

To: All Providers
From: AmeriHealth Caritas District of Columbia
Date: January 22, 2016
Subject: Winter Storm Preparations for ACDC Members

Summary: Important Phone numbers and other reminders ahead of severe winter weather. If you have questions about this communication, please contact your AmeriHealth Caritas District of Columbia (DC) Provider Account Executive or Provider Services at 1-202-408-2237 or 1-888-656-2383.

Action Requested

As severe winter weather approaches, AmeriHealth Caritas DC wants to remind providers to encourage your patients to fill medications and oxygen ahead of the Winter Storm. Patients undergoing hemodialysis treatments may need to adjust their treatment schedule ahead of the weekend.

Reminders

- AmeriHealth Caritas DC Members can call the **24 hour Nurse line at 1-877-759-6279** if they have a medical question.
- Our Rapid Response and Outreach Team (RROT) can help members plan in case of electricity interruption, transportation requests, and other timely medical and coverage concerns. **RROT can be reached at 1-877-759-6224**
- Patients with questions or concerns about their medicines can call Pharmacy Member Services at 1-888-452-3647

Important phone numbers	
Medicaid Member Services	202-408-4720 or toll-free 1-800-408-7511 TTY/TDD: 202-216-9885 or 1-800-570-1190
Alliance Member Services	202-842-2810 or toll-free 1-866-842-2810 TTY/TDD: 202-216-9885 or 1-800-570-1190
Pharmacy Member Services	1-888-452-3647
24-hour Nurse Call Line	1-877-759-6279 TTY/TDD: 202-216-9885 or 1-800-570-1190
Rapid Response and Outreach Team	1-877-759-6224
Provider Services	202-408-2237 or toll-free 1-888-656-2383
Pharmacy Provider Services	1-888-602-3741