



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Winter 2026



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This program is brought to you by the Government of the District of Columbia Department of Health Care Finance.



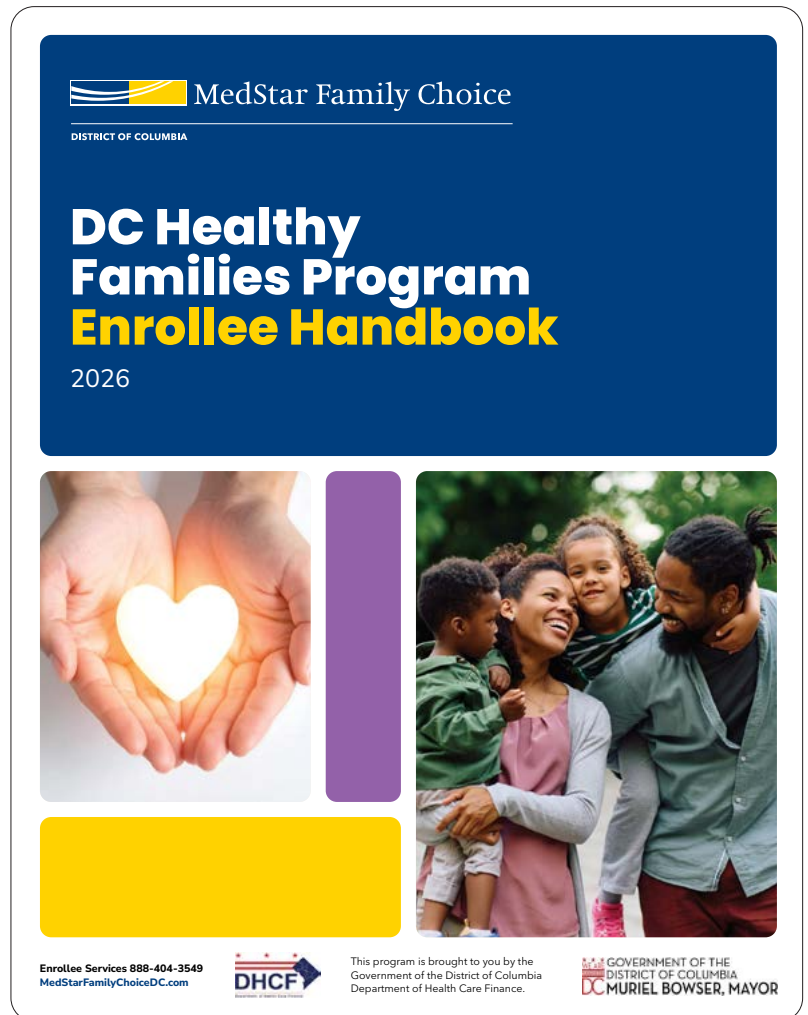
Changes to Medicaid

The DC Medicaid program is changing for some adults, this started January 1, 2026. These changes do not impact children with DC Medicaid. Children can still be covered by Medicaid even if their parents are not eligible. Log in to your District Direct account at DistrictDirect.DC.gov to check on your Medicaid. To find out more about Medicaid changes, visit DHCF.DC.gov/Medicaid-Program-Changes. If you lost your Medicaid coverage, many adults will have coverage through the new Healthy DC Plan. To learn more about this plan visit DCHealthLink.com/HealthyDCPlan.

If you need assistance, you may call the Public Benefits Call Center at **202-727-5355 (TTY: 711)** between 7:30 a.m. and 4:45 p.m.

Your 2026 Enrollee Handbook is available on our website

The 2026 Enrollee Handbook is available on our website in English, Spanish, and Amharic. Please review your Enrollee Handbook in detail to learn about your benefits, services, programs, and enrollee rights and responsibilities. The handbook also explains policies on billing; appeals; fraud, waste, and abuse; and more. Important phone numbers for enrollees are included in the handbook as well. You can download your Enrollee Handbook by visiting our website at MedStarFamilyChoiceDC.com/Enrollees/DC-Healthy-Families-Benefits.



Enrollee Services 888-404-3549
MedStarFamilyChoiceDC.com

DHCF
Department of Health Care Finance

This program is brought to you by the
Government of the District of Columbia
Department of Health Care Finance.

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

If you would like a printed copy by mail at no cost to you, call Enrollee Services at **888-404-3549**.

Our Growing Together maternity program has expanded with Cayaba Care!

MedStar Family Choice DC is excited to share that we have partnered with Cayaba Care to expand our Growing Together prenatal and postpartum maternity program. Cayaba Care is included in the MedStar Family Choice DC plan so there is no cost for our enrollees. Cayaba Care gives extra support between doctor visits. It also provides help after the baby is born. Cayaba Care offers:

- An expert maternity coach to help you feel supported, confident, and ready to welcome your baby
- In-person and virtual appointments where you can ask questions
- Support 7 days a week when you have concerns or issues
- A nutritionist and breastfeeding consultant who gives advice

With MedStar Family Choice and Cayaba Care, you'll get the support you need to have a healthy and joyful journey into motherhood.

To learn more, contact our Case Management department at **202-363-4348 (Option 1, then 6)**.



Your Voice Matters!

Please share your thoughts to help us improve and provide better care for you and all our enrollees. As a MedStar Family Choice DC enrollee, you may be randomly selected for the anonymous Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey helps us see how we're doing and find ways to improve. It takes place February through May 2026. Your feedback is important. Together, we can make the services you count on even better. For more about the CAHPS survey and its impact visit [AHRQ.gov/cahps/surveys-guidance/index.htm](https://www.ahrq.gov/cahps/surveys-guidance/index.htm).

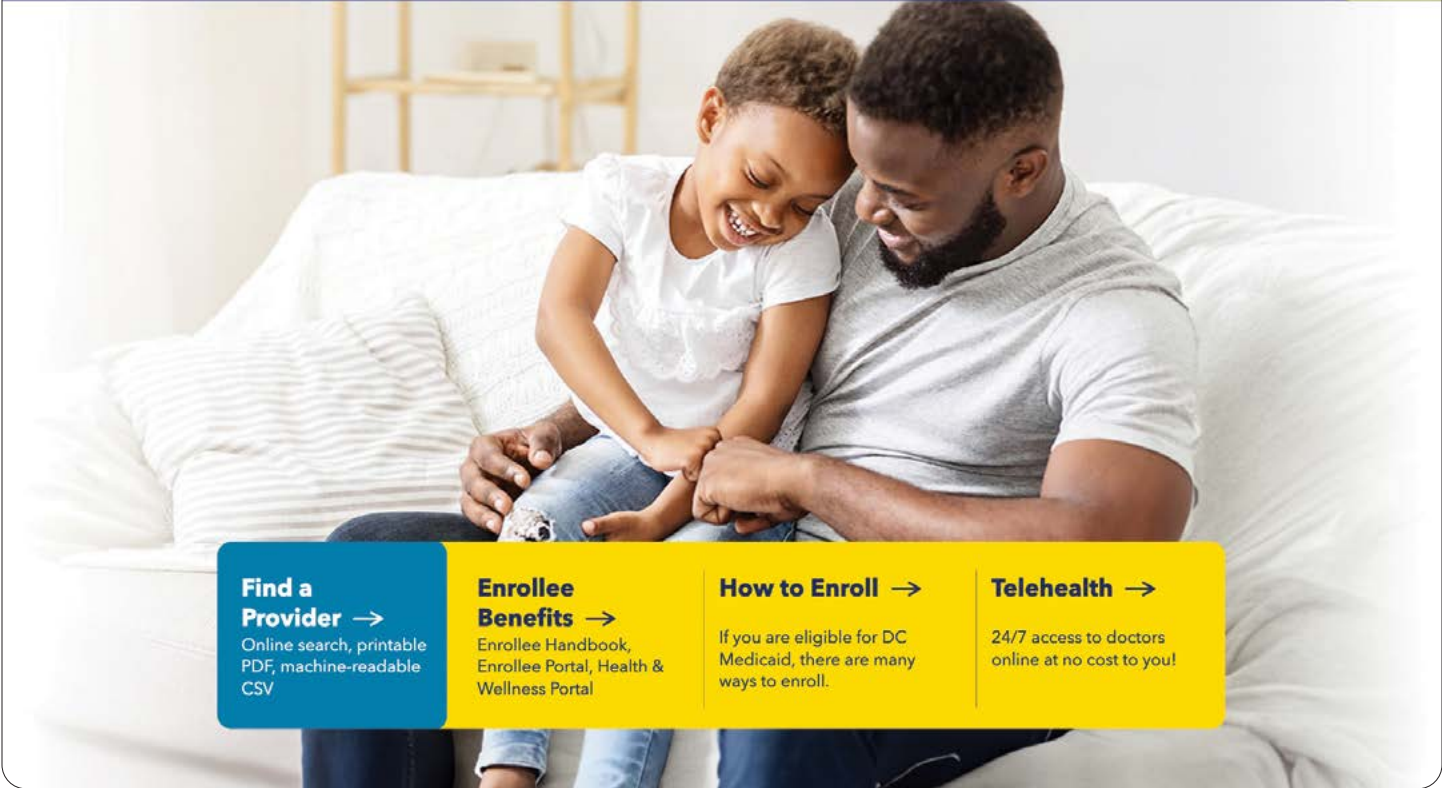
Notice of nondiscrimination and language accessibility

Enrollees can always find the MedStar Family Choice DC Notice of Nondiscrimination and Language Accessibility Statement on our website at [MedStarFamilyChoiceDC.com/Notice-of-Nondiscrimination](https://www.MedStarFamilyChoiceDC.com/Notice-of-Nondiscrimination). Language assistance is available free for MedStar Family Choice DC enrollees. For help in your language, call Enrollee Services at **888-404-3549**.

Interpreter and translation services are free

If you know a MedStar Family Choice DC enrollee who does not speak English, or doesn't speak it well, call Enrollee Services at **888-404-3549**. We have interpreters to help enrollees when visiting their doctors. We will also provide an interpreter or translation services to help enrollees who do not speak English or read English written information sent by Enrollee Services. If you or someone you know is deaf or has trouble hearing, enrollees can access TTY assistance by calling **711**. MedStar Family Choice DC also has support available who can use sign language to help during doctor visits. You, or someone who can speak for you, must let Enrollee Services know that this service is needed.





Find a Provider → Online search, printable PDF, machine-readable CSV	Enrollee Benefits → Enrollee Handbook, Enrollee Portal, Health & Wellness Portal	How to Enroll → If you are eligible for DC Medicaid, there are many ways to enroll.	Telehealth → 24/7 access to doctors online at no cost to you!
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Visit our website for helpful information

We update our website regularly, and have made it easier for you to find the information most important to you. Visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) for the below items, some of these topics can be found in the Enrollee Handbook and the Covered Prescription Medications guide, which are posted on the website.

- Appeals Process
- Behavioral Health Services
- Benefits
- Billed for a covered service
- Care Coordination and Case Management
- Contacts
- Copays
- Covered Services
- Enrollee Handbook
- Enrollee Newsletter
- Enrollee Portal (change doctor, request ID card, view claims and authorizations)
- Enrollee Rights and Responsibilities
- Find a Provider (searchable provider directory)
- Fraud, Waste, and Abuse

- Health and Wellness Portal
- Health education class schedule
- Hours of operation and after-hours instructions
- Interpreter and translation services
- Medication list (formulary)
- MedStar eVisit – Telehealth
- New technology policies
- Notice of Nondiscrimination/Language Accessibility Statement
- Notice of privacy practices
- Out-of-service area coverage
- Outreach program
- Pharmacy protocols and procedures
- Preventive care programs
- Specialty care and hospitals
- Transportation guidelines
- Wellness rewards

These materials are available to be printed and mailed to you at no cost. The item will be provided within five business days of request. If you do not have access to the internet, call Enrollee Services at **888-404-3549**. You can also mail your request to us at:

MedStar Family Choice District of Columbia
 Enrollee Services
 3007 Tilden St., NW, POD 3N
 Washington, DC 20008

Your enrollee rights and responsibilities

As a MedStar Family Choice District of Columbia enrollee, you have the right to:

- 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 MedStar Family Choice 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 MedStar Family Choice 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 MedStar Family Choice 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 free of charge.
- Refuse oral interpretation services.
- Receive transportation services free of charge.
- Get an explanation of prior authorization procedures.
- Receive information about MedStar Family Choice DC's financial condition and any special ways we pay our doctors.
- Obtain summaries of customer satisfaction surveys.
- Receive MedStar Family Choice DC's "Dispense as Written" policy for prescription drugs.
- Receive a list of all covered drugs.
- Be treated with respect and due consideration for your dignity and right to privacy.

As a MedStar Family Choice District of Columbia enrollee, 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 MedStar Family Choice DC.
- Following the 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 Economic Security Administration (ESA) and MedStar Family Choice 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 MedStar Family Choice 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 get medical records from providers who have treated you in the past.
- Telling MedStar Family Choice DC if you were injured as a result of an accident or at work.



Find a Provider

DC Healthy Families Provider Directory: [Printable \(PDF\)](#), [Machine Readable \(CSV\)](#), [Developer Portal](#), and [Search User Interface](#)

[Click here](#) to find routine dental or routine vision providers.

Search for medical providers and facilities

Search

Show All

Providers

Facilities

Filters [Clear all filters](#)

Hide

Specialties

Group Name

Hospital affiliation

Gender

Language

Provider Ward

Facility Type

Facility Ward

Accepting New Patients

It's easy to find a provider on our website

As a MedStar Family Choice District of Columbia enrollee, you are assigned a Primary Care Provider (PCP) if you did not choose one upon enrollment. If you do not like the PCP we chose, you may change your PCP.

We made it easy for you to find a provider on our website. You can search the Find a Provider online directory and narrow your search by categories to help you. Select a doctor by name, hospital affiliation, gender, language, specialty, city, or miles from your home. Our online directory also contains provider information such as office address, phone number, qualifications and certifications, education, and office hours.

If you would like information about a provider, call Enrollee Services at **888-404-3549** or visit the Find a Provider search page on our website at [MedStarFamilyChoiceDC.com/Enrollees/Find-a-Provider](https://www.MedStarFamilyChoiceDC.com/Enrollees/Find-a-Provider). You can also visit the Enrollee Portal to send a secure message with the name of the PCP you would like. To access the Enrollee Portal, visit our website at [MedStarFamilyChoiceDC.com/Enrollees/General-Benefits](https://www.MedStarFamilyChoiceDC.com/Enrollees/General-Benefits).

Your options for emergency care

We understand that it can be difficult to know the difference between what may or may not be an emergency. When you are unsure if you are having a medical emergency, you should call the Nurse Helpline for help at **855-798-3540**. The Nurse Helpline can help you decide where to go for your care.

There are many options for care. You should consult your MedStar Family Choice DC Primary Care Provider (PCP) assigned to you. Many providers work at Urgent Care facilities throughout the District. We also offer MedStar eVisit - Telehealth which gives you 24/7 video access to trusted providers from your tablet, smartphone, or computer. To learn more or to sign up, please visit [MedStarFamilyChoiceDC.com/Enrollees/eVisit](https://www.MedStarFamilyChoiceDC.com/Enrollees/eVisit).

You should visit the Emergency Department when you need care right away for a serious, sudden injury or illness. If you do not have a life-threatening, sudden illness, or injury you may have to wait to be seen in the Emergency Department sometimes for several hours during busy times where you may be exposed to other illnesses around you. Consult your PCP. For any life-threatening emergency or sudden illness call **911** or go directly to the Emergency Department.



How to request out-of-network services

If MedStar Family Choice DC is unable to provide a necessary and covered service to an enrollee within our network, the plan may allow the service to be provided outside of the network. In order for this to happen, the provider should fax the request to the MedStar Family Choice DC Prior Authorization department at 202-243-6258 (fax) for approval. MedStar Family Choice DC reviews all requests. If out-of-network services have been approved, the enrollee is not responsible for the cost of the service.



How to get a referral to a specialist

Primary Care Providers (PCP) will give you great advice about your healthcare needs. If any of your medical conditions require seeing a specialist, your PCP will refer you to one in our network. If an in-network provider is not available, MedStar Family Choice DC will help arrange and assist with authorization for the out-of-network provider. If your PCP can care for the condition without referring you, he or she will treat your medical condition.

If you are a female enrollee and your PCP is not a women's health specialist, you have the right to see a women's health specialist within the MedStar Family Choice DC network without a referral. If you want a second opinion, you have the right to obtain one from another in-network provider. If another in-network provider is not available, MedStar Family Choice DC will help arrange a second opinion outside of the network at no cost to you.

You can contact your PCP or Enrollee Services at **888-404-3549** for help getting a second opinion. A referral may be required. Most practitioners will need to see you in their office before a referral is written for a specialist. If you have questions or concerns about the healthcare services you receive, contact Enrollee Services at **888-404-3549**.

Case Management programs are available for enrollees

A highly qualified team of nurses and social workers is available to MedStar Family Choice DC enrollees with special needs, serious medical conditions, or social issues such as food, housing, and utilities. Our nurses and social workers provide education, support, and guidance to those enrollees who need or would like extra assistance to manage their health. Our nurses and social workers can also assist with gaining access to healthcare services. Below are a few examples of medical and behavioral health conditions or healthcare needs where we may be of help to you:

- Stroke
- Cancer/tumors
- Sickle Cell Disease with severe crisis
- Acute trauma with complex care coordination needs
- Multiple chronic health conditions
- Complex psycho-social or behavioral needs
- Pre and post-transplant care
- High-risk pregnancy
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Hypertension
- Cardiovascular disease (heart condition)
- HIV
- Substance use disorder
- Mental health (for example anxiety, depression, substance abuse)
- Social issues

Case management programs are voluntary. If you would like to ask about one of these programs, please contact us at **202-363-4348** or **855-798-4244 (option 1, then 6)** Monday through Friday, 8:00 a.m. to 5:30 p.m. You may be identified for enrollment if we see that you have certain conditions or medical needs. If you meet the criteria for enrollment, a Case Management staff member will reach out to you by phone, text, email, or mail to explain your benefits and these services. You do not have to enroll in these services. If you are already in one of these programs and you would like to stop participating, please contact your case manager or social worker at **202-363-4348** or **855-798-4244 (option 1, then 6)** or Enrollee Services at **888-404-3549**.



Fitness... We got you!

Have you heard about 4-Fitness Tuesdays? We have something for everyone no matter your fitness level. Join us for our in-person Zumba, Line Dance, and Soulful Yoga classes at our Community Wellness Center. If you can't join us in person, you can work out virtually with Coach Jai anytime through our Health and Wellness Portal. Coach Jai has created simple, effective workouts for all ages and fitness levels. The workouts help people feel stronger, healthier, and more confident in both body and mind.

You can find Coach Jai's fitness classes on our Health and Wellness Portal at [MedStarHealth.LiveHealthylgnite.com/users/sign_in](https://www.MedStarHealth.LiveHealthylgnite.com/users/sign_in). Once signed in, search Goal Standard Fitness Modules. To see all our classes and events, visit our events calendar at [MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs](https://www.MedStarFamilyChoiceDC.com/Enrollees/Events-and-Outreach-Programs).

Learn about the enrollee grievance and appeal processes

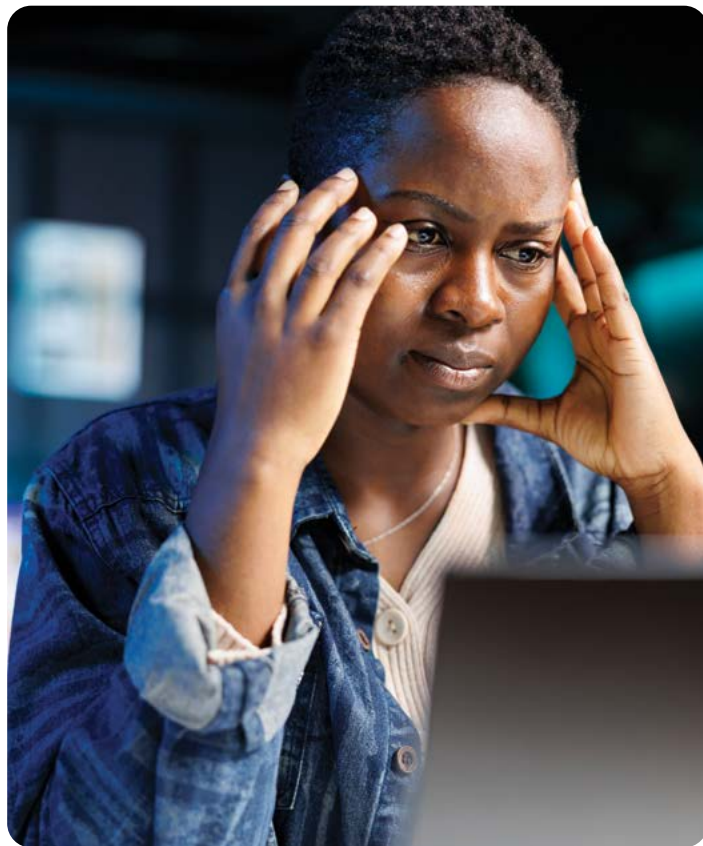
MedStar Family Choice DC is committed to resolving enrollee grievances and appeals quickly and fairly. Our grievance and appeal processes can be found in your Enrollee Handbook which is posted on our website at [MedStarFamilyChoiceDC.com/Enrollees/General-Benefits](https://www.MedStarFamilyChoiceDC.com/Enrollees/General-Benefits). If you don't have an Enrollee Handbook or access to our website, call Enrollee Services at **888-404-3549 (TTY: 711)**, to receive a printed copy by mail at no cost to you. Our grievance and appeal processes include:

- How to file a grievance or appeal, and the differences between each
- How quickly we will respond to you
- What to do if you do not agree with our decision

After receiving a final determination from the appeals process, enrollees have the right to contact the Health Care Ombudsman if there is a concern about a decision made by MedStar Family Choice DC. The mission of the Office of Health Care Ombudsman is to guide, advocate, and help people navigate through the healthcare system. They help enrollees understand their healthcare coverage and assist in appealing health insurance decisions. The Health Care Ombudsman does not make decisions about grievances, appeals, or fair hearings.

Health Care Ombudsman
441 4th St., NW Suite 250 North
Washington, DC 20001

Phone: **202-724-7491** or **877-685-6391 (toll-free)**
Fax: 202-442-6724; Confidential Fax: 202-478-1397
Email: healthcareombudsman@dc.gov



A list of approved medications is on our website

The MedStar Family Choice District of Columbia medication list is available on our website at [MedStarFamilyChoiceDC.com/Enrollees/Pharmacy-Benefits](https://www.MedStarFamilyChoiceDC.com/Enrollees/Pharmacy-Benefits). The medication list is also known as a drug formulary. It includes all the approved prescription medications covered by MedStar Family Choice DC. Any changes to this list will be included in the updated issue of Covered Prescription Medications posted on the website. Also, there is a recent medication coverage changes section with a summary of the latest updates. If you don't have access to our website and have questions about a specific medicine, we can send information to you. If you or your doctor wants you to take a medication that is not on this list, we have a process in place to review those medication requests. Call Enrollee Services at **888-404-3549** to learn more.

MedStar Family Choice District of Columbia complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, disability, or sex.

If you do not speak and/or read English, please call **888-404-3549** between 8:00 a.m. and 5:30 p.m. A representative will assist you.

Si no habla o lee inglés, llame al **888-404-3549** entre las 8:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle.

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi **888-404-3549** từ 8 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn.

‘영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 8시 00분에서 오후 5시 30분 사이에 **888-404 3549** 번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다.

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler **888-404-3549** entre 8:00 du matin et 5:30 du soir. Un représentant vous aidera.

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‘如果不能講和/或不能閱讀英語, 請在上午 8:00 到下午 5:30之間給 **888-404-3549** 打電話, 我們會有代表幫助



MedStar Family Choice

DISTRICT OF COLUMBIA

3007 Tilden Street, NW, POD 3N
Washington, DC 20008

Enrollee Newsletter Winter 2026

The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. For more information on your plan or anything in this newsletter, please visit [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or call Enrollee Services at **888-404-3549**.

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