



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Summer 2022



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This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

WE ARE WASHINGTON GOVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

June 2022

A message from Dr. Tu



If you are new to MedStar Family Choice District of Columbia, welcome! We are happy to have you and all our enrollees with us. Our team is always here to answer your questions, assist you with appointments, and support your healthcare needs in any way we can.

For many people, summer is the best time of year. The weather is warm, and more children are enjoying the outdoors in our wonderful parks. Please be mindful of sunburn, heat stroke, bug bites, and food poisoning. Read the articles in this issue, and visit our website at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) for information that will help you stay safe, be healthy, enjoy your summer, and begin planning for back to school.

Please contact Enrollee Services at **888-404-3549** if we can help you in any way.

Sincerely,

Raymond Tu, M.D., M.S., F.A.C.R.
Chief Medical Officer
MedStar Family Choice District of Columbia

Eat healthy and enjoy a new place in the community

MedStar Family Choice District of Columbia enrollees now have better access to healthy food and education through our work with DC Greens. We congratulate DC Greens on their grand opening of The Well at Oxon Run!

The Well at Oxon Run is a one-acre jewel nestled in Oxon Run Park. It has seasonal crops, pick-your-own-flower gardens, a farm stand, an orchard with chickens, a greenhouse, herb and pollinator gardens, and a large youth garden with an outdoor classroom. This space will be a source of healthy food for schools, community members, and area restaurants. Enrollees can enjoy seedlings-to-plate education in this new gathering space for the Ward 8 community. The first planting season was in the Spring. To learn more visit DCGreens.org/thewell.





Summer is for wellness and earning gift cards!

Yearly screenings and shots are important to keep you and your family healthy. We offer gift cards to enrollees who get their screenings (tests) and immunizations (shots) each year. Without screenings, you may not know of health issues that could get worse without treatment.

Our Outreach department can assist you and your family with scheduling any of the following appointments:

- Yearly physicals
- Well-child visits
- Lead testing
- Diabetic testing
- Mammograms
- Pap smears

Once you have completed one or more of the services listed above, you could be eligible to receive a gift card. We offer the following rewards just for going to wellness doctor appointments:

- Up to \$75 for completing your baby's six well-child visits before 15 months of age
- \$10 for getting your child's lead screening by 12 months of age and \$10 for their second screening by age 5
- \$25 for your first prenatal care visit during the first three months of pregnancy
- \$25 for your first postpartum visit within 21 to 56 days of delivery
- Up to \$50 for completing your well-child visits including dental exam (ages 3 to 11)
- \$25 for completing your adolescent physical (ages 12 to 21)
- \$25 for completing your mammogram (50 years and older)
- Up to \$75 for completing diabetic testing and lowering A1C to below 8 by December 31, 2022

To learn more call our Outreach department at **855-798-4244** (select option 1, then 2).

Produce Rx for diet-related chronic illnesses

Produce Rx, sponsored by DC Greens and Giant Food, allows medical professionals to prescribe fresh and frozen fruits and vegetables to patients experiencing diet-related chronic illnesses. The program goal is to increase access to nutritious foods.

Participants receive \$240, valid for 90 days, to use at selected grocery stores, such as Giant Food. To learn more about Produce Rx and to see if you are eligible, talk with your primary care provider or visit dcbgreens.org/prx-customers.



Cologuard®, an at-home screening for colorectal cancer, is now covered

The U.S. Preventive Services Task Force recommends that adults age 45 to 75 be screened for colorectal cancer. The decision to be screened between ages 76 and 85 should be made on an individual basis. If you are older than 75, talk to your doctor about screening.

The Department of Health Care Finance is committed to ensuring District residents have access to colorectal cancer screening services in the professional setting. They are now adding coverage for at-home screening for colon cancer using a laboratory test that looks for genetic abnormalities which increase colon cancer risk. This test is commonly referred to as Cologuard®. It is covered by Medicaid once every three years.

Enrollees without increased risk over the age of 45 should be screened and this is one method that can be used. To learn more and

see if this at-home screening test is right for you, talk with your primary care provider.



Know the signs of opioid overdose

Opioid overdose is life-threatening and requires immediate emergency attention. Knowing the signs of opioid overdose is key to saving lives.

Call 911 immediately if a person exhibits ANY of the following symptoms:

- Their face is extremely pale and/or feels clammy to the touch
- Their body goes limp
- Their fingernails or lips have a purple or blue color
- They start vomiting or making gurgling noises
- They cannot be awakened or are unable to speak
- Their breathing or heartbeat slows or stops

Treating Opioid Overdose

If you suspect someone is experiencing an opioid overdose immediately consider the following actions to save their life:

- Call 911.
- If the person has stopped breathing or if breathing is very weak, begin CPR (best performed by someone who has training).
- If available, treat the person with naloxone to reverse opioid overdose.

Family members, caregivers, or the people who spend time with individuals using opioids need to know how to recognize the signs of an overdose. They also need to know how to administer life-saving services until emergency medical help arrives. Someone experiencing an opioid overdose will not be able to treat themselves. Naloxone is a medication approved by the Food and Drug Administration (FDA) to prevent opioid overdose. Naloxone is available without a prescription at participating pharmacies in every Ward in the District of Columbia. Participating pharmacies include Kalorama Pharmacy, Mary's Center Pharmacy, Excel Pharmacy, Morgan Pharmacy, select CVS Pharmacy locations, and more.



To find a pharmacy that distributes naloxone (or brand name, Naran) near you, visit [DBH.DC.gov/page/where-can-i-get-naloxone-dc](https://www.dbh.dc.gov/page/where-can-i-get-naloxone-dc). To learn more about naloxone to treat overdose occurrences, visit [SAMHSA.gov/medication-assisted-treatment/medications-counseling-related-conditions/opioid-overdose](https://www.samhsa.gov/medication-assisted-treatment/medications-counseling-related-conditions/opioid-overdose).



Antibiotics aren't always the answer

Antibiotic resistance is one of the most serious public health problems in the United States. Antibiotic overuse is the leading cause of antibiotic resistance. This happens when germs “outsmart” antibiotics and the antibiotics no longer kill the germ. To combat antibiotic resistance and avoid bad drug reactions, we must use antibiotics correctly.

Antibiotics do not fight infections caused by viruses like colds, flu, most sore throats, and bronchitis (inflammation of the breathing tubes). Even many sinus and ear infections can get better without antibiotics. Instead, symptom relief might be the best treatment for these infections.

Taking antibiotics for viral infections (such as colds, the flu, most sore throats, and bronchitis):

- Will not cure the infection
- Will not keep other people from getting sick

- Will not help you or your child feel better
- May cause unnecessary and harmful side effects
- May contribute to antibiotic resistance

Rest, fluids, and over-the-counter products may be the best treatments for symptoms related to viral infections. There are potential risks when taking any prescription medicine. Unneeded antibiotics may lead to harmful side effects and future antibiotic-resistant infections.

What You Can Do

Just because your doctor doesn't give you an antibiotic doesn't mean you aren't sick. Talk with your doctor about the best treatment for you or your child's illness. To feel better when you or your child has a viral infection:

- Ask about over-the-counter treatments that may help reduce symptoms.
- Drink more fluids.

- Get plenty of rest.
- Use a cool-mist vaporizer or saline nasal spray to relieve congestion.
- Soothe your throat with crushed ice, sore throat spray, or lozenges.
- Use honey to relieve cough.
- Treat flu illness with prescription flu antiviral medicines.

Note: Do not give lozenges to young children or honey to infants under one year of age.

What Not to Do

- Do not demand antibiotics when your doctor says they are not needed.
- Do not take an antibiotic for a viral infection.
- Do not take an antibiotic prescribed for someone else, as the antibiotic may not be right for your illness. Taking the wrong medicine may delay correct treatment and allow bacteria to grow.

If your doctor prescribes an antibiotic for a bacterial infection:

- Do not skip doses.
- Do not stop taking the antibiotics early unless your primary care doctor tells you to do so.
- Do not save any of the antibiotics for the next time you or your child gets sick.

Using antibiotics only when needed is a win-win for everyone because it:

- Decreases antibiotic resistance.
- Reduces risk of side effects.
- Reduces cost of unnecessary medications and treatment.
- Provides the safest possible care.

Your MedStar Family Choice District of Columbia doctor is working to keep you and your family healthy by only prescribing antibiotics when you really need them.



MedStar Family Choice

DISTRICT OF COLUMBIA

EMERGENCY ROOM OR URGENT CARE?

WHEN TO GO TO URGENT CARE

WHEN THE PERSON HAS:

- Asthma and wheezing
- Dehydration
- Diarrhea
- Ear Infection
- Eye Infection
- Fever without rash
- Lacerations
- Minor burns
- Nose bleeds
- Painful urination
- Rash without fever
- Sore throat, coughs, colds
- Sprains and strains
- Vomiting
- Wound infection



WHEN TO GO TO THE EMERGENCY ROOM

WHEN THE PERSON HAS:

- Bloody Cough
- Chest Pain
- Fever with rash
- Fractures or broken bones
- Head or eye injuries
- Heart attack or stroke
- Ingested poison
- One-sided weakness or numbness
- Seizures
- Serious or severe injuries or burns
- Severe abdominal pain
- Severe bleeding or large open wound
- Shortness of breath or difficulty breathing
- Sudden blurred vision or loss of vision
- Unconsciousness
- Vaginal bleeding

If you are unsure, you should call our 24-hour Nurse Advice Line at **1-855-798-3540**. You may also be able to have an Urgent Care visit via Telehealth with a Doctor virtually. Find out how and more at MedStarFamilyChoiceDC.com or scan the QR Code below.

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 888-404-3549번으로 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.
 如果您不能講和/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。我們會有代表幫助您。



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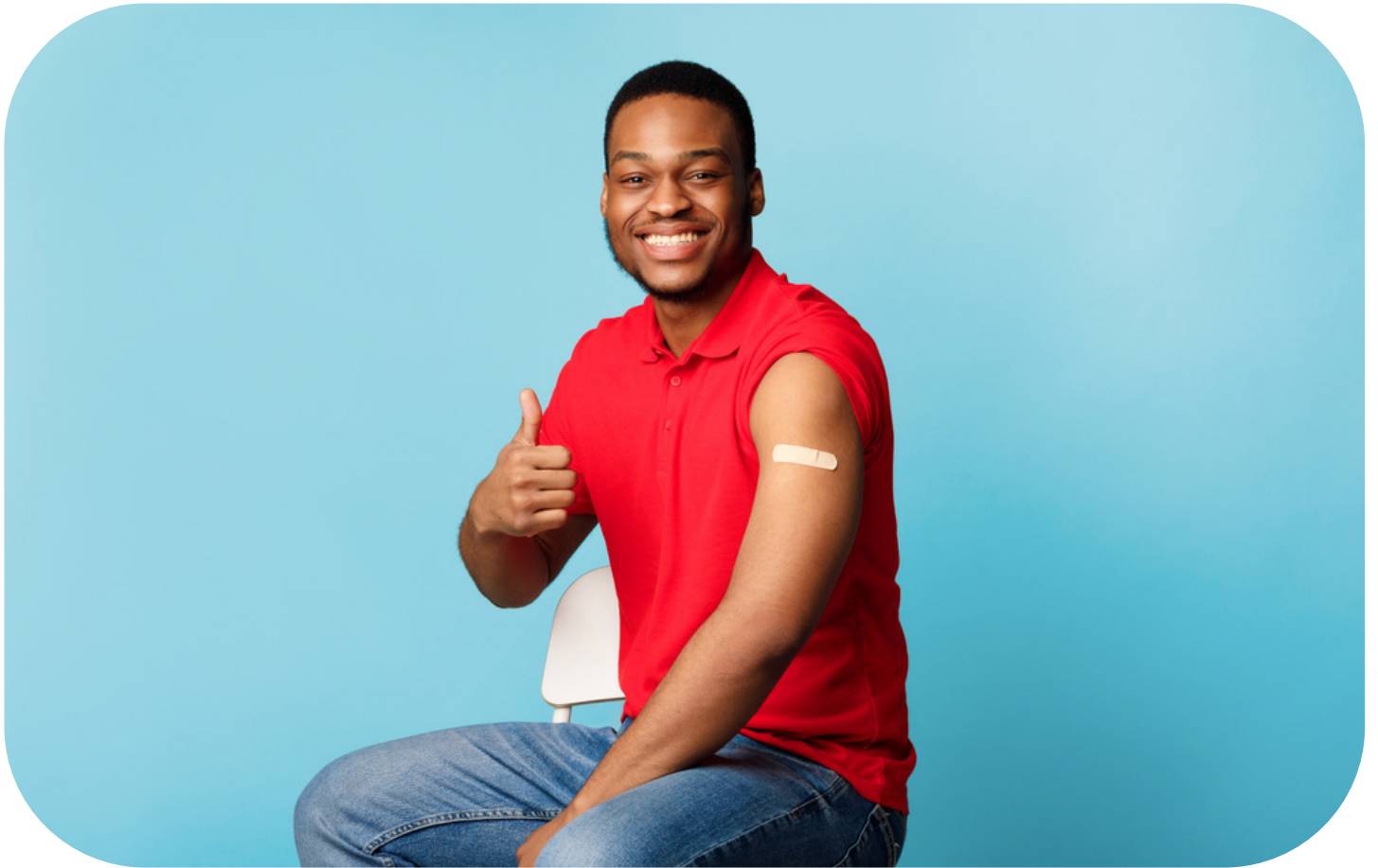
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 GOVERNMENT OF THE DISTRICT OF COLUMBIA
 MURIEL BOWSER, MAYOR



24-hour Nurse Advice Line
1-855-798-3540

Línea de asesoramiento de enfermería las 24 horas
1-855-798-3540

MedStar Family Choice-DC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex.



Vaccines are available at local drug stores

During the past 50 years, vaccines (shots) have saved more than a billion lives in the United States. They prevent illnesses, disabilities, and viruses. MedStar Family Choice District of Columbia enrollees (ages 3 and over) can get shots for free at participating pharmacies such as, CVS pharmacies, MedStar Health retail pharmacies, Target, Walmart, Walgreens, Rite Aid, Giant, Safeway, and other pharmacies in-network.

This program includes the flu shot as well as shots for shingles, hepatitis A and B, pneumonia, HPV (to help prevent cervical cancer), chicken pox, and tetanus. Flu shots are given on a walk-in basis. For other shots, including the COVID-19 vaccination, enrollees should call the drug store to make sure the shot needed is in stock and to see if an appointment is necessary. Your doctor will be notified when you receive a shot and add it to your medical record. Shots for traveling outside the country are not included.

These shots are given according to the published recommendations by the Centers for Disease Control and Prevention at [CDC.gov/Vaccines/Index.html](https://www.cdc.gov/Vaccines/Index.html).

Back to school - Be smart. Start smart.

It's time and we are here to help you get your kids ready for school with our **Be smart. Start smart.** back to school activities. This year DC Public Schools (DCPS) requires all school age MedStar Family Choice District of Columbia enrollees to have their well child doctor visit before school starts in Fall 2022. Here are important things parents need to do:



- Have your child's well child visit, dental exam and recommended immunization shots completed before the start of school in Fall 2022.
- Take the Universal Health Certificate form and the Oral Health Assessment form to your child's/ children's scheduled exams to be completed by the health provider.
- Provide DCPS with a completed Universal Health Certificate with the Immunization Information form and Oral Health Assessment form in order for your child/children to attend school.

Once your child/children completes their well child or dental visit, you can receive a gift card of \$25, up to \$50, and we will get them #SchoolSwagReady with a backpack filled with school supply swag and more! The Swag Bags can be picked up at a provided location, designated in community locations or mailed to you. Check our website for upcoming back to school events at [MedStarFamilyChoiceDC.com/enrollees/events-and-outreach-programs](https://www.MedStarFamilyChoiceDC.com/enrollees/events-and-outreach-programs).

We can help you schedule your child's well child exam, dental visit, and immunizations so they are healthy and ready to learn. Please call us at **202-363-4348** or **855-798-4244** (Select 1 for Enrollee Services and then 2 for an Outreach representative. TTY users call 7-1-1). Information can also be found on our website at [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) or you can visit [DCHealth.DC.gov](https://www.DCHealth.DC.gov) and search "**Universal Health Certificate**" and "**Oral Health Assessment**" to access the required forms.

Back to school immunizations are important, necessary, and free

Children enrolled in the Medicaid program under the age of 19 can get vaccines free of charge through the Vaccine For Children (VFC) program.

All students must have an up-to-date immunization certification on file with the school or they will not be allowed to attend school activities.

Visit [BackToSchool.DC.gov/page/back-school-ready](https://www.BackToSchool.DC.gov/page/back-school-ready) to learn more and to make an appointment for school-required vaccinations at a school site near you.



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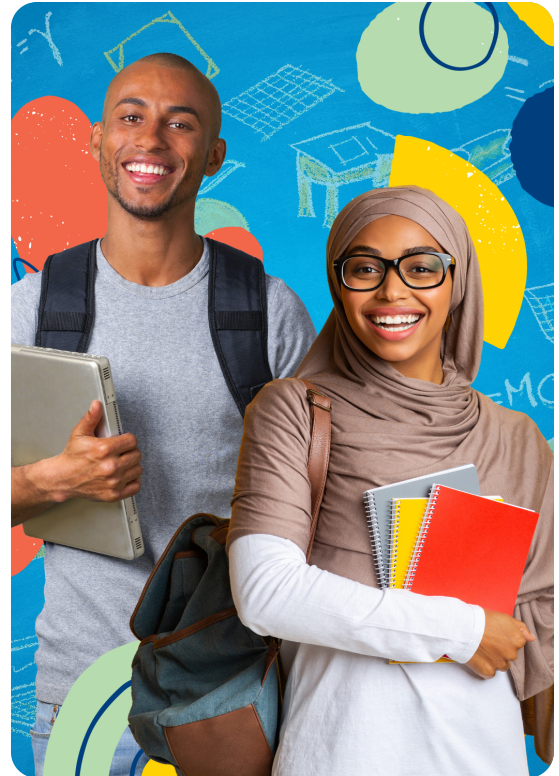
DISTRICT OF COLUMBIA

Be smart. Start smart.

It's time to plan ahead to get kids ready for the upcoming school year. Schedule your child's yearly well-child visit, dental screening, and immunizations so they are healthy and ready to learn.

From June 1 to September 30, 2022, students ages 12-20 years old can receive a back-to-school swag backpack and up to \$75 in gift card rewards for completing their well-child visit and dental screening.

It is important that you bring Universal and/or Oral Health Forms to your child's appointments. These forms must be completed by your child's healthcare provider before they can enter school.



Can't scan the code?
Call 855-798-4244,
press 1 and then press
2 for more information.

MedStar Family Choice-DC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex.



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Protect the privacy of your health information

Did you know that there are laws as well as written policies in place that protect your privacy? MedStar Family Choice District of Columbia (MFC-DC) knows the importance of keeping your protected health information safe and secure. We have policies in place to do so.

Before giving your protected health information to you over the phone, MFC-DC is required to verify your identity and authority to access specific protected information. To do this, our staff members will ask you for identifiers such as your name, address, or date of birth before giving you any protected health information. MFC-DC is also required to maintain the privacy of your written and electronic protected health information.

Paper documents are kept in secure locations. Electronic protected health information is encrypted on our devices. Employees may only

use or disclose protected health information for a purpose permitted by law or applicable requirement, and access is based on their specific job duties. Our employees receive training on how to protect health information. MFC-DC also employs additional methods to secure email communications.

With your enrollment packet, in your Enrollee Handbook, you received a copy of our Notice of Privacy Practices. This important information describes how MFC-DC may use and disclose your medical information. It also describes how you can access this information, and how to report a complaint if you feel your privacy has been violated. If you have any questions related to protecting your health information or would like to request a copy of the Notice of Privacy Practices, please contact Enrollee Services at **888-404-3549**.

Patient safety is vital to your health care

Patient safety is one of the nation's biggest healthcare challenges. There are things you can do to help yourself get safer health care. Some are as simple as making sure that when you are in the hospital, your wristband has the right name on it. You probably have information in your medical chart at your doctor's office. You may also have information contained in medical charts in the hospital too. To keep track of all this information, it is a good idea whenever possible to keep your own records at home in a safe and secure place. What kind of information should you put in your own personal health record? You could start with:

- Your name, birth date, blood type, and emergency contact
- The date of your last physical
- The dates and results of tests and screenings
- Major illnesses and surgeries, and the dates they took place
- A list of your medicines, dosages, and how long you have taken them
- A list of any allergies you may have
- A list of chronic diseases you may have
- The history of illnesses in your family

Also be sure to:

- Choose a doctor you feel comfortable talking to. Ask questions if you have doubts or concerns, and make sure you understand the answers. Take a relative or friend with you to help you ask questions and understand the answers.
- Give your doctor and pharmacist a list of all the medicines that you take, including nonprescription medicines. Tell them about any drug allergies you have. Ask about side effects and what to avoid while taking the medicine. Read the label when you get your medicine, including all warnings.

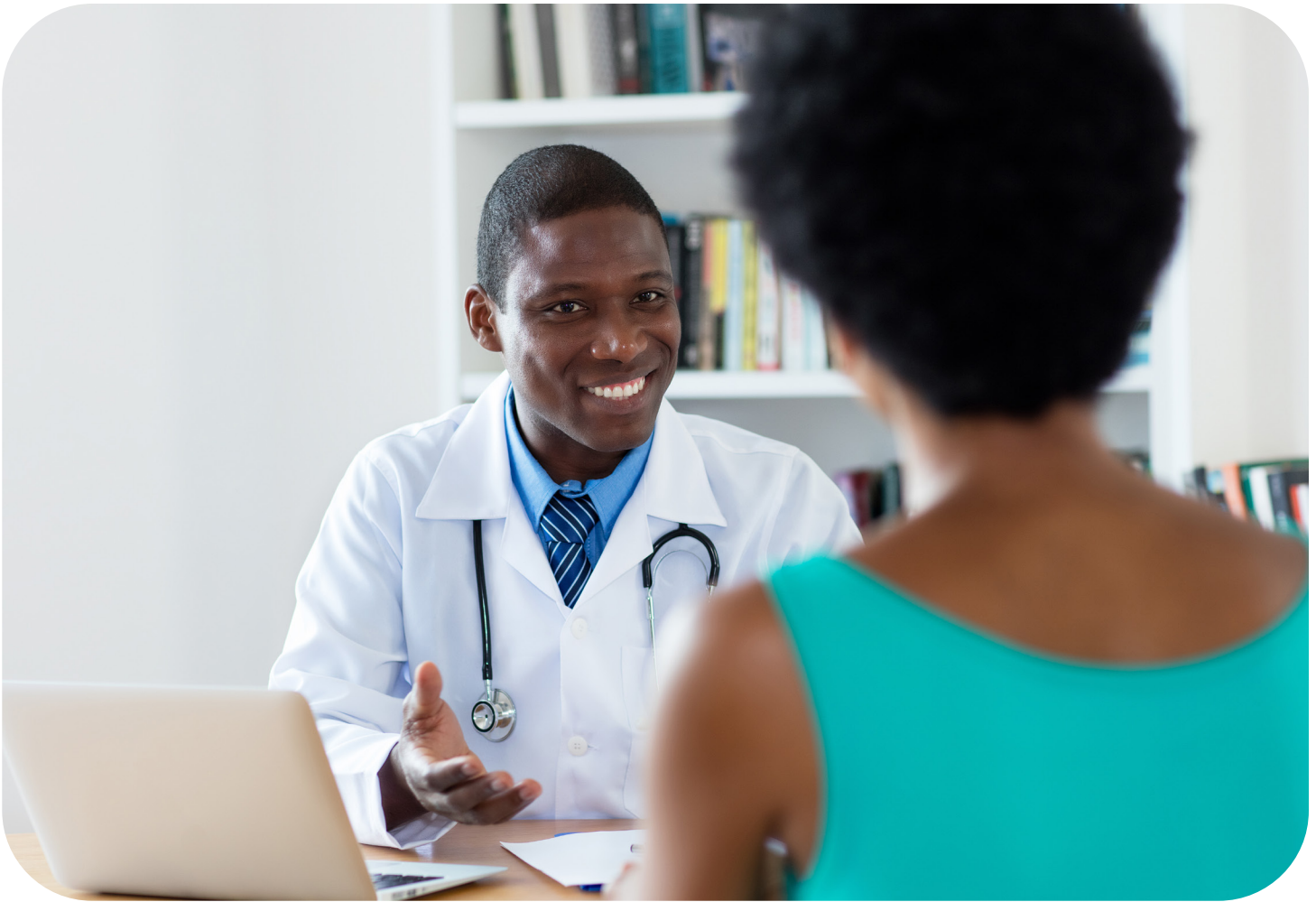


How to have better talks with your doctor

You play a very important part in your health care. Good communication with your doctor is key. Here are some things that can help you make the most of your doctor visits:

- Write your questions down before your visit.
- Consider bringing a family member or close friend with you.
- Listen carefully to the advice your doctor gives you. Take notes about what the doctor said or ask a family member or close friend to take notes for you.
- At the end of your visit, ask your doctor to repeat the main points. Ask for the doctor's contact information and their preferred method of communication.
- Make sure you follow your doctor's instructions. Get the lab work or other tests that your doctor asks you to get.
- Ask how you can get access to your medical records so you can keep track of your health care.
- Make certain your blood pressure is taken at every doctor visit. This includes your primary care doctor and specialist appointments.
- If you had a hospital admission or an emergency room visit, tell your doctor. All doctors involved in your care need to know.
- Your primary care doctor should receive information about your hospital stay, known as a discharge summary. The discharge summary provides detailed information about your care in the hospital. It is very important that you schedule a follow-up visit with your doctor regarding any hospital stay. Ask your primary care doctor if he or she has received a copy of the hospital discharge summary. If not, suggest that your primary care doctor request a copy from the hospital, as it is very important in managing your health care.





How do I request a second opinion?

As a MedStar Family Choice District of Columbia (MFC-DC) enrollee, you have the right to a second medical opinion if you feel you need one. If you would like a second medical opinion, your primary care provider (PCP) can refer you to a different in-network provider.

If an in-network provider is not available to offer a second opinion, an out-of-network provider can be requested. Your PCP will work with you, as well as the MFC-DC Utilization Management (UM) department, when a second opinion must be scheduled with an out-of-network provider. A referral from your PCP, along with a prior authorization from the UM department, is required before your appointment with the out-of-network provider. Prior authorization can be obtained by your PCP. If you have questions regarding obtaining a second medical opinion, please talk to your PCP or call Enrollee Services at **888-404-3549**.

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)

MedStar Family Choice District of Columbia (MFC-DC) wants your child to visit their doctor every year to meet their healthcare needs. At your child's annual visit to their doctor, they will make sure all your child's healthcare needs and requirements are met. For example, your doctor will make sure your child is up-to-date with all their required vaccinations. It is important to know that children two and under are required to have a blood test to check for lead. It is also important for all children and young adults to have their cholesterol levels measured along with a blood test to check for anemia (lack of healthy blood cells).

To see the Recommended Child and Adolescent Immunization Schedule, visit the U.S. Department of Health and Human Services Center for Disease Control and Prevention (CDC) website at [CDC.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf](https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf).



Exercise your way to a healthy summer

Get at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous aerobic activity a week, or a combination of moderate and vigorous activity. The guidelines suggest that you spread out this exercise during the week. Greater amounts of exercise provide greater health benefits like:

- Giving you energy and keeping you healthy
- Making your bones and muscles strong
- Making your heart strong and healthy
- Keeping you from gaining weight
- Helping you feel good about yourself

Exercise should be simple at first. There are so many ways to exercise and have fun with your family, such as walking, jogging, riding a bike, playing with pets, swimming, and so many more!

Let's get physical!

Daycare, schools and athletic programs may request physicals, immunizations, and blood tests. MedStar Family Choice District of Columbia (MFC-DC) supports timely and appropriate physicals for all children, both annual physicals and sports physicals. We support all enrollees in being compliant with the guidelines set by DC Health and Department of Health Care Finance.

If you have questions as you prepare for back to school, please call Enrollee Services at **888-404-3549**.

Understanding tick bites and Lyme disease

Lyme disease is an infection spread by the bite of ticks. Lyme disease is the most commonly reported tick borne infection in the United States. Untreated Lyme disease can produce a wide range of symptoms. These symptoms include fever, severe headaches, fatigue, rash, facial paralysis, muscle pain, and arthritis. While preventive measures against ticks should be taken year-round, ticks are most active in the warmer months. Extra caution should be taken April through September.

July is the peak month for Lyme disease. The Washington, DC region is one of the highest for the illness. More than 300,000 estimated cases of Lyme disease are diagnosed annually and are found in every state. 15% of Lyme cases progress into chronic Lyme involving the brain so early treatment is critical in preventing this.

Here are some tips to avoid tick bites:

- Avoid wooded and brushy areas with high grass and leaf litter.
- Walk in the center of trails.
- Use insect repellent with 20 percent or more DEET, picaridin, or IR3535 on exposed skin (parents should apply this product to their children, avoiding hands, eyes, and mouth).

The Environmental Protection Agency has a website to help you find the right insect repellent for your family at [EPA.gov/Insect-Repellents](https://www.epa.gov/insect-repellents).

Use the following steps to remove ticks from you, your children, or your pets:

- Use fine-tipped tweezers to grasp the tick as close to the skin's surface as possible.
- Pull upward with steady, even pressure to remove tick. Avoid twisting or jerking.
- Clean the bite area and your hands with rubbing alcohol or soap and water.
- Don't use nail polish, petroleum jelly, or a hot match to make the tick detach.
- If tick mouthparts remain in the skin, leave them alone. In most cases, they will fall out in a few days.

Visit [CDC.gov/Ticks](https://www.cdc.gov/ticks) to learn more about how to prevent tick bites, remove ticks, and check for signs and symptoms of tick-borne illnesses.





What is Utilization Management?

To ensure enrollees get needed health care, MedStar Family Choice District of Columbia (MFC-DC) follows a basic review process called Utilization Review. The process starts when an enrollee's doctor sends a request for medical services to the MFC-DC Utilization Management (UM) department, usually by fax. Our experienced clinical staff review all requests and make decisions based on national criteria standards, such as InterQual and Medicaid guidelines.

Enrollee needs that do not meet normal criteria are reviewed by our physicians to see if they are medically necessary. UM decisions are only based on whether the service is medically needed and if it is a covered benefit. Our UM staff, providers, or anyone contracted with us do not receive any financial rewards for issuing denials of coverage and care. In addition, they do not receive any financial rewards for encouraging decisions that result in less use of services.

Requests are considered complete when MFC-DC receives all the necessary medical information. For standard or routine requests, the final decision cannot take longer than 14 days, whether or not all clinical information has been received. We will make a decision, or ask for additional clinical information for medication requests within 24 hours of receiving the request. The final decision will not take longer than 72 hours for urgent requests or 14 days for standard or routine requests. If MFC-DC denies the request, the provider and the enrollee will receive a copy of the denial letter. The letter will list instructions on how to appeal the decision, if necessary.



Help prevent fraud, waste, and abuse

MedStar Family Choice District of Columbia (MFC-DC) works to identify healthcare fraud, waste, and abuse, and follows applicable laws and regulations to prevent it. Fraud is when someone knowingly does something wrong or dishonestly in order to benefit himself or herself or someone else. Abuse consists of behaviors or actions that are unnecessary and create waste, and could be dangerous in a healthcare setting. You must report fraud and abuse when you think it might be occurring. Some examples of enrollee healthcare fraud are:

- Not reporting all of your financial information or giving false information when you apply for benefits
- Allowing someone else to use your health insurance card
- Permanently living in another state while still receiving health benefits from the District of Columbia
- Selling medicines or supplies given to you by your doctor
- Changing or forging prescriptions given to you by your doctor

Some examples of how providers might commit fraud and abuse are:

- Performing services that are not needed
- Billing for services that were never performed
- Billing numerous times for the same service
- Up-coding services

When someone is reported for possible fraud and abuse, MFC-DC will perform an investigation. The results are reported to the Department of Health Care Finance. The Department of Health Care Finance may perform its own investigation as well. People who have been determined to perform these activities or any other dishonest activity may lose their health benefits, be fined, or prosecuted.

While MFC-DC conducts examinations for possible fraud, waste, and abuse activities, as an important partner, we need your help to stop it. MFC-DC has a strict non-retaliation policy, you do not need to give your name. If you choose to give us your name, you don't have to worry about being:

- Denied service,
- Removed from the managed care organization, or
- Treated in any way that would cause you or a family member to feel that you did something wrong for reporting any incident.

If you know of a situation that may involve or involves fraud, waste, or abuse, please report it immediately by contacting any of the following resources:

- MedStar Health's Integrity Hotline at **877-811-3411** (allows for anonymous reporting)
- MFC-DC Enrollee Services at **888-404-3549**
- MedStar Health's Office of Corporate Business Integrity (OCBI) by email at **compliance@medstar.net** or phone at **410-933-2283**
- DC Department of Health Care Finance Fraud Hotline at **877-632-2873**

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DISTRICT OF COLUMBIA

Be smart. Start smart.

It's time to plan ahead to get kids ready for the upcoming school year. Schedule your child's yearly well-child visit, dental screening, and immunizations so they are healthy and ready to learn.

Kids ages 3-11 years old can receive a back-to-school swag backpack and up to \$75 per year for completing a well-child visit or dental screening.

It is important that you bring Universal and/or Oral Health Forms to your child's appointments. These forms must be completed by your child's healthcare provider before they can enter school.



Can't scan the code?
Call **855-798-4244**,
press **1** and then press
2 for more information.

MedStar Family Choice-DC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex.



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 GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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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 888-404-3549번으로 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.

የእንግሊዝንኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 8:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 888-404-3549 በመደወል እርዳታ ማግኘት ይችላሉ።

‘如果您不能講和/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，我們會有代表幫助您





MedStar Family Choice

DISTRICT OF COLUMBIA

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

Enrollee Newsletter Summer 2022

The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. Submit new items for the next issue to lisa.r.mcdonough@medstar.net. For more information on your plan or anything in this newsletter, please visit MedStarFamilyChoiceDC.com.

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It's how we **treat people.**