



Wellpoint District of Columbia, Inc. DC Healthy Families Program
and Immigrant Children's Program (ICP)

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).

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)

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 መስመር በስልክ ቁጥር 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 nlɔnlɔɛ-á tèh bò, mòò bê yè-lé âmô bò wlu, mòò bê yè de né â a mua mô bò dlo slè? De wè né â a cléa, â a po-lé i dakò+ tê-á win klí kà né i a mua i-á nyati wɔnwɔlɛn nu, ɛ se penó kpòh. Dá âmô, ɛ se penó kpòh 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 gị, ịgwa anyị okwu, ma ọ bụ ịgụ ihe anyị zitere gị? Anyị na enye ihe anyị n'asụsụ na nhazi ndị ọzọ na akwughị ugwo ọ bụla. Kpọọ anyị n'efu na 833-359-1384 (TTY 711). Igbo

Njẹ o nílò ìrànlowọ nípa ìtọ́jú ìlera rẹ, ní bíbá wa sọrọ, àbí kíkà ohun tí a fi ránṣẹ sí ọ? A npèsè àwọn nnkan wa ní àwọn èdè míràn àti ní irú míràn láí díyélé. Pè wá lófẹẹ 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 রুপমাটে 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 behavioral health question:	Your <u>PCP'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 7 a.m. to 8 p.m.
Vision Questions:	Avesis	833-554-1012	Monday through Friday from 7 a.m. to 8 p.m.
FOR AN EMERGENCY, DIAL 911 OR GO TO YOUR NEAREST EMERGENCY ROOM			

Personal information

My Medicaid ID Number:

My Primary Care Provider (PCP):

My Primary Care Provider (PCP) Address:

My Primary Care Provider (PCP) Phone:

Child's Medicaid ID number:

Child/Children Primary Care Provider (PCP):

Child/Children Primary Care Provider (PCP) Address:

Child/Children Primary Care Provider (PCP) Phone:

My Primary Dental Provider (PDP):

My Primary Dental Provider (PDP) Address:

My Primary Dental Provider (PDP) Phone:

Child/Children Primary Dental Provider (PDP):

Child/Children Primary Dental Provider (PDP) Address:

Child/Children Primary Dental Provider (PDP) Phone:

My Behavioral Health Provider:

My Behavioral Health Provider Address:

My Behavioral Health Provider Phone:

Child/Children Behavioral Health Provider:

Child/Children Behavioral Health Provider Address:

Child/Children 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're proud to serve District Medicaid and CHIP enrollees through the DC Healthy Families and Immigrant Children's Programs.

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 the benefits regular Medicaid covers, like doctor visits, labs X-rays, and shots, plus extras to help you live healthy and feel your best.

Each month, Wellpoint DC will host a new enrollee orientation. This is another way you can learn more about your Wellpoint DC benefits. During the orientation, you can 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 callback. 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. or email DCenrollees@wellpoint.com. We're here to help you every step of the way.

How This Handbook Works

Wellpoint DC is a managed care plan paid for by the District of Columbia to help you get healthcare. In this handbook, we tell you how Wellpoint DC works, how to find doctors, how to call us, and what we pay for. Words used in healthcare and by your doctor can sometimes be hard to understand. In the *Definitions* section, we explain 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 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/or 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

You Have a Right to:

Be treated with respect and due consideration for your dignity and right to privacy.

Your Responsibilities

You are responsible for the following:


- 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 the Economic Security Administration (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 if you have lost your card, call Enrollee Services at **833-359-1384 (TTY 711)**. Each Wellpoint DC enrollee has their card. Your children will also have their cards. You must keep your children's cards so they don't get lost. It is against the law to let anyone else use your Enrollee ID card.

Your Enrollee ID Card looks like this:

Front of Card

 wellpoint.com/dc/medicaid Enrollee Name: JOHN Q SAMPLE DC Healthy Families Program Number: Primary Care Provider (PCP): PCP Telephone #: Primary Dental Provider (PDP): PDP Telephone #: Vision: 833-554-1012 Dental: 833-554-1012 Pharmacy: RxBIN: 020107; RxPCN: FC; RxGRP: RX8479	Effective Date: Date of Birth: Wellpoint DC #: 123456789
USE OF THIS CARD BY ANY PERSON OTHER THAN THE ENROLLEE IS FRAUD	

Back of Card

Keep this card with you at all times Call 911 if you think you have a medical emergency Enrollee Services/24-hour Nurse Helpline: 833-359-1384 (TTY 711) Behavioral Health Crisis Line: 844-405-4300 (TTY 711) Pharmacy Enrollee Services: 833-214-3604 Transportation Services: 888-828-1081 (TTY 711) Economic Security Administration (ESA): 202-727-5355 PROVIDERS: Certain services require preauthorization. Care that is not preauthorized may not be covered. For preauthorization and billing information, call 800-454-3730. For preauthorization of medications, please call 800-454-3730. SUBMIT MEDICAL CLAIMS TO: WELLPOINT · P.O. BOX 61010 · VIRGINIA BEACH, VA 23466-1010	
 Department of Health Care Finance This program is brought to you by the Government of the District of Columbia Department of Health Care Finance. Coverage provided by Wellpoint District of Columbia, Inc. DC01 07/25	 GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR Wellpoint complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Each Wellpoint DC enrollee has his or her card. It is against the law to let anyone else use your Enrollee ID Card.

Please remember to always carry your Enrollee ID Card and Picture ID. 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 signed up 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.

Choose 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 in our plan, we will choose a doctor for you. If you do not like the PCP we choose for you, 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 our plan, including your children. 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.
 - Pediatrician - sees children from newborn up to adult.
 - Obstetrician/Gynecologist (OB/GYN) - specializes in women's health and maternity care.
 - If you or your child has special healthcare needs, you may choose a specialist as your PCP.
3. When you choose your PCP, please:
 - Try to choose a doctor who can send you to the hospital you want. Not all doctors can send patients to all hospitals. Our Provider Directory lists which hospitals a PCP can send you to. You can also call Enrollee Services for help.
 - Sometimes, the PCP you choose won't be able to take new patients. We will let you know if you need to choose a different doctor.
 - Choose a doctor who is close to your home or work.

How to Change Your PCP

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

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 signed up with 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 our plan, 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.
 - Choose a PDP for each family enrolled in our plan, including your children. Your PDP may be one of the following:
 - Family and General Practice Dentist - usually can see the whole family
2. 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. Call Enrollee Services at **833-359-1384 (TTY 711)** once you have chosen a new PDP. If you need help choosing a new PDP, Enrollee Services can help you.

Routine Care, Urgent Care, and Emergency Care

There are three (3) kinds of healthcare you may need: Routine Care, Urgent Care, or Emergency Care.

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

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
- Loss of consciousness
- Very bad burns
- Chest pains
- Very bad bleeding that does not stop
- 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 the ER your Wellpoint DC Enrollee ID Card.**
3. **As soon as you can, call your PCP.**

Care When You Are Out of Town

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

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 Emergency Room or use an ambulance for routine or Urgent Care.

Emergency Care

If you have an emergency, including behavioral health, alcohol, or another drug emergency, go to the nearest Emergency Room (ER) to get care right away. If you go to the emergency room, you should ask the ER staff to call your PCP. If you go to the emergency room, 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.”

Wellpoint DC will provide (adequately and timely) covered services from an approved out-of-network provider if Wellpoint DC does not have an in-network provider who can perform a covered service.

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 22 for more information on Family Planning Services.

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 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:
 - You or a family enrollee is feeling sick
 - You hurt yourself or had an accident
 - 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, 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 canceling.
- If you do not show up for your appointment, or if you 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. If you have an emergency, call 911 or go to the Emergency Room. You can also call the 24-hour Nurse HelpLine at **833-359-1384 (TTY 711)**.

How long does it take to see your doctor?

Your doctor's office must give you an appointment within 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 examples are minor burns or cuts, headaches, sore throat, or muscle sprains/strains.	Within 24 hours
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 have 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
Child EPSDT checkups -not urgent	Your child is due for an Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) checkup	Initial checkup: Within 60 days Additional checkups: within 30 days of due dates for children under age two; within 60 days of due dates for children aged two and older
IDEA (Early Intervention) assessments	Tests (“assessments”) for children up to age 3 at risk of developmental delay or disability	Within 30 days

Support Services

Interpretation & Translation Services/Auxiliary Aid Services for the Hearing and Visually Impaired

Interpretation Services

Wellpoint DC will provide oral Interpretation Services if you need them for no cost, including at the hospital.

Please call Enrollee Services at **833-359-1384 (TTY 711)** for Interpretation Services. Please call 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.

If you have trouble seeing, call Enrollee Services at **833-359-1384 (TTY 711)**. 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 said it wouldn't 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 47 on Appeals)
- Ask for a Fair Hearing (see page 48 on Fair Hearings)

Self-Referral Services

There are certain services you can get without getting 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
- Take your child to a dental provider in the network
- Receive behavioral health services for problems with alcohol or other drugs

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 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 so your provider knows **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 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.

If you speak another language, you may call **Wellpoint DC Interpreter Services HotLine**. If you are deaf or hard of hearing, call our TTY Line at **711**.

You can also call **988**. The 988 Suicide and Crisis Lifeline provides 24/7, confidential support to people in suicidal crisis 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.

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 for detoxification services and provide care coordination to help you get other services. To get services for these problems, you can:

- Call Wellpoint DC Behavioral Health Services at **833-359-1384 (TTY 711)**, 24 hours a day, 7 days a week.
- Access Assessment and Referral Center (ARC) directly at 202-727-8473 or visit 75 Florida Ave. NE, Washington, DC 20002. ARC provides same-day assessment and referral for individuals seeking treatment for substance use disorder, including detoxification, medication-assisted treatment, and individual and group counseling.
- Access DC Stabilization Center at 202-839-3500 or visit 35 K St. NE Washington, DC 20001. DC Stabilization Center 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, referrals, and placement into long-term treatment options. Open 24 hours a day, 7 days a week.

All Behavioral health, Alcohol, and Drug Use 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 any provider you choose. 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
- 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

Family Planning Services do not include:

- Routine infertility studies or procedures
- Hysterectomy for sterilization
- Reversal of voluntary sterilization
- HIV/AIDs treatment
- Abortion

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 pick up your medicine (drugs). If your doctor gives you a prescription, you must go to a pharmacy in Wellpoint DC's network.

You can find a list of all the pharmacies in the Wellpoint DC network in your provider directory or online at **wellpoint.com/dc/medicaid**.

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

- If you are traveling and need a vacation supply of your medication, call Pharmacy Enrollee Services at **833-214-3604 (TTY 711)**. You may receive up to a 30-day supply of your medication for vacation.
- 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 711)**.

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 to get prior authorization (PA) from Wellpoint DC for a drug. While your doctor is waiting for the PA, you have a right to get the medication:
 - For up to 72 hours or
 - For one full 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 or your child has a chronic illness or special healthcare need such as diabetes, high blood pressure, mental illness, or asthma, Wellpoint DC may offer you special services and programs to help you with your healthcare needs. You or your child will have a Care Manager to help you get the services and information you need to manage your illness and improve your health.

Wellpoint DC Care Manager can help you or your child 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/or help your caregivers manage day-to-day stress;
- Connecting with community and social services; and
- With transitioning to other care, if your benefits end, you choose another MCP, or you move to another DC Medicaid program, if necessary

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

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. These 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 Child's Health

HealthCheck Benefit Program for Children (EPSDT)

Wellpoint DC wants to help your children grow up healthy. If your child is in the DC Healthy Families (Medicaid) program, your child will be in the HealthCheck Program, also called the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services benefit. This is the pediatric part of the Medicaid program and starts right after your child is born and lasts until your child turns 21. The HealthCheck Program gives your child several important checkups.

There is a HealthCheck (EPSDT) information sheet in this handbook.

HealthCheck Program for Children

We want to help your children grow up healthy. If your child is in the DC Healthy Families (Medicaid) program, your child will be in the HealthCheck program, also called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). Getting regular checkups can help find health problems early, and in some cases, keep health problems from occurring.

With HealthCheck, your child gets no-cost checkups from birth up to age 21, including:

- Full physical exam
- Growth and development check
 - Immunizations (shots)
 - Dental screening
 - Vision screening

- Hearing screening
- Lab testing (including blood lead levels)
 - Behavioral health screening
 - Treatment or service referral
 - Health education

If medically needed:

- Physical, occupational, and speech therapy
 - Vision and dental services
 - Behavioral health services
 - Medicines
- Medical equipment and supplies

Setting up regular checkups with your child's PCP can:

- Help keep your child healthy
- Find health problems early, and
- In some cases, keep health problems from occurring

If you think there is a problem, call your child's PCP right away.

Checkups are recommended at these ages:

Infant	Toddler	Child/Teen/Young Adult
1 month	12 months	Once a year from ages 3 through 20
2 months	15 months	
4 months	18 months	
6 months	24 months	
9 months	30 months	

You can also ask your doctor, call Enrollee Services, or visit our website at **wellpoint.com/dc/medicaid** for a copy of the HealthCheck (EPSDT) Periodicity Schedule. The schedule tells you when your child needs to go to the doctor.

As part of the HealthCheck/EPSDT services benefits, your child can get the other Medicaid benefits described in the “Enrollee Health Benefits” section below.

Immigrant Children’s Program

If your child is in the Immigrant Children’s Program, your child will get well-child services. This program lasts until your child turns 21.

In addition to well-child visits, your child can get the benefits described in the “Enrollee Health Benefits” section below. Immigrant children are only eligible for medical services while enrolled in Wellpoint DC.

You do not have to pay anything for these services for your child — they are no cost. If you have any questions or need help with transportation or scheduling an appointment, please call Enrollee Services at 833-359-1384 (TTY 711).

Care for Your Child’s Teeth

All dental health checkups and treatments are no cost for Wellpoint DC enrollees under age 21 and every child should have a primary dental provider.

Dentists can prevent cavities and teach you and your child how to care for their teeth.

- From birth to age 3, your child’s PCP may provide oral healthcare during regular check-ups. The PCP should send the child to a dentist for dental services.
- Beginning at age 3, all children should see a dentist in the Wellpoint DC network for a checkup every year. Please call the dentist’s office for an appointment. Look in the Wellpoint DC Provider Directory or online at **wellpoint.com/dc/medicaid** to choose a dentist near you.

Children with Special Healthcare Needs

When children have physical, developmental, behavioral, or emotional conditions that are permanent or that last a long time, they can have Special Healthcare Needs. These children may need additional healthcare and other services.

Wellpoint DC will contact you to complete a health screener to see if your child has Special Healthcare Needs. If you have not been contacted by Wellpoint DC, please call Enrollee Services at **833-359-1384 (TTY 711)**.

If your child has Special Healthcare Needs:

- Your child has the right to have a PCP who is a specialist.
- Your child may be assigned to a case manager to help with your child's special needs.
- Your child's case manager will work with you and your child's doctor to create a treatment plan.

Make sure you and your child's doctor sign your child's treatment plan. If you do not have a treatment plan, call Wellpoint DC Enrollee Services to ask for a treatment plan for your child.

The IDEA Program

IDEA is a federal law. IDEA stands for the Individuals with Disabilities Education Act. The IDEA program provides special services for your child with developmental delays, disabilities, or special needs. Children up to age 3 get early intervention services from Wellpoint DC. Children ages 4 and older get special education services from the D.C. Public School and Public Charter School systems.

D.C.'s Growth Chart (see insert) can help you figure out if your child is having delays in growth and development.

Growth Chart

The Individuals with Disabilities Education Act (IDEA) program provides special services for your child with developmental delays, disabilities, or special needs. Children up to age 3 get early intervention services from Wellpoint DC. Children age 4 and older get special education services from the D.C. Public School and Public Charter School systems.

This Growth Chart can help you figure out if your child is having delays in growth and development. Use it as a guide. Your child may reach these milestones slightly before

or after other children of the same age. If you have any questions or concerns, talk to your child's doctor.

Our case managers can tell you more about IDEA and the other services your child can get.

Here are some of the things you should look for as your child grows.

<p>By the end of 7 months, many children are able to:</p> <ul style="list-style-type: none"> • Turn their head when their name is called • Smile back at another person • Respond to sounds with sounds • Enjoy social play, such as peek-a-boo 	<p>By the end of 2 years (24 months), many children are able to:</p> <ul style="list-style-type: none"> • Use 2- to 4-word phrases • Follow simple instructions • Become more interested in other children • Point to an object or picture when named
<p>By the end of 1 year (12 months), many children are able to:</p> <ul style="list-style-type: none"> • Use simple gestures (waving "bye-bye") • Make sounds such as "ma" and "da" • Imitate actions in their play (clap when you clap) • Respond when told "no" 	<p>By the end of 3 years (36 months), many children are able to:</p> <ul style="list-style-type: none"> • Show affection for playmates • Use 4- to 5-word sentences • Imitate adults and playmates (run when other children run) • Play make-believe with dolls, animals, and people ("feed" a teddy bear)
<p>By the end of 1 ½ years (18 months), many children are able to:</p> <ul style="list-style-type: none"> • Do simple pretend play ("talk" on a toy phone) • Point to interesting objects • Look at an object when you point at it and tell them to look • Use several single words unprompted 	<p>By the end of 4 years (48 months), many children are able to:</p> <ul style="list-style-type: none"> • Use 4- to 6-word sentences • Follow 3-step commands ("Get dressed, comb your hair, and wash your face") • Cooperate with other children

If you think your child is not growing the way they should, have your child tested ("IDEA evaluation"). To get an IDEA evaluation, call your PCP. If your child needs IDEA Services, your PCP will refer your child to the DC Strong Start Early Intervention Program.

Wellpoint DC has case managers who can tell you more about IDEA and the other services your child can get.

Wellpoint DC covers the services listed below if your child is eligible for Early Intervention services:

- For children up to age 3, Wellpoint DC covers all healthcare services even if the service is in your child's treatment plan (Individualized Family Service Plan — IFSP).
- For children aged 3 and older, Wellpoint DC:
 - Pays for all healthcare services and services in your child's treatment plan that your child needs when not in school—even on evenings, weekends, and holidays.
 - Coordinates services that are not provided through the school's treatment plan.

For more information on the services your child can get through the IDEA program, contact Enrollee Services **833-359-1384 (TTY 711)** or your child's school.

Immunizations (Shots) for Children and Teens

Immunizations (shots) are important to keep your child healthy. When your child is very young, your child will need shots every few months. The shots start at birth. These shots protect them from diseases.

Your PCP and Wellpoint DC will schedule appointments for your child's shots. The Periodicity Chart (see insert) for the schedule of your child's shots.

Recommended Immunization (Shot) Schedule for Children

It's important for your child to get shots on time. Follow these steps:

1. Take your child to the doctor when his or her PCP says a shot is needed.
2. Use the following chart as a guide to help keep track of the shots your child needs.

You can also find easy-to-read immunization charts for all ages on the Centers for Disease Control and Prevention (CDC) website at cdc.gov/vaccines/schedules.

Birth to age 3	
Age	Immunization
Birth	HepB #1
2 months	HepB#2, DTaP#1, RV#1, Hib#1, PCV#1, IPV#1
4 months	DTaP#2, RV#2, Hib#2, PCV#2, IPV#2
6 months	HepB#3, Hib#3, DTaP#3, RV#3, PCV#3, IPV#3
12 months	HiB#4, MMR#1, Varicella #1, PCV#4

	HepA#1
15 months	Varicella #2 or 2nd dose may be given at age 4
18 months	Hep A#2
Ages 4-12	
Ages 4-6	DTaP, MMR, IPV
Ages 11-12	HPV, MCV4
Age 13 or older	Varicella
Ages 13-18	
Ages 13-18	Tdap, HPV
Age 18 or younger	MCV4
Starting at 6 months	
Every year	Seasonal influenza (“flu”) vaccine as recommended each year

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 certain 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 certain healthcare and how to access services, call Wellpoint DC Enrollee Services at **833-359-1384 (TTY 711)**.

Benefit	What You Get	Who Can Get This Benefit
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 • Obesity screening • Diabetes screening • High blood pressure and cholesterol (lipid disorders) screening • Depression screening • Colorectal cancer screening (enrollees 50 years and older) • Smoking cessation counseling • Diet and exercise counseling • Behavioral Health Counseling • Alcohol and drug screening 	Enrollees over age 21 as appropriate
BEHAVIORAL HEALTH SERVICES	<ul style="list-style-type: none"> • Diagnostic assessment • Physician visits • Individual counseling • Group counseling • Family counseling 	All enrollees

<ul style="list-style-type: none"> • Mental Health • Substance Use Disorder (SUD) 	<ul style="list-style-type: none"> • Federally Qualified Health Center (FQHC) services • Medication crisis services • Inpatient hospitalization and emergency department services • Case management services • Treatment for any mental condition that could complicate pregnancy • Psychiatric Residential Treatment Facility Services (PRTF) for enrollees under 22 years of age for thirty (30) consecutive days • School-based behavioral health services for children that are included in an Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP) during holidays, school vacations, or sick days when the child is not in school • Behavioral health and substance abuse services in an institution for mental disease up to 15 days in any calendar month 	
	<ul style="list-style-type: none"> • Diagnostic assessment • Crisis services • Counseling • Psychotherapy • Therapeutic groups • Medication assisted treatment • Inpatient withdrawal management/detox • Residential treatment 	All enrollees, as appropriate
Child Wellness Services	<p>Whatever is needed to take care of sick children and to keep healthy children well, including screening and assessments such as:</p> <ul style="list-style-type: none"> • Health and development history and screenings • Physical and behavioral health development and screenings • Comprehensive health exam 	Enrollees under the age of 21

	<ul style="list-style-type: none"> • Immunizations • Lab tests, including blood lead levels • Health education/anticipatory guidance • Dental screening services • Vision screening services • Hearing screening services • Alcohol and drug screening and counseling • Behavioral health services <p>*Does not include any health services furnished to a child in a school setting</p>	
Dental Benefits	<ul style="list-style-type: none"> • General dentistry (including regular and emergency treatment) and orthodontic care for special problems • Check-ups twice a year with a dentist are covered for children ages 3 through 20 • A child's PCP can perform dental screenings for a child up to age 3 • Does not include routine orthodontic care • Fluoride varnish treatment up to four (4) times a year • Sealant application 	<p>Enrollees under the age of 21</p> <p>Enrollees 21 years and older can get dental services from Medicaid. Call MCP Dental Help Line at 866-758-6807</p>
	<ul style="list-style-type: none"> • General dental exams and routine cleanings every six (6) months • Surgical services and extractions • Emergency dental care • Fillings • X-rays (complete series limited to one (1) time every three (3) years) • Full mouth debridement • Oral prophylaxis limited to two (2) times per year • Bitewing series • Palliative treatment 	<p>Enrollees age 21 and older</p>

	<ul style="list-style-type: none"> • Root canal treatment • Dental crowns • Removal of impacted teeth • Initial placement of a removable prosthesis (any dental device or appliance replacing one or more missing teeth, including associated structures, if required, that is designed to be removed and reinserted) once every five (5) years. Some limitations may apply. • Any dental service that requires inpatient hospitalization must have prior authorization (pre-approval) • Elective surgical procedures requiring general anesthesia 	
Dialysis Services	<ul style="list-style-type: none"> • Treatment up to 3 times a week (limited to once per day) 	All enrollees
Durable Medical Equipment (DME) & Disposable Medical Supplies (DMS)	<ul style="list-style-type: none"> • Durable medical equipment (DME) • Disposable medical supplies (DMS) 	All enrollees
Emergency Services	<ul style="list-style-type: none"> • A screening exam of your health condition, post-stabilization services, and stabilization services if you have an emergency medical condition, regardless of whether the provider is in or out of the Wellpoint DC network • Treatment for emergency conditions 	All enrollees
Family Planning	<ul style="list-style-type: none"> • Pregnancy testing; counseling for the woman • Routine and emergency contraception • Voluntary sterilizations for enrollees over 21 years of age (requires the signature of approved sterilization form by the enrollee 30 days before the procedure) 	All enrollees, as appropriate

	<ul style="list-style-type: none"> • Screening, counseling, and immunizations (including for Human Papillomavirus- HPV) • Screening and preventive treatment for all sexually transmitted infections • Nurse midwife and doula services <p>*Does not include sterilization procedures for enrollees under the age of 21</p>	
Hearing Benefits	<ul style="list-style-type: none"> • Diagnosis and treatment of conditions related to hearing, including hearing aids and hearing aid batteries 	All enrollees
Home Health Services	<p>In-home healthcare services, including:</p> <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 	All enrollees
Hospice Care	<ul style="list-style-type: none"> • Support services for people who are nearing the end of life 	All enrollees
Hospital Services	<ul style="list-style-type: none"> • Outpatient services (preventive, diagnostic, therapeutic, rehabilitative, or palliative services) • Inpatient services (hospital stay) 	Any enrollees with a referral from their PCP or who have an emergency
Laboratory & X-ray Services	<ul style="list-style-type: none"> • Lab tests and X-rays 	All enrollees
Nursing Home Care	<ul style="list-style-type: none"> • Full-time skilled nursing care in a nursing home for up to 90 consecutive days 	All enrollees
Personal Care Services	<ul style="list-style-type: none"> • Services provided to an enrollee by an individual qualified to provide such services who is not a member 	<p>All enrollees</p> <p>Not available to enrollees in a</p>

	<p>of the enrollee's family, usually in the home, and authorized by a physician as a part of the enrollee's treatment plan</p> <ul style="list-style-type: none"> You must get prior authorization for this service 	hospital or nursing home
Pharmacy Services (prescription drugs)	<ul style="list-style-type: none"> Prescription drugs included on the Wellpoint DC drug formulary. You can find the drug formulary at wellpoint.com/dc/medicaid or by calling Enrollee Services. Only includes medications from network pharmacies Includes non-prescription (over-the-counter) medicines. Only includes medications from network pharmacies. Includes the following non-prescription (over-the-counter) medicines, including but not limited to: oral analgesics with a single active ingredient (such as aspirin, acetaminophen, and ibuprofen); ferrous salts; antacids with up to three active ingredients (such as aluminum, magnesium, and bismuth); diabetic preparations (such as insulin and syringes); pediatric, prenatal, and geriatric vitamin formulations; family planning drugs and supplies (emergency contraceptives, condoms/diaphragms); and Senna extract. <p>A complete list is available on the website or by calling Enrollee Services. You must get a prescription from your doctor to get the over-the-counter medication.</p>	<p>All enrollees other than those dually eligible (Medicaid/Medicare)</p> <p>Enrollees whose prescriptions are covered under Medicare Part D</p>
Podiatry	<ul style="list-style-type: none"> Special care for foot problems 	All enrollees

	<ul style="list-style-type: none"> Regular foot care when medically needed 	
Primary Care Services	Preventive, acute, and chronic healthcare services generally provided by your PCP	All enrollees
Prosthetic devices	<ul style="list-style-type: none"> Replacement, corrective, or supportive devices prescribed by a licensed provider 	All enrollees
Rehabilitation Services	Including physical, speech, and occupational therapy	All enrollees
Specialist Services	<ul style="list-style-type: none"> Healthcare services provided by specially trained doctors or advanced practice nurses Referrals are usually required Does not include cosmetic services and surgeries except for surgery required to correct a condition resulting from surgery or disease, created by an accidental injury or a congenital deformity, or is a condition that impairs the normal function of your body 	All enrollees
Transportation Services	Transportation to and from medical appointments	All enrollees
Vision Care	<ul style="list-style-type: none"> Eye exams at least once every year and as needed; and eyeglasses (corrective lenses) as needed 	Enrollees under the age of 21
Vision Care	<ul style="list-style-type: none"> One (1) pair of eyeglasses every two (2) years except when the enrollee has lost their eyeglasses or when the prescription has changed by more than 0.5 diopter 	Enrollees age 21 and older

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
- Sterilizations for persons under the age of 21
- Services that are not medically necessary
- Some counseling or referral services may not be covered by Wellpoint DC due to religious or moral beliefs. Contact DHCF at 202-442-5988 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 Things to Know

What to do if I move

- Update your contact information online at 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 the 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:

- Lose your Medicaid eligibility
- Establish Social Security Income (SSI) eligibility

A child will be removed from Wellpoint DC if the child:

- Becomes a ward of the District

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

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

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

If you get a bill for a covered service that is 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 to always show your Enrollee ID Card and tell your doctors that you are an enrollee of Wellpoint DC **before** you get services.

Advance Directive

An Advance Directive is a legal document you sign that lets others know your healthcare choices. It is used when you are not able to speak for yourself. Sometimes, this is called a “living will” or a “durable power of attorney.”

An Advance Directive can let you choose a person to make choices about your medical care for you. 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 with these things.

If you want to fill out 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.

What to do if I have other insurance

If you are an enrollee of Wellpoint DC, you must tell us right away if you have any other health insurance. Please call Enrollee Services at **833-359-1384 (TTY 711)**.

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. To report fraud, call Wellpoint DC Compliance Hotline, 866-847-8247, or the DC Department of Health Care Finance's Fraud Hotline at 877-632-2873. If you want more information about fraud, visit Wellpoint DC website at **[wellpoint.com/dc/medicaid](https://www.wellpoint.com/dc/medicaid)**.

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.

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 choose how you would like to 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 not more than 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 Adverse Benefit Determination notice date.
- You may request a Fair Hearing no more than 120 calendar days from the date of the Wellpoint DC’s Resolution of 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 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 date of the Resolution of Appeal Notice.
- If Wellpoint DC does not give you notice regarding your appeal or does not give you notice on time, then the appeal process will be considered complete, and you can 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

Please read this notice carefully. This tells you who can see your protected health information (PHI). It tells you when we have to ask for your OK before we share it. It tells you when we can share it without your OK. It also tells you what rights you have to see and change your information.

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 the law says 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**
 - To help doctors, hospitals and others get you the care you need
- **For payment, healthcare operations and treatment**
 - 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 find ways to make our programs better, as well as giving 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 healthcare business reasons**
 - To help with audits, fraud and abuse prevention programs, planning, and everyday work
 - To find ways to make our programs better
- **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. 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 and language

We receive race, ethnicity and language information about you from the district Medicaid agency and the Children's Health Insurance Program. 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;
- Provide assistance 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;
- Provide assistance in resolving complaints and problems with your MCP;
- Assist with appeal processes; and
- Provide assistance in filing a Fair Hearing request for you.

The Health Care Ombudsman does not make decisions on grievances, appeals, or Fair Hearings. To reach the Health Care Ombudsman, please call 202-724-7491 or 877-685-6391 (toll-free). 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 you sign that lets others know what healthcare you want or do not want if you are very 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 kind of 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	A certain time and day you and your doctor set aside to meet about 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.
Development	How your child grows.
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.
EPSDT Early, Periodic Screening, Diagnosis, and Treatment Services Benefit	Services that provide a way for children ages birth up to 21 to get medical exams, check-ups, diagnostic and follow-up treatment, and special care they need. Also known as the <i>HealthCheck Benefit</i> .
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 infertility treatments, 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.
HealthCheck Program	<i>See EPSDT</i>
Hearing Impaired	If you cannot hear well or if you are deaf.
IDEA	Individuals with Disabilities Education Act; is a federal law that services children with developmental delays and special healthcare needs.
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 Plan (MCP)	A company that the District of Columbia pays to give your 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 a part of Wellpoint DC.
Pediatrician	A children's doctor.
Pharmacy	Where you pick up 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 pick up the medication.
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	The 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. This could be a hearing, vision, or test to see if your child is developing normally.
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	Children and adults who need healthcare and other special services that are more than or different from what other children and 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 Use Disorder (SUD)	The management and care of a patient suffering from alcohol or drug use, a condition which is identified as having been caused by that use.
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.

Coverage provided by Wellpoint District of Columbia, Inc.



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

[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.