To: **AmeriHealth Caritas DC Providers**

Date: **February 24, 2026**

Subject: **Healthy DC Plan Eligibility and Coverage for Providers**

Summary: On January 1, 2026, AmeriHealth Caritas District of Columbia (DC) launched the Healthy DC Plan. This is a federally funded, no-cost health insurance program for low-income residents who are no longer eligible for Medicaid but qualify for coverage under the Affordable Care Act Marketplace. Many AmeriHealth Caritas DC enrollees who lost their Medicaid coverage on January 1, 2026, due to changes in the FY 2026 DC budget, were automatically enrolled in the Healthy DC Plan.

As AmeriHealth Caritas DC enrollees transition from Medicaid to the Healthy DC Plan, providers play an important role in helping ensure accurate eligibility verification and clear communication about covered benefits. This FAQ outlines key information on eligibility, ID numbers, authorizations, and benefit differences from Medicaid. Consistent eligibility verification and clear communication at the point of care can help promote a smooth experience for enrollees and reduce delays in access to services.

FAQ

1. **What should providers do before rendering services?**
   Providers must verify eligibility for every visit. Before each appointment:
   - Confirm the enrollee is enrolled in the Healthy DC Plan.
   - Confirm the effective date of coverage.
   - Confirm the enrollee's current ID number (the Healthy DC Plan ID will be different from the prior Medicaid ID).
   - Confirm benefit coverage for the planned service.

   Failure to verify eligibility may result in denied claims or unexpected coverage limitations at the time of service.

2. **How do I verify eligibility?**
   - Call Healthy DC Plan Provider Services at **1-888-369-0247**, available 8 a.m. – 6 p.m., Monday – Friday.
   - Check NaviNet at: https://www.amerihealthcaritasdc.com/hdcp/providers/resources/navinet.
   - Call the DC Health Benefits Exchange Healthy DC Plan call center at 833-432-7526.

   Important:
   - DHCF eligibility portal and IVR cannot be used for Healthy DC Plan enrollees.
   - There is no DC Health Benefit Exchange or DC government portal to check a consumer's Healthy DC Plan eligibility and enrollment.
   - Healthy DC Plan enrollees have new AmeriHealth Caritas DC ID numbers.

- NaviNet allows eligibility checks using name and date of birth.

3. **How should providers communicate coverage changes to enrollees?**
   If an enrollee is unaware of their Healthy DC Plan enrollment, providers should inform the enrollee that their Medicaid coverage has transitioned to the Healthy DC Plan. Encourage enrollees to contact Healthy DC Plan Enrollee Services at **1-844-214-2470 (TTY 711)** for questions about benefits.

   Remind enrollees to bring their current Healthy DC Plan ID card to all visits.

4. **Does the Healthy DC Plan cover maternity care services?**
   No. The Healthy DC Plan does **not** cover maternity care services. If a Healthy DC Plan enrollee becomes pregnant, they will be transitioned to AmeriHealth Caritas DC Medicaid coverage. Providers should instruct pregnant enrollees to contact Healthy DC Plan Enrollee Services at **1-844-214-2470 (TTY 711) for help.** Providers should verify coverage prior to rendering any pregnancy-related services.

5. **Does the Healthy DC Plan cover vision services?**
   Routine vision services for adults, such as eye exams for glasses or contact lenses are not covered. However, certain medically necessary eye care services are covered, including diagnosis treatment of eye conditions such as infections, glaucoma, diabetic eye disease, and other medical eye concerns.

   Pediatric vision services are covered in accordance with plan guidelines. Covered benefits include one routine eye exam per benefit period and prescription eyewear (frames and lenses or contact lenses), when applicable.

6. **What other benefits are covered by Healthy DC Plan?**
   The plan covers essential health benefits such as primary and specialty care, hospital stays, and prescription drugs. Healthy DC Plan enrollees do not have the adult vision, dental, and non-emergency transportation benefits like their Medicaid counterparts.

7. **What ID number should providers use for billing?**
   Submit claims and authorization requests using the enrollee ID on the Healthy DC Plan ID card. Do not use a prior Medicaid ID number.

8. **How are prior authorizations handled?**
   - For medical prior authorizations, call Healthy DC Plan Provider Services at **1-888-369-0247.**
   - For pharmacy prior authorizations: Submit by phone or fax through Pharmacy Provider Services using standard AmeriHealth Caritas DC processes.
     - Telephone: 1-855-332-0992
     - Standard fax: 1-844-480-2486
     - Urgent fax: 1-855-350-0284

   Prior authorization requirements apply to certain services and medications.

9. **What are best practices to prevent coverage surprises?**
   To reduce disruptions at the point of care:
   - Verify eligibility for every visit.
   - Confirm benefit coverage for the specific service.

- Ensure office staff are trained on differences between Medicaid and the Healthy DC Plan.
- Remind enrollees to notify the plan immediately if they become pregnant.
- Encourage enrollees to contact Enrollee Services with benefit questions prior to scheduled procedures.

10. **What Care Management services are available for Healthy DC Plan enrollees?**
Healthy DC Plan enrollees have access to Care Management services designed to support individuals with complex medical, behavioral health, or social needs. Services include:
- Care coordination and treatment planning.
- Transition of care support following hospitalization.
- Medication adherence support.
- Support navigating community and social resources.
- Addressing barriers to care.

11. **How do I refer a Healthy DC Plan enrollee to Care Management?**
Providers may submit a referral by email to HealthyDCCM@amerihealthcaritas.com or phone at 202-408-2233. Please include the following information:
- Enrollee name and Healthy DC Enrollee ID number.
- Reason for referral.
- Any urgent clinical concerns.

12. **Who should providers contact with questions?**
For eligibility, benefits, or enrollee support, contact Healthy DC Plan Provider Services at **1-888-369-0247** or visit https://www.amerihealthcaritasdc.com/hdcp/providers for information for providers.

Sincerely,

AmeriHealth Caritas DC