



To: AmeriHealth Caritas DC Providers

Date: January 13, 2026

Subject: Healthy DC Plan is Now Live

Dear Provider,

On January 1, 2026, AmeriHealth Caritas District of Columbia (DC) launched the Healthy DC Plan for enrollees. The information below includes key contact numbers, addresses, and frequently asked questions to support care delivery and claims processing for Healthy DC Plan enrollees. For additional program details, please visit: <https://www.amerihealthcaritasdc.com/hdcp>.

Important Provider Contact Information

- **Provider Services/Prior Authorizations**
 - **1-888-369-0247**
 - Monday- Friday
8:00 a.m. – 5:30 p.m.
- **Pharmacy Provider Services/Pharmacy Prior Authorizations**
 - **1-855-332-0992**
 - Monday-Friday
8:00 a.m. – 8:00 p.m.
 - Saturday
9:00 am. – 1:00 p.m.
- **Pharmacy Prior Authorization Fax**
 - Standard: **1-844-480-2486**
 - Urgent: **1-855-350-0284**
 - TTY: **711**

Claims Submission Information

Providers should submit Healthy DC Plan claims using the following address:

AmeriHealth Caritas District of Columbia
Attn: Healthy DC Plan Claims Department
P.O. Box 7341
London, KY 40752

Frequently Asked Questions

Q: How do I check eligibility?

A: Providers can contact Provider Services at 1-888-369-0247 during normal business hours, or they can also check NaviNet at: <https://www.amerihealthcaritasdc.com/hdcp/providers/resources/navinet>.

- Please note that the DHCF eligibility portal or the DHCF eligibility IVR systems cannot be used to check eligibility for Healthy DC Plan enrollees. DHCF does not have oversight of, or any information on, Healthy DC Plan enrollees.
- Healthy DC Plan enrollees have new Healthy DC Plan AmeriHealth ID numbers that are different from their Medicaid AmeriHealth ID numbers.
- Within NaviNet, you can check enrollee Medicaid or Healthy DC Plan eligibility using their name and date of birth.

Q: Which number should be called for medical prior authorizations?

A: Providers should contact Provider Services at 1-888-369-0247 during normal business hours for medical prior authorization requests.

Q: How do enrollees access transportation for medical appointments?

A: Non-emergency medical transportation (NEMT) is not a covered benefit for Healthy DC Plan enrollees.

Q: Which enrollee ID should be used when submitting claims or authorizations?

A: Providers should submit claims and authorization requests using the enrollee ID listed on the enrollee's Healthy DC Plan ID card.

Q: How are pharmacy prior authorizations submitted?

A: Requests may be submitted by phone or fax using the Pharmacy Provider Services contact information listed above.

Q: Are prior authorizations required for Healthy DC Plan services?

A: Prior authorization requirements apply to certain services and medications. Providers should follow standard AmeriHealth Caritas DC authorization processes or contact Provider Services or Pharmacy Provider Services for guidance specific to the Healthy DC Plan.

Q: Where can providers find additional Healthy DC Plan resources and updates?

A: Providers can find additional information, updates, and resources on the Healthy DC Plan webpage at: <https://www.amerihealthcaritasdc.com/hdcp>.

Thank you for your attention to this update and for your continued partnership in serving our enrollees.

Sincerely,

AmeriHealth Caritas DC