoint.com/dc/medicaid** and we will do our best to help you.

How This Enrollee Handbook Can Help You

This Enrollee Handbook tells you:

- How to access healthcare
- Your covered services by Wellpoint DC
- Services NOT covered by Wellpoint DC
- How to choose your Primary Care Provider and Primary Dental Provider (your PCP or PDP)
- What to do if you get sick

What you should do if you have a Grievance or want to change (Appeal) a decision by Wellpoint DC

This Enrollee Handbook gives you basic information about how Wellpoint DC works. Please call Wellpoint DC Enrollee Services anytime, 24 hours a day and 7 days a week, if you have any questions.

Your Rights

- 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 the 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 Wellpoint DC's network and change your PCP/PDP
- Make a Grievance about the care provided to you and receive an answer
- Request an Appeal or a Fair Hearing if you believe Wellpoint 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, 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 Wellpoint DC's Enrollee Handbook and provider directory
- Continue the 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 Wellpoint DC's financial condition and any special ways we pay our doctors
- Obtain summaries of customer satisfaction surveys
- Receive Wellpoint 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

Your Responsibilities

You are responsible for:

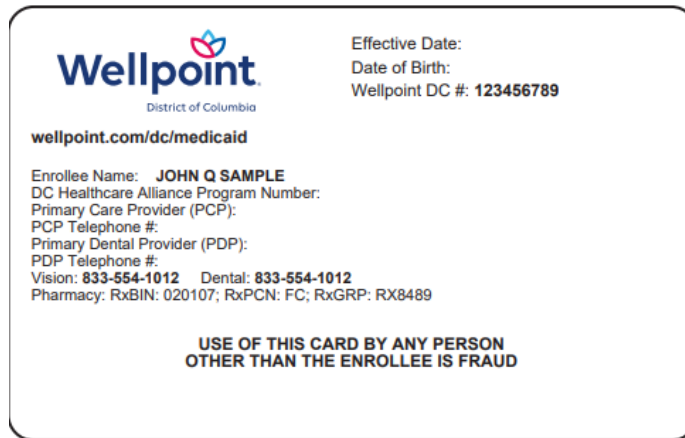
- Treating those providing your care with respect and dignity
- Following the rules of the DC Medicaid Managed Care Program and Wellpoint DC
- Following instructions you receive from your doctors and other providers
- Going to scheduled appointments
- Telling your doctor at least 24 hours before the 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 the Economic Security Administration (ESA) and Wellpoint 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 ESA and Wellpoint 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 Wellpoint DC if you were injured as the result of an accident or at work

Your Enrollee ID Card

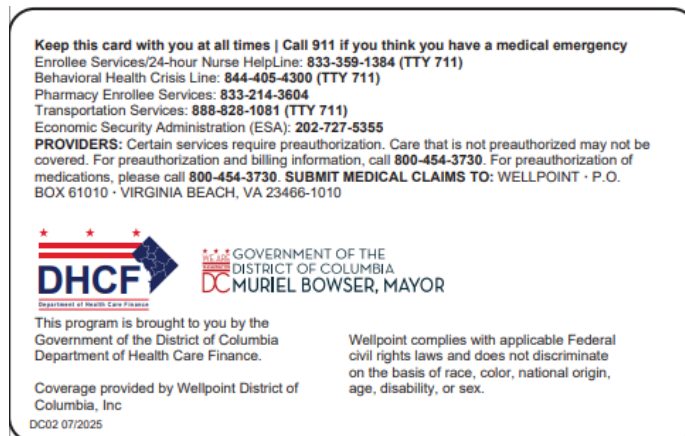
Once you are assigned a primary care provider (PCP), we will mail you an Enrollee ID Card. This card lets your doctors, hospitals, drug stores, and others know you are an enrollee of Wellpoint DC. Please make sure that the information on your Enrollee ID Card is correct. If there are any problems, or you have lost your card, call Enrollee Services at **833-359-1384 (TTY 711)**. Each Wellpoint DC enrollee has their card. It is against the law to let anyone else use your Enrollee ID Card.

Your Enrollee ID Card looks like this:

Front of Card



Back of Card



Please remember to always carry your Enrollee ID Card and picture ID with you. Always show your card before receiving any medical care or getting medicine at a pharmacy.

Your Primary Care Provider (PCP)

Now that you are an enrollee of Wellpoint DC, your PCP (Primary Care Provider) will help you and your family to get the healthcare you need.

It is important to call your PCP first when you need care. If you had a PCP before you were assigned with Wellpoint DC, please call Enrollee Services at **833-359-1384 (TTY 711)**. We can help you stay with that PCP if you want to.

Choosing your PCP

1. Choose a PCP when you enroll in Wellpoint DC. This person will be your PCP while you are an enrollee of Wellpoint DC.
 - If your current PCP is a provider of Wellpoint DC's network, you may stay with that doctor.
 - If you don't have a PCP, you can choose from a list of doctors in our provider directory or at **wellpoint.com/dc/medicaid**.
 - Call Enrollee Services at **833-359-1384 (TTY 711)** if you need help choosing a doctor.
 - If you do not choose a PCP within the first 10 days of being with Wellpoint DC, we will choose a doctor for you. If you do not like the PCP we choose, you may change your PCP. Call Enrollee Services at **833-359-1384 (TTY 711)** to change your PCP.
 - Wellpoint DC will send you an Enrollee ID Card. Your card will have your PCP's name and phone number on it.
2. Choose a PCP for each family enrollee in Wellpoint DC. Your PCP may be one of the following:
 - Family and General Practice Doctor - usually can see the whole family.
 - Internal Medicine Doctor - usually sees only adults and children 14 years and older.
 - Obstetrician/Gynecologist (OB/GYN) - specializes in women's health and maternity care.
 - If you have special healthcare needs, you may choose a specialist as your PCP.
3. When you choose your PCP, please:
 - Choose a doctor who is close to your home or work.
 - Not all doctors can send patients to all hospitals. Choose a doctor who can send you to the hospital you want.
 - Sometimes the PCP you choose won't be able to take new patients. Our provider directory lists which hospitals a PCP can send you to. You can also call Enrollee Services for help.
 - We will let you know if you need to choose a different doctor.

How to Change Your PCP

You can change your PCP anytime. If you need help choosing a new PCP, Enrollee Services can help you. Just choose a new PCP from the provider directory. Call Enrollee Services at **833-359-1384 (TTY 711)** once you have selected a new PCP.

Your Primary Dental Provider (PDP)

Now that you are an enrollee of Wellpoint DC, your PDP (Primary Dental Provider) will help you and your family to get the healthcare you need.

It is important to call your PDP first when you need care. If you had a dentist before you were assigned to Wellpoint DC, please call Enrollee Services at **833-359-1384 (TTY 711)**. We can help you stay with that dentist if you want to.

Choosing your PDP

1. Choose a PDP when you enroll in Wellpoint DC. This person will be your PDP while you are an enrollee of Wellpoint DC.
 - If your current PDP is a provider of Wellpoint DC's network, you may stay with that dentist.
 - If you don't have a PDP, you can choose from a list of dentists in our provider directory or at **wellpoint.com/dc/medicaid**.
 - Call Enrollee Services at **833-359-1384 (TTY 711)** if you need help choosing a dentist.
 - If you do not choose a PDP within the first 10 days of being in Wellpoint DC, we will choose a dentist for you. If you do not like the PDP we choose for you, you may change your PDP. Call Enrollee Services at **833-359-1384 (TTY 711)** to change your PDP.
 - Wellpoint DC will send you an Enrollee ID Card. Your card will have your PDP's name and phone number on it.
2. Choose a PDP for each family enrollee in our plan. Your PDP may be one of the following:
 - Family and General Practice Dentist - usually can see the whole family
3. When you choose your PDP, please note the following:
 - Our provider directory lists which hospitals a PDP can send you to. You can also call Enrollee Services for help.
 - Sometimes the PDP you choose won't be able to take new patients. We will let you know if you need to choose a different dentist.

How to change your PDP

You can change your PDP anytime. Just choose a new PDP from the provider directory. If you need help choosing a new PDP, Enrollee Services can help you. Call Enrollee Services at **833-359-1384 (TTY 711)** once you have selected a new PDP.

Routine Care, Urgent Care, and Emergency Care

You may need three (3) kinds of healthcare: routine, urgent, or emergency.

Routine Care

Routine Care is the regular care you get from your PCP. Routine Care is also care you get from other doctors that your PCP sends you to. Routine Care can be check-ups,

DHCF vs 03/6/2025

physicals, health screenings, and care for health problems like diabetes, hypertension, and asthma. If you need Routine Care, call your PCP's office, and ask to make an appointment.

Urgent Care

Urgent Care is medical care you need within 24 hours but not right away. Some Urgent Care issues are:

- Throwing up
- Headaches
- Substance abuse
- Minor burns or cuts
- Sore throat
- Behavioral health
- Earaches
- Muscle sprains/strains
- Fever over 101 degrees Fahrenheit

If you need Urgent Care, call your PCP's office. If your PCP's office is closed, leave a message with the person who answers the phone when the office is closed. Then call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)**. A nurse will help you decide if you need to go to the doctor right away. The nurse will tell you how to get care. You do not have to go to the Emergency Room or use an ambulance for routine or Urgent Care.

Emergency Care

Emergency Care is medical care you need right away for a serious, sudden (sometimes life-threatening) injury or illness. You have the right to use any hospital for emergency care. Prior authorization is not required for emergency care services.

- Trouble breathing
- Chest pains
- Loss of consciousness
- Very bad bleeding that does not stop
- Very bad burns
- Shakes called convulsions or seizures
- Pain that is getting worse

WHAT TO DO IF YOU HAVE AN EMERGENCY

1. **Call 9-1-1 or go to your nearest Emergency Room (ER)**
2. **Show your Wellpoint DC Enrollee ID Card**
3. **As soon as you can, call your PCP**

Care When You Are Out of Town

When you need to see a doctor or get medicine when you are out of town:

Routine Care

You must call us and ask if we will pay for you to see a doctor or other provider when you are out of town because doctors who are not in the District of Columbia are not a part of Wellpoint DC. If Wellpoint DC does not say it is okay before you get the care, you must pay for it yourself. If you need medicine from a doctor while you are out of

town, call your PCP. Call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)** if you need help.

Urgent Care

You must call your PCP. If your PCP's office is closed, call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)**. A nurse will help you decide if you need to go to the doctor right away. The nurse can tell you how to get care. You do not have to go to the ER or use an ambulance for routine or Urgent Care.

Emergency Care

If you have an emergency, including behavioral health or alcohol or another drug emergency, go to the nearest ER to get care right away. If you go to the ER, you should ask the ER staff to call your PCP. If you go to the ER, you should call Enrollee Services as soon as possible. **Prior authorization is not required for emergency care services.**

In-Network and Out-of-Network Providers

Wellpoint DC will pay for your care when you go to one of our doctors or other healthcare providers. We call these doctors and other healthcare providers our "Network" Providers. A doctor or provider who is not one of ours is called an "Out-of-Network" Provider. All these "In-Network" doctors can be found in your provider directory.

If you go to an "Out-of-Network" doctor, hospital, or lab, you may have to pay for your care. You will not have to pay if you have asked us first and we have told you, usually in writing, that it is okay. We call this "prior authorization."

Prior Authorization (PA) means approval for a health service not routinely covered by Wellpoint DC. You must get this approval before you receive the service. You do not need a PA to receive emergency care. Call Enrollee Services at **833-359-1384 (TTY 711)** to ask about getting a PA.

You may go to a Family Planning provider of your choice, even if they are Out-of-Network. No prior authorization is required. See page 19 for more information on Family Planning Services.

Wellpoint DC will provide adequate and timely covered services from an approved Out-of-Network Provider if no In-Network Provider can perform a covered service.

Making an Appointment

Making an Appointment with your PCP

- Have your Enrollee ID Card and a pencil and paper close by.
- Call your PCP's office. Look for your PCP's phone number on the front of your Enrollee ID Card. You can also find it in your provider directory or online at **wellpoint.com/dc/medicaid**.

- Tell the person who answers that you are a Wellpoint DC enrollee. Tell them you want to make an appointment with your PCP.
- Tell the person why you need an appointment. For example:
 - a. You are feeling sick
 - b. You hurt yourself or had an accident
 - c. You need a check-up or follow-up care
- Write down the time and date of your appointment.
- Go to your appointment on time and bring your Enrollee ID Card and picture ID with you.
- If you need help making an appointment, please call Enrollee Services at **833-359-1384 (TTY 711)**.

Changing or Cancelling an Appointment

- It is very important to come to your appointment and to be on time.
- If you need to change or cancel your appointment, please call the doctor at least 24 hours before your appointment.
- For some appointments, you may have to call more than 24 hours before to cancel.
- If you do not show up for your appointment or are late, your doctor may decide you cannot be their patient.

Getting care when your PCP's or PDP's Office is Closed

If you need to speak to your PCP or PDP when the office is closed, call your PCP's or PDP's office, and leave a message including your phone number with the person who answers the phone. Someone will call you back as soon as possible. Call 911 or go to the Emergency Room if you have an emergency. You can also call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)**.

How long it takes to see your doctor?

Your doctor's office must give you an appointment within a certain number of days after you call. Please call **833-359-1384 (TTY 711)** if you cannot get an appointment during these time periods. The table below shows how long it will take to get an appointment.

Type of Visit	Your Condition	How Long It Takes to See Your Doctor
Urgent Visit	You are hurt or sick and need care within 24 hours to avoid getting worse, but you don't need to see a doctor right away. Some	Within 24 hours

	examples are minor burns or cuts, headaches, sore throat, or muscle sprains/strains.	
Routine Visit	You have a minor illness or injury or need a regular checkup, but you don't need an urgent appointment.	Within 30 days
Follow-up Visit	You need to see your doctor after treatment. You just had to make sure you are healing well.	Within 1-2 weeks, depending on the kind of treatment
Adult Wellness Visits	<ul style="list-style-type: none"> You are having your first appointment with a new doctor You are due for a regular adult checkup You are due for a prostate exam, a pelvic exam, a PAP smear, or a breast exam 	Within 30 days or sooner if necessary
Non-urgent appointments with specialists (by Referral)	Your PCP referred you to see a specialist for a non-urgent condition	Within 30 days

Support Services

Interpretation and Translation Services/Services for the Hearing and Visually Impaired

Interpretation Services

Wellpoint DC will provide oral interpretation services for no cost, including at the hospital.

Please call Enrollee Services at **833-359-1384 (TTY 711)** for interpretation services. Please contact us before your doctor's appointment if you need interpretation services.

Interpreter Services are usually provided over the telephone. If you need an interpreter to be with you at your doctor's appointment, you must let us know within 48 hours or 3-5 days. If there is a unique situation that requires face-to-face interpretation, the enrollees or providers must receive prior authorization approval by Wellpoint DC. Enrollees or providers may contact our Enrollee Services team to submit the authorization request before the appointment.

Translation Services

If you get information from Wellpoint DC and need it translated into another language, please call Enrollee Services at **833-359-1384 (TTY 711)**.

Auxiliary Aid Services for the Hearing and Visually Impaired

If you have trouble hearing, call Enrollee Services at TTY 711. Call Enrollee Services at **833-359-1384 (TTY 711)** if you have trouble seeing. We can give you information on an audio tape, in braille, or in large print.

Specialty Care and Referrals

How to get specialty care

Your primary care provider (PCP) can take care of most of your healthcare needs, but you may also need care from other kinds of providers. We offer services from many different kinds of providers who provide other medically needed care. These providers are called specialists, because they have training in a special area of medicine.

Examples of specialists are:

- Allergists (allergy and asthma doctors)
- Dermatologists (skin doctors)
- Cardiologists (heart doctors)
- Endocrinologists (diabetes and thyroid doctors)
- Podiatrists (foot doctors)
- Oncologists (cancer doctors)
- Obstetrics/Gynecology (OB/GYN)

If you want to see a specialist, but Wellpoint DC declined to pay for the visit, you can:

- Make an appointment with another doctor in Wellpoint DC's network and get a second opinion
- Appeal our decision (see page 31 on Appeals)
- Ask for a Fair Hearing (see page 31 on Fair Hearings)

Self-Referral Services

You can get certain services without prior permission from your PCP. These are called self-referral services and are listed below.

You DO NOT need a Referral to:

- See your PCP
- Get care when you have an emergency
- Receive services from your OB/GYN doctor in your network for routine or preventive services (females only)
- Receive family planning services
- Receive services for sexually transmitted infections (STIs)
- Receive immunizations (shots)
- Visit a vision provider in the network

Behavioral Health (Mental Health or Substance Use Disorder Services)

You **do not** need to see your PCP before getting behavioral health services. But, you will need to get your care from someone who is in our network. If you're getting care now, ask your provider if they take **Wellpoint DC**.

Before your first visit:

1. **Ask** your past doctor to send your records to your new provider. This will not cost you anything. They will help your provider learn about your needs.
2. **Have your Wellpoint DC card ready** when you call to schedule your appointment with your new provider.
3. Say you are a **Wellpoint DC** enrollee and give your **Medicaid ID Number**.
4. **Write down** your appointment date and time. If you are a new patient, the provider may ask you to come early. Write down the time they ask you to be there.
5. **Make a list** of questions you want to ask your provider. List any problems that you have.

On the day of the appointment:

1. **Take** all your medicines and a list of questions with you so your provider will know **how to help you**.
2. **Be on time** for your visit. If you cannot keep your appointment, please call your provider to get a new time.
3. **Take** your **Wellpoint DC ID card** with you. Your provider may make a copy of it.

You can get behavioral health and/or substance use disorder help right away by calling

833-359-1384 (TTY 711). We will help you find the best provider for you/your child. You can call 24 hours a day, 7 days a week.

You should call **9-1-1** if you/your child is having a life-threatening behavioral health emergency. You can also go to a crisis center or the nearest emergency room. You do not have to wait for an emergency to get help.

You can call **9-8-8**. The **988** Suicide and Crisis Lifeline provides 24/7, confidential support to people in suicide or behavioral health-related distress and experiencing substance use concerns.

- Mobile Crisis Services (Children/Youth) CHAMPS at 202-481-1440 – Provides mobile onsite emergency help for children facing a behavioral or mental health crisis during the week, whether in the home, school, or community. Services are geared towards children and youth between the ages of 6 – 21. On the weekends, please call the Community Response Team.

- Early Childhood Mental Health Services (Healthy Futures) at 202-698-1871 – Provides crisis intervention for children up to 5 years old and support center staff on individual child behavior and classroom management.

If you speak another language, you may call **Wellpoint DC Interpreter Services Hotline**

If you are deaf or hard of hearing call **TTY 711**.

Services for Alcohol or Other Drug Problems

Problems with alcohol or other drugs are dangerous to your health and can be dangerous to the health of people around you. It is important to go to the doctor if you need help with these problems. Wellpoint DC will help you arrange detoxification services and provide care coordination to help you get other services. To get services and provide care coordination to help get other services To get services for these problems, you can:

- Call Enrollee Services at **833-359-1384**, 24 hours a day, 7 days a week.
- Access Assessment and Referral Center (ARC) directly at or visit 75 Florida Ave. NE, Washington, DC 20002. Provides same-day assessment and referral for individuals seeking treatment for substance use disorder, including detoxification, medication-assisted treatment, and individual and group counseling.
- DC Stabilization Center – 35 K St. NE, Washington, DC 202-839-3500 – Provides a safe place for people under the influence of substance use disorder crisis to get the help they need, and offers approved medication on the spot, counseling, and referrals and placement into long-term treatment options. Open 24 hours a day, 7 days a week.

All Behavioral Health, Alcohol, and Drug Abuse services are confidential.

Birth Control and Other Family Planning Services

You do NOT need a referral to receive birth control or other Family Planning Services. All birth control and other Family Planning Services are confidential.

You can get birth control and other Family Planning Services from a doctor in the Wellpoint DC provider network. You do not need a referral to get these services. If you choose a Family Planning Services doctor other than your PCP, tell your PCP. It will help your PCP take better care of you. Talk to your PCP or call Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)** for more information on birth control or other Family Planning Services.

Family Planning Services include:

- Pregnancy testing

- Fertility diagnosis and treatment*
- Counseling for the woman and the couple
- Routine and emergency contraception
- Counseling and immunizations
- Screening for all sexually transmitted infections
- Treatment for all sexually transmitted infections
- Sterilization procedures (must be 21 or older and requires you to sign a form 30 days before the procedure)
- HIV/AIDS testing and counseling
- **DC Healthcare Alliance covers infertility diagnosis and treatment for enrollees.*

Family Planning Services do not include:

- Routine infertility studies or procedures
- Hysterectomy for sterilization
- Reversal of voluntary sterilization
- HIV/AIDS treatment
- Abortions

HIV/AIDS testing, counseling, and treatment

You can get HIV/AIDS testing and counseling:

- When you have Family Planning Services
- From your PCP
- From an HIV testing and counseling center

For information on where you can go for HIV testing and counseling, call Enrollee Services at **833-359-1384 (TTY 711)**. If you need HIV treatment, your PCP will help you get care. Or you can call **833-359-1384 (TTY 711)**. You can also get pre-exposure prophylaxis (PrEP) if your doctor believes you are at high risk for HIV/AIDS.

Pharmacy Services and Prescription Drugs

Pharmacies are where you get your medicine (drugs). If your doctor gives you a prescription, you must visit a pharmacy in Wellpoint DC's network.

You can find a list of all the pharmacies in Wellpoint DC's network in your Wellpoint District of Columbia, Inc. provider directory or online at **wellpoint.com/dc/medicaid/search-providers**.

If you are out of town, have an emergency, or need Urgent Care:

- If you are traveling and need to refill your medicine early, call Pharmacy Enrollee Services at **833-214-3604 (TTY 771)** to request a vacation supply.
- For emergency services, go to the nearest hospital emergency room or call 911.
- For urgent care:

- Call your PCP. If your PCP's office is closed, leave a phone number where you can be reached. Your PCP or covering practitioner will call you back.
- Follow your PCP's advice. You may be told how soon you need to get care and where to get the care.
- Call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)** if you need help.

To get a prescription filled:

- Choose a pharmacy that is part of the Wellpoint DC network and is close to your work or home.
- When you have a prescription, go to the pharmacy and give the pharmacist your prescription and your Wellpoint DC Enrollee ID Card.
- If you need help, please call Pharmacy Enrollee Services at **833-214-3604 (TTY 771)**.

Things to remember:

- You should not be asked to pay for your medicines. Call Wellpoint DC Enrollee Services if the pharmacy or drug store asks you to pay.
- Sometimes, your doctor may need a prior authorization (PA) from Wellpoint DC for a drug. While your doctor is waiting for the prior authorization (PA), you have a right to get the medication:
 - For up to 72 hours or
 - For one complete round of the medicine, if you take it less than once a day

If you did not receive your medication:

- You can ask your pharmacist for a three-day supply of medicine until the issue that prevented you from getting your medication today is resolved.
- Your pharmacy will provide written notification if you cannot receive your prescription medication and the reasons why.
- You must complete all the denial processes your managed care plan provides before requesting an administrative fair hearing.
- You can request an administrative fair hearing if you think your request for medication has been wrongfully denied or reduced. To request a hearing:
 - Call the DHCF Ombudsman at 202-724-7491 or email healthcareombudsman@dc.gov
 - Call the Office of Administrative Hearings at 202-442-9094
 - Or visit 441 4th Street, NW, Suite 450 North, Washington, DC 20001

Disease Management

If you have a chronic illness or special healthcare need such as asthma, high blood pressure, or mental illness, we may put you in our Disease Management Program. This means you will have a Disease Manager. A Disease Manager works for Wellpoint DC and will help you get the services and information you need to manage your illness and be healthier.

Care Coordination and Case Management Programs

If you have a chronic illness or special healthcare needs such as diabetes, high blood pressure, mental health, or asthma, Wellpoint DC may offer you special services and programs to help you with your healthcare needs. You will have a Care Manager to help you get the services and information you need to manage your illness and improve your health.

A Wellpoint DC Care Manager can help you with the following:

- Getting and understanding your covered services;
- Setting up medical appointments and tests;
- Setting up transportation;
- Finding ways to make sure you get the right service;
- Finding resources to help with special healthcare needs and help your caregivers deal with day-to-day stress; and
- Connecting with community and social services.

Our staff can give you more information. They can also let you know what programs you are currently enrolled in. You can also ask for a referral or ask to be removed from a program. For more information, contact Wellpoint DC Care Management Program at **833-346-1663**.

Services to Keep Adults from Getting Sick

Wellpoint DC wants you to take care of your health. We also want you to sign up for our health and wellness services. Health and wellness services include screenings, counseling, and immunizations.

Recommendations for Check-Ups (“Screenings”)

Please make an appointment and see your PCP at least once a year for a check-up. See the “Adult Wellness Services” list in the “Your Health Benefits” section for things to talk with your PCP about during your check-up.

Preventive Counseling

Preventive counseling is available to help you stay healthy. You can get preventive counseling on the following:

- Diet and Exercise
- Alcohol and Drug Use
- Smoking Cessation
- HIV/AIDS Prevention
- Contraceptive care

Adult Immunizations

You may need some immunizations (shots) if you are an adult. Please talk to your PCP about which ones you may need.

Pregnancy – Having A Baby

If you are pregnant or think you are pregnant, it is very important that you go to your OB/GYN doctor right away. You do not need to see your PCP before making this appointment.

If you are pregnant, please call:

- Economic Security Administration (ESA) at 202-727-5355 to report your pregnancy
- Enrollee Services at 833-359-1384 (TTY 711)
- Your PCP

There are certain things that you need to get checked if you are pregnant. This will help make sure that you have a healthy pregnancy, delivery, and baby. This is called prenatal care. You get prenatal care before your baby is born.

<p>Remember, if you are pregnant or think you are pregnant, do not drink alcohol, use drugs, or smoke.</p>

Prenatal and Postpartum Care

Special care for pregnant enrollees

Taking Care of Baby and Me® is the Wellpoint DC program for all pregnant enrollees. It is very important to see your primary care provider (PCP) or obstetrician or gynecologist (OB/GYN) for care when you are pregnant. Prenatal care is always important, even if you have already had a baby. With our program, enrollees receive health information and rewards for getting prenatal and postpartum care.

Our program also helps pregnant enrollees with complicated healthcare needs. Nurse case managers work closely with these enrollees to provide:

- Education
- Emotional support
- Help in following their doctor's care plan
- Information on services and resources in your community, such as transportation, WIC, home-visitor programs, breastfeeding support, and counseling

Our nurses also work with doctors and help with other services enrollees may need. The goal is to promote better health for enrollees and the delivery of healthy babies.

Once you have your baby, call Enrollee Services at 833-359-1384 (TTY 711) and ESA at 202-727-5355.

Your Health Benefits

Health Services covered by Wellpoint DC

The list below shows the healthcare services and benefits for all Wellpoint DC enrollees. For some benefits, you must be a certain age or have a specific need for the service. Wellpoint DC will not charge you for any healthcare services on this list if you go to a network provider or hospital.

If you have a question about whether Wellpoint DC covers specific healthcare, call Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)**.

Benefit	What You Get
Adult Wellness Services	<ul style="list-style-type: none">• Immunizations• Routine screening for sexually transmitted infections• HIV/AIDS screening, testing, and counseling• Breast cancer screening• Cervical cancer screening (women only)• Osteoporosis screening (post-menopausal women)• HPV screening• Prostate cancer screening (men only)• Abdominal aortic aneurysm screening• Screening for obesity• Diabetes screening• Screening for high blood pressure and cholesterol (lipid disorders)• Screening for depression• Colorectal cancer screening (enrollees 50 years and older)• Smoking cessation counseling• Diet and exercise counseling• Mental health counseling• Alcohol and drug screening

Benefit	What You Get
Behavioral health services	<ul style="list-style-type: none"> • Diagnostic assessment • Crisis services • Counseling • Psychotherapy • Therapeutic groups • Medication assisted therapy (MTM) • Inpatient withdrawal management/detox • Residential treatment
Dental Benefits	<ul style="list-style-type: none"> • General dentistry (including regular and emergency treatment) care and treatment of the teeth and gums, including general dental exams every 6 months • Simple and complex surgical services and extractions • Emergency dental care • Fillings • Cleaning and fluoride treatments every 6 months • Partial dentures when medically necessary • X-rays (complete series limited to 1 time every 3 years) • Dentures (one new set every 5 years) and denture repair • Oral surgery • \$1000 limit for services per calendar year
Dialysis Services	<ul style="list-style-type: none"> • Treatment up to 3 times per week (limited to once per day)
Durable Medical Equipment (DME) & Disposable Medical Supplies (DMS)	<ul style="list-style-type: none"> • Durable medical equipment (DME) • Disposable medical supplies (DMS)
Family Planning	<ul style="list-style-type: none"> • Pregnancy testing; counseling for the woman • Fertility diagnosis and treatment* • Routine and emergency contraception • Voluntary sterilizations (requires a signature of an approved sterilization form by the enrollee 30 days before the procedure) • Screening, counseling, and immunizations (including for human papillomavirus - HPV)

Benefit	What You Get
	<ul style="list-style-type: none"> • Screening and preventive treatment for all sexually transmitted diseases • Nurse midwife and doula services <p><i>*DC Healthcare Alliance covers infertility diagnosis and treatment for enrollees.</i></p>
Hearing Benefits	<ul style="list-style-type: none"> • Diagnosis and treatment of conditions related to hearing, including hearing aids and hearing aid batteries
Home Health Services	<ul style="list-style-type: none"> • In-home healthcare services, including: <ul style="list-style-type: none"> ○ Nursing and home health aide care ○ Home health aide services provided by a home health agency ○ Physical therapy, occupational therapy, speech pathology, and audiology services
Hospital Services	<ul style="list-style-type: none"> • Outpatient services (preventive, diagnostic, therapeutic, rehabilitative, or palliative services) • Inpatient services (hospital stay)
Laboratory & X-ray Services	<ul style="list-style-type: none"> • Lab tests and X-rays
Nursing Home Care	<ul style="list-style-type: none"> • Full-time skilled nursing care in a nursing home for up to 30 consecutive days
Pharmacy Services (prescription drugs)	<ul style="list-style-type: none"> • Prescription drugs are included in the Wellpoint DC drug formulary. You can find the drug formulary at wellpoint.com/dc/medicaid or by calling Enrollee Services.
Podiatry	<ul style="list-style-type: none"> • Special care for foot problems • Regular foot care when medically needed
Primary Care Services	<ul style="list-style-type: none"> • Preventive, acute, and chronic healthcare services generally provided by your PCP
Rehabilitation Services	<ul style="list-style-type: none"> • When pre-authorized as medically necessary to help improve functioning following an acute injury or other medical events. This includes physical, speech, and occupational therapy.

Benefit	What You Get
Specialist Services	<ul style="list-style-type: none"> • Healthcare services provided by specially trained doctors or advanced practice nurses • Referrals are usually required
Transportation Services	<ul style="list-style-type: none"> • Transportation to and from medical appointments

Services We Do Not Pay For

- Cosmetic surgery
- Experimental or investigational services, surgeries, treatments, and medications
- Services that are part of a clinical trial protocol
- Abortion, or the voluntary termination of a pregnancy, is not required under Federal law
- Services that are not medically necessary
- Open heart surgery
- Vision care
- Organ transplant
- Some counseling or referral services may not be covered by Wellpoint DC due to religious or moral beliefs. Contact Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)** for more information.

Transition of Care

If Wellpoint DC is new for you, you can keep your scheduled doctor's appointments and prescriptions for the first 90 days. If your provider is not currently in the Wellpoint DC network, you may be asked to select a new provider within Wellpoint DC's provider network. If your doctor leaves Wellpoint DC's network, we will notify you within 15 calendar days so that you have time to select another provider. If Wellpoint DC terminates your provider, we will notify you within 30 calendar days before the effective termination date.

Other Important Information

What to do if I move

- Update your contact information online at www.districtdirect.dc.gov.
- Call Wellpoint DC Enrollee Services at 833-359-1384 (TTY 711).

What to do if I have a baby

- Call the Economic Security Administration (ESA) Change Center at 202-727-5355.

- Call Wellpoint DC Enrollee Services at 833-359-1384 (TTY 711).

What to do if I adopt a child

- Call the Economic Security Administration (ESA) Change Center at 202-727-5355.

What to do if someone in my family dies

- Call the Economic Security Administration (ESA) Change Center at 202-727-5355.
- Call Wellpoint DC Enrollee Services at 833-359-1384 (TTY 711).

How to change my MCP

- You can change your MCP:
 - During the 90 calendar days following the date of your initial enrollment or 90 calendar days after the date you received your enrollment notice from the District, whichever is later.
 - Once a year during open enrollment.
 - If temporary loss of eligibility causes you to miss open enrollment.
 - If the District imposes sanctions on the MCP or suspends enrollment.
 - At any time, if you have a good reason/cause, such as:
 - You move out of the service area;
 - Wellpoint DC does not, because of moral or religious objections, cover the service(s) you need;
 - You need related services to be performed at the same time, and not all the related services are available, and if your provider determines that receiving the services separately is risky;
 - You believe the MCP has discriminated against you based on your race, gender, ethnicity, national origin, religion, disability, pregnancy, age, genetic information, marital status, sexual orientation, gender identification, personal appearance, familial responsibilities, political affiliation, and source of income or place of residence or;
 - You feel you have received poor quality of care, lack of access to covered services, or lack of access to providers experienced in dealing with your healthcare needs.
- D.C. Healthy Families will send you a letter two months before open enrollment. The letter tells you how to change MCPs.
- When you change your MCP, your healthcare information will transition to the new MCP you choose so that you can continue to get the care you need.

You will not be allowed to get healthcare from Wellpoint DC anymore if you:

- Become eligible for any other medical assistance program or health insurance.

The D.C. government may remove you from Wellpoint DC if you:

- Let someone else use your Enrollee ID Card;
- Committed healthcare fraud; or
- Do not follow your enrollee responsibilities.

What to do if you get a bill for a covered service

If you get a bill for a covered service in the list above, call Enrollee Services at **833-359-1384 (TTY 711)**.

Paying for Non-Covered Services

- If you decide you want a service that we do not pay for and you do not have written permission from Wellpoint DC, you must pay for the service yourself.
- If you decide to get a service we do not pay for, you must sign a statement that you agree to pay for the service yourself.
- Remember always to show your Enrollee ID Card and tell doctors you are an enrollee of Wellpoint DC **before** you get services.

Advance Directive

An Advance Directive can let you choose a person to make choices about your medical care. An Advance Directive also lets you say what kind of medical treatment you want to receive if you become too ill to tell others your wishes.

It is important to talk about an Advance Directive with your family, your PCP, or others who might help you.

If you want to complete and sign an Advance Directive, ask your PCP for help during your next appointment, or call Enrollee Services at **833-359-1384 (TTY 711)**, and they will help you.

Physician (doctor) incentive plan disclosure

You have the right to find out if Wellpoint DC has special financial arrangements with Wellpoint DC's doctors.

Please call Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)** for this information.

What is Fraud?

Fraud is a serious matter. Fraud is making false statements or representations of material facts to obtain some benefit or payment for which no entitlement would otherwise exist. An example of fraud for providers is billing for services that were not furnished and supplies not provided. An example of fraud for enrollees is falsely claiming that you live in the district when you live outside the boundaries of the District of Columbia.

If you suspect fraud, please let us know. It is not required that you identify yourself or give your name. If you would like more information about what constitutes fraud, visit Wellpoint DC website at **wellpoint.com/dc/medicaid**. To report fraud, call Wellpoint DC Compliance Hotline, **866-847-8247**, or call the DC Department of Health Care Finance's Fraud Hotline at **877-632-2873**.

Grievances, Appeals, and Fair Hearings

Wellpoint DC and the District government both have ways that you can complain about the care you get or the services Wellpoint DC provides to you. You may complain as described below.

Grievances

- If you are unhappy with something that happened to you, you can file a Grievance. Examples of why you might file a Grievance include the following:
 - You feel you were not treated with respect
 - You are not satisfied with the healthcare you got
 - It took too long to get an appointment
- To file a Grievance, you should call Enrollee Services at **833-359-1384 (TTY 711)**.
- Your doctor can also file a Grievance for you.

You can file a Grievance at any time after the event you are unhappy about. Wellpoint DC will usually give you a decision within 90 calendar days but may ask for extra time (but at most 104 calendar days total) to give a decision.

To file a grievance in writing with Wellpoint DC, mail to Centralized Appeals Processing | Wellpoint District of Columbia, Inc. | P.O. Box 62429 | Virginia Beach, VA 23466-2429.

Appeals

- If you believe your benefits were unfairly denied, reduced, delayed, or stopped, you have a right to file an Appeal with Wellpoint DC. If you call and give your Appeal over the phone, Wellpoint DC will summarize your Appeal in a letter and send you a copy. Be sure to read the letter carefully and keep it for your records.
- Your Appeal will be decided by Wellpoint DC within 30 calendar days from the date your Appeal was received.
- If Wellpoint DC needs more time to get information and the District decides this would be best for you, or if you or your advocate requests more time, Wellpoint DC may increase this time for the decision by 14 calendar days. Wellpoint DC must give you written notice of the extension.
- In the mail, you will receive written notice of Wellpoint DC's decision about your Appeal.
- If you are not happy with Wellpoint DC's decision about your Appeal, you may request a Fair Hearing.
- To file an Appeal with Wellpoint DC, call Enrollee Services at **833-359-1384 (TTY 711)**.
- To file an Appeal in writing with Wellpoint DC, mail to Centralized Appeals Processing | Wellpoint District of Columbia, Inc. | P.O. Box 62429 | Virginia Beach, VA 23466-2429.

Fair Hearings

If you are not satisfied with the outcome of the Appeal you filed with Wellpoint DC, you can request a "Fair Hearing" with the DC's Office of Administrative Hearings.

To file a request for a Fair Hearing, call or write the District government at:
District of Columbia Office of Administrative Hearings
Clerk of the Court
441 4th Street, NW
Room N450
Washington, DC 20001
Telephone Number: 202-442-9094

Deadlines:

- You must file an Appeal within 60 calendar days from the date of the Adverse Benefit Determination Notice.
- You may request a Fair Hearing no more than 120 calendar days from the date of Wellpoint DC's Resolution of the Appeal Notice.
- If you want to continue receiving the benefit during your Fair Hearing or Appeal, you must request the Fair Hearing or Appeal within the later of the following:
 - Within 10 calendar days from Wellpoint DC postmark of the Adverse Benefit Determination notice or the Resolution of Appeal notice or
 - The intended effective date of the Wellpoint DC's proposed action (or, in other words, when the benefit is to stop).

Your provider may file an Appeal or request a Fair Hearing on your behalf.

Expedited (Emergency) Grievances and Appeals Process

If your Appeal is determined to be an emergency, Wellpoint DC will give you a decision within 72 hours. An Appeal is considered an emergency if it would be harmful or painful to you if you had to wait for the standard time frame of the Appeal procedure.

All Appeals filed by enrollees with HIV/AIDS, mental illness, or any other condition that requires attention right away will be resolved and communicated back to the enrollee within 24 hours of filing the Appeal.

Your Rights during the Grievances, Appeals, and Fair Hearings Process

- You have the right to a Fair Hearing. You may request a Fair Hearing from the Office of Administrative Hearing after going through the one-level Appeal process with Wellpoint DC.
- You must request a fair hearing no more than 120 calendar days from the Resolution of the Appeal Notice.
- If Wellpoint DC does not give you notice regarding your Appeal or does not give you notice in a timely manner, then the Appeal process will be considered complete, and you may request a Fair Hearing.

- You have a right to keep receiving the benefit we denied while your Appeal or Fair Hearing is being reviewed. To keep your benefit during a Fair Hearing, you must request the Fair Hearing within a certain number of days — this could be as short as 10 calendar days.
- You have the right to have someone from Wellpoint DC help you through the Grievance and Appeals process.
- You have a right to represent yourself or be represented by your family caregiver, lawyer, or another representative.
- You have a right to have accommodations made for any special healthcare need.
- You have a right to adequate TTY/TTD capabilities and services for the visually impaired.
- You have a right to adequate translation services and an interpreter.
- You have a right to see all documents related to the Grievance, Appeal, or Fair Hearing.

If you have any questions about the Grievances and Appeals/Fair Hearings process, please call Enrollee Services at **833-359-1384 (TTY 711)**.

Notice of Privacy Practices

This Notice describes how medical information about you may be used and disclosed and how you can get this information. Please read it carefully.

Information about your health and money is private. The law says we must keep this kind of information, called PHI, safe for our enrollees. That means if you're an enrollee right now or if you used to be, your information is safe.

We get information about you from district agencies for Medicaid and the Children's Health Insurance Program after you become eligible and sign up for our health plan. We also get it from your doctors, clinics, labs, and hospitals so we can OK and pay for your healthcare.

Federal law says we must tell you what we have to do to protect PHI that's told to us, in writing or saved on a computer. We also have to tell you how we keep it safe. To protect PHI:

- On paper (called physical), we:
 - Lock our offices and files
 - Destroy paper with health information so others can't get it
- Saved on a computer (called technical), we:
 - Use passwords so only the right people can get in
 - Use special programs to watch our systems
- Used or shared by people who work for us, doctors, or the district, we:
 - Make rules for keeping information safe (called policies and procedures)
 - Teach people who work for us to follow the rules

When is it OK for us to use and share your PHI?

We can share your PHI with your family or a person you choose who helps with or pays for your healthcare if you tell us it's OK. Sometimes, we can use and share it **without** your OK:

- **For your medical care (treatment)**
 - To help doctors, hospitals and others get you the care you need
- **For payment reasons**
 - To share information with the doctors, clinics and others who bill us for your care
 - When we say we'll pay for healthcare or services before you get them
 - To support you and help you get available benefits
- **For healthcare business reasons (operations)**
 - To help with audits, fraud and abuse prevention programs, planning, and everyday work
 - To find ways to make our programs better

We may give your PHI to health information exchanges for payment, healthcare operations and treatment. If you don't want this, please visit wellpoint.com/dc/medicaid for more information.
- **For public health reasons**
 - To help public health officials keep people from getting sick or hurt
- **With others who help with or pay for your care**
 - With your family or a person you choose who helps with or pays for your healthcare, if you tell us it's OK
 - With someone who helps with or pays for your healthcare, if you can't speak for yourself and it's best for you

We must get your OK in writing before we use or share your PHI for all but your care, payment, everyday business, research or other things listed below. We have to get your written OK before we share psychotherapy notes from your doctor about you. We would also need your written OK if we were going to sell your PHI or use or share it for marketing.

You may tell us in writing that you want to take back your written OK. We can't take back what we used or shared when we had your OK. But we will stop using or sharing your PHI in the future.

Other ways we can — or the law says we have to — use your PHI:

- To help the police and other people who make sure others follow laws. For example, we may use PHI to report abuse and neglect.
- To help the court when we're asked. For example, we may use PHI to answer legal documents that are filed with the court like complaints or subpoenas.
- To give information to health oversight agencies or others who work for the government with certain jobs. For example, we provide information for audits or exams.
- To help coroners, medical examiners or funeral directors find out your name and cause of death.

- To help when you've asked to give your body parts to science or for research. For example, we may share your information if you have agreed to become an organ donor in the event of your death.
- To keep you or others from getting sick or badly hurt. For example, we may share your PHI to prevent you or others from being harmed in an urgent situation.
- To give information to workers' compensation. For example, we may share your information if you get sick or hurt at work.

What are your rights?

- You can ask to look at your PHI and get a copy of it. We don't have your whole medical record, though. If you want a copy of your whole medical record, ask your doctor or health clinic.
- You can ask us to change the medical record we have for you if you think something is wrong or missing.
- Sometimes, you can ask us not to share your PHI. But we don't have to agree to your request. For example, if the PHI is part of clinical notes and by law cannot be released, your request may be denied.
- You can ask us to send PHI to a different address than the one we have for you or in some other way. We can do this if sending it to the address we have for you may put you in danger.
- You can ask us to tell you all the times over the past six years we've shared your PHI with someone else. This won't list the times we've shared it because of healthcare, payment, everyday healthcare business or some other reasons we didn't list here.
- You can ask for a paper copy of this notice at any time, even if you asked for this one by email.
- If you pay the whole bill for a service, you can ask your doctor not to share the information about that service with us.

What do we have to do?

- The law says we must keep your PHI private except as we've said in this notice.
- We must tell you what the law says we have to do about privacy.
- We must do what we say we'll do in this notice.
- We must send your PHI to some other address or in a way other than regular mail if you ask and if you're in danger.
- We must tell you if we have to share your PHI after you've asked us not to.
- If district laws say we have to do more than what we've said here, we'll follow those laws.
- We have to let you know if we think your PHI has been breached.

We may contact you

You agree that we, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or a pre-recorded message. Without limit, these calls or texts may be about treatment options, other health-related benefits and services, enrollment, payment, or billing.

What if you have questions?

If you have questions about our privacy rules or want to use your rights, please call Enrollee Services at **833-359-1384**. If you're deaf or hard of hearing, call TTY 711.

What if you have a complaint?

We're here to help. If you feel your PHI hasn't been kept safe, you may call Enrollee Services or contact the Department of Health and Human Services.

Write to or call the Department of Health and Human Services:

Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Ave. SW
Washington, DC 20201
Phone: 800-368-1019
TDD: 800-537-7697

We reserve the right to change this Health Insurance Portability and Accountability Act (HIPAA) notice and the ways we keep your PHI safe. If that happens, we'll tell you about the changes in a newsletter. We'll also post them on the web at **[wellpoint.com/privacy](https://www.wellpoint.com/privacy)**.

Race, ethnicity, language, sexual orientation, and gender identity

We may receive race, ethnicity, language, sexual orientation, and gender identity information about you. We protect this information as described in this notice.

We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Develop and send health education information
- Let doctors know about your language needs
- Provide translator services

We do **not** use this information to:

- Issue health insurance
- Decide how much to charge for services
- Determine benefits
- Disclose to unapproved users

Your personal information

We must follow district laws if they say we need to do more than the HIPAA Privacy Rule. We may ask for, use and share personal information (PI) as we talked about in this notice. Your PI is not public and tells us who you are. It's often taken for insurance reasons.

- We may use your PI to make decisions about your:
 - Health
 - Habits
 - Hobbies
- We may get PI about you from other people or groups like:
 - Doctors
 - Hospitals
 - Other insurance companies
- We may share PI with people or groups outside of our company without your OK in some cases. For example, we may share PI with claims and billing vendors who we hire to help us run our business.
- We'll let you know before we do anything where we have to give you a chance to say no.
- We'll tell you how to let us know if you don't want us to use or share your PI.
- You have the right to see and change your PI.
- We make sure your PI is kept safe.

The Office of Health Care Ombudsman and Bill of Rights

The Health Care Ombudsman Program is a District of Columbia Government program that assists you in receiving healthcare from your MCP. The Health Care Ombudsman can provide the following services:

- Explain the healthcare you have a right to receive;
- Respond to your questions and concerns about your healthcare;
- Help you understand your rights and responsibilities as an enrollee in an MCP;
- Assist in obtaining the medically necessary services that you need;
- Answer questions and concerns you may have about the quality of your healthcare;
- Help you resolve problems with your doctor or other healthcare provider;
- Assist in resolving complaints and problems with your MCP;
- Assist with appeal processes; and
- Assist in filing a Fair Hearing Request for you.

To reach the Health Care Ombudsman, please call 202-724-7491 or 877-685-6391 (Toll-Free). The Health Care Ombudsman does not make grievances, appeals, or Fair Hearings decisions. The Office of Health Care Ombudsman & Bill of Rights is located at:

One Judiciary Square
441 4th Street, NW
Suite 250 North
Washington, DC 20001
Phone: 202-724-7491
Fax: 202-442-6724
Toll-Free Number: 877-685-6391
Email: healthcareombudsman@dc.gov

Definitions

Advance Directive	A written, legal paper that is signed to let others know what healthcare you want or do not want if you are sick or hurt and cannot speak for yourself.
Advocate	A person who helps you get the healthcare and other services you need.
Appeal	An Appeal is a special complaint you make if you disagree with a decision Wellpoint DC makes to deny a request for healthcare services or payment for services you already received. You may also make this kind of complaint if you disagree with a decision to stop the services that you are receiving.
Appointment	You and your doctor set aside a time and day to meet your healthcare needs.
Behavioral Health	The umbrella term for mental health conditions (including psychiatric illnesses and emotional disorders) and substance use disorders (involving addictive and chemical dependency disorders). The term also refers to preventing and treating co-occurring mental health conditions and substance use disorders (SUDS).
Care Manager	Someone who works for Wellpoint DC who will help you get the care, support, and information you need to stay healthy.
Check-Up	<i>See Screening</i>
Contraception	Supplies related to birth control
Covered Services	Healthcare services that Wellpoint DC will pay for when completed by a provider.
Detoxification	Getting rid of harmful substances from the body, such as drugs and alcohol.
Disease Management Program	A program to help people with chronic illnesses or Special Healthcare Needs, such as asthma, high blood pressure, or mental illness, get the necessary care and services.
Durable Medical Equipment (DME)	Special medical equipment that your doctor may ask or tell you to use in your home.
Emergency Care	Care you need right away for a serious, sudden, sometimes life-threatening condition.
Enrollee	The person who gets healthcare through Wellpoint DC's provider network.
Enrollee Identification (ID) Card	The card that lets your doctors, hospitals, pharmacies, and others know that you are an enrollee of Wellpoint DC.

Fair Hearing	You can request a Fair Hearing with DC's Office of Administrative Hearings if you are not satisfied with the decision regarding your appeal.
Family Planning	Services include pregnancy tests, birth control, testing and treatment for sexually transmitted infections, and HIV/AIDS testing and counseling.
Family and General Practice Doctor	A doctor who can treat the whole family.
Grievance	If you are unhappy with the care you get or the healthcare services Wellpoint DC gives you, you can call Enrollee Services to file a grievance.
Handbook	This book gives you information about Wellpoint DC and our services.
Hearing Impaired	If you cannot hear well or if you are deaf.
Immunization	Shot or vaccination.
Internal Medicine Doctor	Doctor for adults and children over 14 years old.
Interpretation/Translation Services	Help from Wellpoint DC when you need to talk to someone who speaks your language, or you need help talking with your doctor or hospital.
Managed Care Organization (MCP)	A company that the District of Columbia pays to give you healthcare and health services.
Maternity	The time when a woman is pregnant and shortly after childbirth.
Mental Health	How a person thinks, feels, and acts in different situations.
Network Providers	Doctors, nurses, dentists, and other people who take care of your health and are a part of Wellpoint DC.
Non-Covered Services	Healthcare that Wellpoint DC does not pay for when completed by a provider.
OB/GYN	Obstetrician/Gynecologist; a doctor trained to care for a woman's health, including when she is pregnant.
Out-of-Network Providers	Doctors, nurses, dentists, and others who take care of your health and are not part of Wellpoint DC.
Pharmacy	Where you choose your medicine.
Physician Incentive Plan	Tells you if your doctor has any special arrangements with Wellpoint DC.
Postpartum Care	Healthcare for a woman after she has her baby.
Prenatal Care	Care is given to a pregnant woman the entire time she is pregnant.
Prescription	Medicine that your doctor orders for you. You must take it to the pharmacy to choose the prescription.
Preventive Counseling	When you want to talk to someone about ways to help you stay healthy or keep you from getting sick or hurt.

Primary Care Provider (PCP)	The doctor that takes care of you most of the time.
Prior Authorization	Written permission from Wellpoint DC to get healthcare or treatment.
Provider directory	A list of all providers who are part of the Wellpoint DC.
Providers	Doctors, nurses, dentists, and other people who take care of your health.
Referral	When your primary doctor gives you a written note that sends you to see a different doctor.
Routine Care	Regular care you get from your primary care provider or a doctor that your primary care provider sends you to. Routine Care can be a check-up, physical, health screen, and regular care for health problems like diabetes, asthma, and hypertension.
Screening	A test that your doctor or other healthcare provider may do to see if you are healthy.
Self-Referral Services	Certain services you can get without getting a written note or referral from your primary doctor.
Services	The care you get from your doctor or other healthcare provider.
Special Healthcare Needs	Adults who need healthcare and other special services that are more than or different from what other adults need.
Specialist	A doctor trained to give special care, like an ear, nose, throat, or foot doctor.
Specialty Care	Healthcare is provided by doctors or nurses trained to give a specific kind of healthcare.
Sterilization Procedures	A surgery you can have if you do not want children in the future.
Substance Abuse Disorder (SUD)	The management and care of a patient suffering from alcohol or drug abuse, a condition which is identified as having been caused by that abuse.
Transportation Services	Help from Wellpoint DC to get to your appointment. The type of transportation you get depends on your medical needs.
Treatment	The care you get from your doctor.
Urgent Care	Care you need within 24 hours, but not right away.
Visually Impaired	If you cannot see well or you are blind.



Enrollee Services:
609 H St. NE, Ste. 200
Washington, DC 20002

202-548-6700

833-359-1384 (TTY 711) (toll-free)

wellpoint.com/dc/medicaid



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