

# AmeriHealth Caritas District of Columbia

## Member Eligibility & Benefits



**AmeriHealth Caritas**<sup>™</sup>  

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**District of Columbia**

# Who Do We Serve?

## AmeriHealth Caritas District of Columbia offers two products in the District:

- a Medicaid product (for beneficiaries of the D.C. Healthy Families Program); and,
- an Alliance product (for beneficiaries of the D.C. Healthcare Alliance Program).

The District's Medicaid and Alliance programs are administered through the District of Columbia Department of Health Care Finance (DHCF), by contract with AmeriHealth Caritas DC. Benefit coverage for Medicaid members differs from coverage for Alliance members. Medicaid and Alliance members are identified by two different member identification cards.

# How Do Members Enroll?

**Eligibility for the Medicaid and Alliance programs is determined by application to the Department of Human Services, Economic Security Administration (ESA).**

## Medicaid

- Newly-eligible enrollees have 30 days to voluntarily choose a Managed Care Organization (MCO) or health plan, such as AmeriHealth Caritas DC
- If an enrollee does not choose an MCO, the enrollment broker automatically assigns the enrollee to an MCO.
- Newly-eligible enrollees who selected or were assigned to an MCO have an additional 90 days from the date of enrollment to transfer to another MCO.

## Alliance

- Newly-eligible enrollees are automatically-assigned to an MCO or health plan, such as AmeriHealth Caritas DC, by the enrollment broker.
- Enrollees receive notice of the assignment from the enrollment broker and have 30 days from the date of notice to voluntarily select a different MCO.

# How Does Primary Care Assignment Work?

## Medicaid

New AmeriHealth Caritas DC Medicaid members are required to select a Primary Care Provider (PCP) within 10 days of plan enrollment. If no selection is made, the Plan will automatically assign a PCP.

Members may request a change to their primary care assignment at anytime by contacting Member Services.

## Primary Dental Care

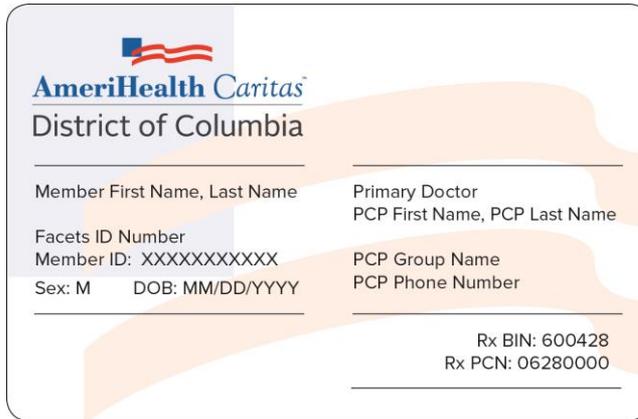
New AmeriHealth Caritas District of Columbia Medicaid and Alliance members will also select or be assigned to a Primary Dental Provider (PDP). The member's PDP selection or assignment will be distributed in a separate letter to the member. Medicaid and Alliance members will also be informed of the opportunity and procedures to change PDPs.

## Alliance

New AmeriHealth Caritas DC Alliance members will be automatically assigned to a PCP.

# Member ID Cards

## Medicaid



**AmeriHealth Caritas**  
District of Columbia

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Member First Name, Last Name      Primary Doctor  
PCP First Name, PCP Last Name

Facets ID Number      PCP Group Name  
Member ID: XXXXXXXXXXXX      PCP Phone Number

Sex: M      DOB: MM/DD/YYYY

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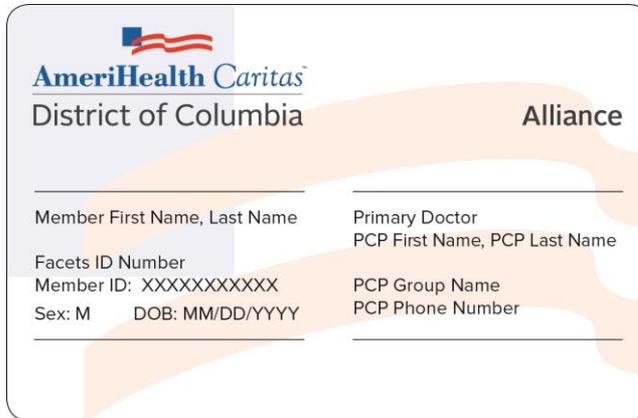
Rx BIN: 600428  
Rx PCN: 06280000

**AmeriHealth Caritas District of Columbia • 1120 Vermont Ave. NW, Suite 200 • Washington, DC 20005**  
If you cannot keep your appointment, please call your doctor.  
If you lose eligibility for health benefits, this card is no longer valid.

Member Services Department 24/7 (by phone) Office: 9:00 a.m. - 5:00 p.m. Mon. - Fri.	<b>202-408-4720 (1-800-408-7511)</b> <b>TTY: 1-800-570-1190</b>
Nurse Advice Line 24 hours a day, 7 days a week	<b>1-877-759-6279</b>
Provider Services & Prior Authorization	<b>202-408-2237</b>
Pharmacy Member Services	<b>1-888-452-3647</b> <b>TTY: 1-888-989-0073</b>
Pharmacy Provider Services	<b>1-888-602-3741</b>
Economic Security Administration (ESA) - Change Center	<b>202-727-5355</b>
Mental Health, Drug & Alcohol Services	<b>202-408-4720</b>
Transportation Services Reservations Ride Status ("Where's My Ride?")	<b>1-800-315-3485</b> <b>1-800-315-3485</b>

AmeriHealth Caritas DC Claims Processing • P.O. Box 7342 • London, KY 40742  
[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)

## Alliance



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District of Columbia      **Alliance**

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Member First Name, Last Name      Primary Doctor  
PCP First Name, PCP Last Name

Facets ID Number      PCP Group Name  
Member ID: XXXXXXXXXXXX      PCP Phone Number

Sex: M      DOB: MM/DD/YYYY

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**AmeriHealth Caritas District of Columbia • 1120 Vermont Ave. NW, Suite 200 • Washington, DC 20005**  
If you cannot keep your appointment, please call your doctor.  
If you lose eligibility for health benefits, this card is no longer valid.

Member Services Department 24/7 (by phone) Office: 9:00 a.m. - 5:00 p.m. Mon. - Fri.	<b>202-842-2810 (1-866-842-2810)</b> <b>TTY: 1-800-570-1190</b>
Nurse Advice Line 24 hours a day, 7 days a week	<b>1-877-759-6279</b>
Provider Services & Prior Authorization	<b>202-408-2237</b>
Pharmacy Member Services & After-Hour Prescriptions	<b>1-888-987-5806</b> <b>TTY: 1-888-989-0073</b>
Pharmacy Provider Services	<b>1-888-987-5821</b>
Economic Security Administration (ESA) Change Center (re-certify, case information)	<b>202-727-5355</b>
Mental Health, Drug & Alcohol Services	<b>202-842-2810</b>

AmeriHealth Caritas DC Claims Processing • P.O. Box 7354 • London, KY 40742  
[www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com)

# How to Verify Member Eligibility

**As a participating provider, you are responsible to verify member eligibility with AmeriHealth Caritas DC before rendering services, except when a member requests services for an emergency medical condition.**

## To Verify Eligibility:

- Visiting the provider area of [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com) to access NaviNet – a free, web-based application for electronic transactions and information through a multi-payer portal.
- Use the Interactive Voice Response (IVR) by calling **202-408-2237** or toll-free at **888-656-2383** and selecting the appropriate prompts.
- Call Provider Services at **202-408-2237** or toll-free at **888-656-2383**.
- Use AmeriHealth Caritas DC's real-time eligibility service. Depending on your clearinghouse or practice management system, our real-time service supports batch access to eligibility verification and system-to-system verification, including point of service (POS) devices.

# What's Covered for Medicaid Members?

## The AmeriHealth Caritas DC Medicaid benefit package includes:

Note: Coverage for certain services depends on medical-necessity and prior authorization of the service.

- Physician, Nurse Practitioner and Certified Nurse Midwife Services
- Laboratory, X-Rays and Radiology Services
- Inpatient and Outpatient Hospital Services
- Prescription Drug Coverage (in accordance with the AmeriHealth DC drug formulary)
- Emergency and Urgent Care Services
- Federally Qualified Health Center (FQHC) Services
- Family Planning Services
- Prenatal Care, Newborn Delivery and Postpartum Care Services
- Podiatry Services
- Therapy Services (Physical, Occupational and Speech)
- Durable Medical Equipment and Medical Supplies (Including Orthotics and Prosthetics)
- Vision, Hearing and Dental Services
- Behavioral Health Services
- Tuberculosis-Related services
- Home Health, Private Duty Nursing and Personal Care Services
- Nursing Facility Services and Hospice Care
- Emergent and Non-Emergent Medical Transportation
- Adult and Child Wellness, Including HealthCheck (EPSDT) Services and Outreach
- 24/7 Nurse Call Line

# What's Not Covered for Medicaid Members?

## AmeriHealth Caritas DC Medicaid non-covered services include:

- Chiropractic Services
- Infertility Treatment
- Sterilizations for Persons Under the Age of 21
- Sterilization Reversals
- Cosmetic Surgery
- Experimental or Investigational Services, Surgeries, Treatments and Medications
- Services that are Part of a Clinical Trial Protocol
- Abortion, Unless Medically Necessary
- Services that are Not Medically Necessary and/or that are Not Described as a Covered Service

# What's Covered for Alliance Members?

## The AmeriHealth Caritas DC Alliance benefit package includes:

Note: Coverage for certain services depends on medical-necessity and prior authorization of the service.

- Primary and Specialty Physician Services
- Inpatient Hospital Services Not Meeting the Criteria for Admission Due to an Emergency Medical Condition
- Certain Outpatient Hospital Services
- Laboratory, X-rays and Radiology Services
- Adult and Women's Wellness and Preventive Health Services, Including Basic Family Planning
- Prenatal and Postpartum Care Services (Excluding Newborn Delivery Coverage)
- Urgent Care Services (Or, provision of covered services as needed for an urgent medical condition.)
- Screening and Stabilization Services for Emergency Medical Conditions, when Furnished In-Network\*
- Outpatient Prescription Drug Coverage (from Participating Alliance Program Pharmacies)
- Certain Rehabilitation Services
- Home Health Care Services for Members who are Determined to be Homebound
- Adult Dental Services (for Members Ages 21 and Older) and Up to \$1,000 Annually
- Emergency Medical Transportation
- Physical , Occupational and Speech Therapy
- Nursing Facility Services
- 24/7 Nurse Call Line

\*Alliance coverage of emergency services is further defined on the following slides.

# What's Not Covered for Alliance Members?

## AmeriHealth Caritas DC Alliance non-covered services include:

- Out-of-Network Services, Including Screening and Stabilization Services for Emergency Medical Conditions\*
- Services and Supplies Related to Surgery and Treatment for Temporal Mandibular Joint (TMJ) Problems
- Newborn Deliveries
- Chiropractic Services
- Cosmetic Surgery
- Open Heart Surgery
- Organ Transplantation
- Sclerotherapy
- Treatment for Obesity
- Abortion, Unless Medically Necessary
- Experimental Treatment and/or Investigational Services and Items
- Infertility Treatment and Sterilization Reversals
- Outpatient and Inpatient Mental Health and Substance Abuse Services (Except inpatient hospital/medical services for life threatening withdrawal from alcohol or narcotic drugs.)
- Services Furnished in Schools
- Vision and Hearing Services (for members over 21 years of age)
- Personal Care and Private Duty Nursing Services
- Non-Emergency Medical Transportation
- Emergency Services
- Services that are Not Medically Necessary and/or that are Not Described as a Covered Service

\*Alliance coverage of emergency services is further defined on the following slides.

# Does Medicaid Cover Emergency Services?

- Yes. For members enrolled through the Medicaid program, AmeriHealth Caritas DC ensures the availability of emergency services and care 24 hours a day, seven days a week (24/7).
- AmeriHealth Caritas DC will not deny payment for treatment obtained when a member had an emergency medical condition, or when the condition was in fact non-emergent in nature but appeared on presentation and/or during medical screening to be an emergency condition under the “prudent layperson” standard.
- AmeriHealth Caritas DC does not require prior authorization for emergency services provided by network or non-network providers when a Medicaid Plan member seeks emergency care.

# Does Alliance Cover Emergency Services?

- Medicaid-reimbursable emergency services are covered by the Department of Health Care Finance (DHCF) for Alliance members.
- District hospitals providing Medicaid-reimbursable emergency medical services to Alliance beneficiaries must submit claims for these services directly to the DHCF for reimbursement under Medicaid.

# Other Benefits

## Behavioral Health Services

PerformCare, an affiliate of the AmeriHealth Caritas Family of Companies, is the delegated manager of behavioral health care services covered by AmeriHealth Caritas DC. Prior authorizations and referrals for behavioral health services may be submitted according to the procedures described in this orientation.

AmeriHealth Caritas DC covers many of the behavioral health services available to D.C. Medicaid members. Specialized mental health services provided by the Department of Mental Health and all substance abuse related services, with the exception of inpatient detoxification services at a hospital, are not covered by AmeriHealth Caritas DC. These services are available to all D.C. Medicaid members via other resources as described on the following slides.

For Alliance members, the only covered behavioral health service is inpatient detoxification at a hospital. All other services are not covered by AmeriHealth Caritas DC Alliance program.

# Other Benefits

## MH/SA Screenings for Adults and Children

All new AmeriHealth Caritas DC adult and child Medicaid members with a newly-assigned PCP who has not previously cared for the member, must receive a comprehensive initial examination and a screening for mental health and substance abuse. The mental health and substance abuse screening must be completed using a validated screening tool, approved by AmeriHealth Caritas DC. For more information, please visit

[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com).

AmeriHealth Caritas DC PCPs are expected to assist Medicaid members with accessing substance abuse and mental health services, as needed. The AmeriHealth Caritas DC Rapid Response team is also available to members and providers to support care coordination and access to services. Members and providers may request Rapid Response support by calling **877-759-6224**.

For on-going care, the mental health and substance abuse screening must also be administered as a routine part of every child and adult preventive health examination.

# Other Benefits

## Additional Resources for Behavioral Health Services

### Department of Mental Health

(For specialized mental health services.)

Available 24 hours a day, 7 days a week at  
**888-793-4357.**

[www.dmh.dc.gov](http://www.dmh.dc.gov)

Specialized Mental Health Services include:

- Community-Based Interventions (CBI)
- Multi-systemic Therapy (MST)
- Assertive Community Treatment (ACT)
- Community Support
- Crisis Intervention, including mobile crisis services
- Case Management

### Addiction, Prevention and Recovery Administration (APRA)

(For drug and alcohol services.\*)

[www.doh.dc.gov/apra](http://www.doh.dc.gov/apra)

Assessment and Referral Center (ARC)

Hours of Operation: 7 a.m. to 6 p.m.

70 N Street NE

Washington, DC 20002

Telephone: **202-727-8473**

Fax: **202-727-8411**

\*Inpatient detoxification services are covered by AmeriHealth Caritas DC

# Other Benefits

## Pharmacy Services

AmeriHealth Caritas DC provides prescription drug coverage for members through a delegated pharmacy benefits management vendor.

For more information on pharmacy services, including prior authorization forms, or to view the searchable and printable AmeriHealth Caritas DC drug formulary, please visit [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com). For questions regarding pharmacy services, Plan members and providers may contact:

- Pharmacy Provider Services (Medicaid): **888-602-3741**
- Pharmacy Provider Services (Alliance): **888-987-5821**
- Pharmacy Member Services (Medicaid): **888-452-3647**
- Pharmacy Member Services (Alliance): **888-987-5806**
- Pharmacy TTY/TDD: **888-989-0073**
- Pharmacy Prior Authorization Fax: **855-811-9332**

# Other Benefits

## Dental and Vision Services

AmeriHealth Caritas DC provides covered dental and vision services through delegated management vendors. For questions regarding dental and vision services, members and providers may contact:

- Member Services Medicaid 202-408-4720
- Member Services Alliance 202-842-2810
- Dental Provider Services 1-855-609-5170 or [providerportal@sciondental.com](mailto:providerportal@sciondental.com)
- Vision Provider Services 1-855-704-0437

# Other Benefits

## Lab Services

LabCorp is the exclusive outpatient laboratory provider for members of AmeriHealth Caritas DC. As a full-service reference laboratory, LabCorp provides rapid turnaround time for routine and STAT testing. LabCorp also offers a broad array of routine and esoteric tests.

LabCorp will need AmeriHealth Caritas DC member ID numbers on all orders. To quickly establish a LabCorp account, please call **888-LABCORP** and a representative will be happy to assist you. For more information, please visit [www.labcorp.com](http://www.labcorp.com).

# Other Benefits

## 24/7 Nurse Advice Line

AmeriHealth Caritas DC members also have 24/7 access to a dedicated telephone line for nurse triage services at **877-759-6279**.

RNs evaluate the member's health status, provide health advice and decision support, and facilitate the use of relevant healthcare practitioners and settings. Based on symptoms or health questions, RNs follow physician-authored clinical guidelines to recommend the appropriate treatment. For more information visit [www.sironahealth.com](http://www.sironahealth.com).

## Transportation Services

Transportation services are provided by a contracted vendor. Members may schedule or confirm transportation by calling:

- Reservation & Ride Status (Medicaid Only): **800-315-3485**

# Other Benefits

## Support Services

Interpretation and translation services and services for the hearing and visually impaired are free to AmeriHealth Caritas DC members. To access any of these services, members may contact Member Services at 1-202-408-4720, toll-free at 1-800-408-7511, or TTY at 1-800-570-1190.

## Advance Directives

All members have the right to receive information on advance directives and assistance in preparing them; to choose not to have or continue any life-sustaining treatment.

AmeriHealth Caritas DC providers are required to facilitate advance directives for individuals as defined in 42 C.F.R 489.100. Primary Care Providers are encouraged to help members fill out and sign a written advance directive; please place a copy of the signed advance directive in the member's medical record.