



MedStar Family Choice

DISTRICT OF COLUMBIA

Enrollee Newsletter

Fall 2022



In This Issue

- A Message from Dr. Tu2
- Health and Wellness Portal3
- Recertify your Health Plan Benefits4
- What are HEDIS® scores and Why are they Important?.....5
- Our Events and Outreach programs6
- Spotlight on our Community: Latin American Youth Center (LAYC)8
- Event Highlight: Men's Health INFO-Q9
- Transportation is Provided to all Enrollees.....10
- Denial of Payment to Provider Letter.....10
- All New or Soon-to-be Moms could Earn up to \$75 in Gift Cards11
- How we Provide Information to our Enrollees..12
- New Pharmacy Rules13
- Long Live DC14
- Call the Nurse Advice Line 24/7.....14



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



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.

As we move from fall to the holiday season, please keep food safety in mind as you celebrate. The "4 Steps to Food Safety" can help keep your food safe, and you and your family healthy over the holidays. To learn more about these food safety steps visit [CDC.gov/foodsafety/keep-food-safe.html](https://www.cdc.gov/foodsafety/keep-food-safe.html).

Enjoy the holidays and also as a friendly reminder, get your Flu Vaccine and Bivalent COVID-19 Booster. 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

4 STEPS TO FOOD SAFETY



CLEAN

Wash your hands and surfaces often.



SEPARATE

Don't cross-contaminate.



COOK

Cook to the right temperature.



CHILL

Refrigerate promptly.

"Source: Centers of Disease Control and Prevention"

Health and Wellness Portal

It's time for a healthier you!

The Health and Wellness Portal can help you better understand your health condition, learn where you may have health risks, and take steps for a healthier you. It's easy with three steps:

- 1. Take Health Survey** – Access the Health and Wellness Portal from our website at [MedStarFamilyChoiceDC.com/enrollees/general-benefits](https://www.MedStarFamilyChoiceDC.com/enrollees/general-benefits) to set up an account. Take the Health Survey and receive a Health Assessment Report. Based on the Health Assessment, you will be provided information of health risks through the Risk Advisor.
- 2. Enroll in Workshops** – Workshops are recommended, but you can explore all of them and sign up for the ones you would like to take. The workshops you sign up for will be added to your dashboard's "To-Do List".
- 3. See Workshop Progress** – Track your workshop progress in this step.

For more information on the Health and Wellness Portal please call the Outreach Department at **855-798-4244** (select option 1, then 2).

Recertify for Your Health Plan Benefits

If you need to recertify for your DC Healthy Families or DC Healthcare Alliance benefits, there are three ways to do this:

- Online – Visit **DistrictDirect.DC.gov**
- By Phone – Call DC Economic Security Administration (ESA) at **202-727-5355**
- In Person – Go to a DC ESA service location near you.

To learn more visit **MedStarFamilyChoiceDC.com/enrollees/news-information-and-resources**. If you need assistance, please call us at **202-363-4348** (select option 1, then option 2) to speak with one of our Outreach coordinators.



DISTRICT OF COLUMBIA

Benefits... you have them, here's how you keep them

As a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, it may be time for you to recertify for DC Healthy Families or DC Healthcare Alliance benefits. You can recertify online, by phone or in person (see back side for locations).

Need assistance? We can help. Call 202-363-4348 (select option 1, then option 2) to speak with one of our Outreach coordinators.



Online

Create an account and complete your recertification via District Direct*



By Phone

Call the DC ESA Call Center at **202-727-5355** TTY/TDD 711



In Person

Visit a DC ESA Service Center near you (see back side for locations)

*To recertify online, go to <https://districtdirect.dc.gov>.

Don't lose your healthcare benefits. Recertify today!

What are HEDIS® Scores and Why are they Important?



Healthcare Effectiveness Data and Information Set (HEDIS), is designed to measure how well health plans give service and care to their Enrollees. Health plans collect data about their performance on certain services and types of care. We report this data to the National Committee for Quality Assurance (NCQA). NCQA is a not-for-profit company that developed HEDIS.

NCQA collects data from health insurance plans across the country on more than 90 measures across six areas of care. We use HEDIS to see where we are performing well and where we need to improve.

Here are some examples of what we measure and do to ensure the best quality of care for our Enrollees:

- Keep track of how many children get immunizations (shots).
- Call Enrollees to complete a Health Risk Assessment (HRA). The HRA is a tool that helps us better understand what you need to maintain or regain good health. It helps us know what programs to create too. Some of these programs include:
 - o Exercise and healthy life classes
 - o Access to healthy food
 - o Support for people who have experienced trauma
 - o Budgeting and financial training
 - o Job services, and more.
- Help Enrollees schedule doctor appointments for certain routine and preventative services. These services include:
 - o Primary Care
 - o Mammograms
 - o Diabetic Testing
 - o Pregnancy Care
 - o Asthma Care
 - o Blood Pressure Screenings
 - o And much, much more.

For additional information please call **855-798-4244** and tell the operator you would like to learn more about HEDIS.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



Our Events and Outreach programs

We offer a variety of monthly virtual and in-person events for you and your family.

New Enrollee Orientations – Learn more about your health plan services, benefits, and rights.

Enrollee Advisory Committee – Share your thoughts about our healthcare services. Your opinion can help make MFC-DC better for you and all Enrollees.

Community Resource Roundtables – Have a conversation with community organizations and agencies about support services and programs that may be available for you.

Outreach Wellness Events – Stay up-to-date on your yearly wellness exams such as well child visits, mammograms, Pap smears, dental, diabetic testing and more!

Health Education Classes:

Health Forums – Learn about topics and ask questions relating to women’s health, men’s health, and more at our Healthy CommUNITY Convo’s with physicians.

Breast & Pap Health Education – Learn about why breast and Pap screenings are important, early detection of breast and cervical/ovarian cancer, your risk factors and healthy behaviors to reduce your risks.

Maternity Mondays – For all expectant and new mothers. Learn about the best safe sleep practices for your baby. Attend and you can get a free Cribette. We offer other classes to help you feel your best during your pregnancy too.

Teen Health Thursdays: Teen Focused Health Education on obesity, healthy relationships, pregnancy and contraceptives and more.

Job Readiness Classes – You will learn how to find a job, interview and create a resume.

Financial Literacy Classes – Our financial classes will teach you how to save money and increase your credit score.

Exercise and Cooking Classes:

Diabetes Management & Cooking Classes

- Receive diabetes education from registered instructors.
- Manage A1c levels with healthy tips and resources.
- Receive fresh produce for the virtual cooking class.
- Learn to cook healthy, great-tasting meals from a professional chef.

Foodie Fridays – Learn about eating and preparing healthier foods the whole family can enjoy. This includes plant based, Hispanic and Ethiopian cooking, managing your weight, eating healthy on a budget, and how to use spices for tastier food.

Wellness Wednesdays – Join our fitness instructors and learn how to reduce stress through yoga, chair yoga, using bands, meditation and breathing, mindfulness, and more.

For more information about these classes, call the Outreach Department at **855-798-4244** (select 1, then 2) or visit our Events and Outreach Programs page on [MedStarFamilyChoiceDC.com](https://www.MedStarFamilyChoiceDC.com) for more information including time, date, and registration.



Spotlight on Our Community

Latin American Youth Center (LAYC)

The Latin American Youth Center (LAYC) has been a guiding light for outreach and support of underserved youth and families. During the pandemic LAYC never closed their doors as they provided a path forward with food, rental assistance, connections to online learning, access to mental health resources, and much more. They create safe spaces to work alongside youth through a variety of services. They provide bilingual programs and opportunities in academics, arts and recreation, job readiness, safe housing, and health and wellness to help youth make a successful transition to young adulthood. They also advocate for policies and laws that create opportunities for youth and their families in our region.

MedStar Family Choice District of Columbia (MFC-DC) has partnered with LAYC to provide teen and youth Enrollees education about pregnancy and contraceptives at our virtual Teen Thursdays events. We donate book bags and backpacks to the LAYC back to school drive and earlier this year, were proud to be a sponsor of the LAYC Our Youth Matters Gala.

We applaud the services LAYC provides our Enrollees. We will continue to support LAYC and the great work they are doing! To learn more about LAYC and services they offer visit [LAYC-DC.org](https://www.layc-dc.org).



(L - R) MFC-DC's Dr. Tu, Michelle Winterstein, Tallulah Anderson, Pat Fisher, Yabo Faparusi

Event Highlight

Men's Health INFO-Q



(L - R) MFC-DC's Pat Fisher, Dymond Burnette, Dr. Tu, Tallulah Anderson, Yabo Faparusi and WPGC 95.5's Todd B

Recently, MedStar Family Choice District of Columbia (MFC-DC) partnered with the United Planning Organization (UPO) to host a Men's Health INFO-Q (informational barbecue). This INFO-Q was a one-stop-shop where community members could access health education, medical screenings and community programs. The community had a safe place to participate in recreational activities to learn more about colorectal cancer and types of screening methods.

Our Community Relations (Dymond Burnette, Yabo Faparusi, Pat Fisher and Tallulah Anderson), Outreach (Jessica Pinkney and Briana Robertson), and Case Management (Andrita Spencer) teams engaged with Enrollees. Vendors provided community resources, giveaways, and blood pressure and BMI screenings. Todd B of WPGC 95.5 and Dr. Raymond Tu stopped by to meet Enrollees and support this great event. We appreciate all the men who attended to take control of their health!

Transportation is Provided to all Enrollees



We offer transportation services, through Access2Care, for both DC Healthy Families and DC Healthcare Alliance plans. This service is at no cost to our Enrollees. If you need transportation for a medical appointment, including COVID-19 vaccinations, it can be scheduled 24/7 by calling **866-201-9974**.

Transportation must be scheduled at least three business days before a regular appointment. It must be scheduled at least one business day before urgent visits or child Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) visits.

Denial of Payment to Provider Letter

As a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, you cannot be billed for any covered service. However, health plans are required to provide information to Enrollees when claims received from providers are denied. You may receive a Denial of Payment to Provider letter if a claim for a medical service or treatment is denied.

The letter will include a clear explanation of why the claim was denied. Claims may be denied for reasons including, but not limited to: the service is not a covered benefit, for third-party liability, services are from out-of-network providers, costs for optional services, and out-of-state services. You may want to share a copy of the letter with your provider to discuss next steps. Please remember, this is not a bill and you cannot be billed for any covered service.

MFC-DC sends copies of Denial of Payment to Provider letters to doctors or providers. If your doctor or provider would like to talk to us about this decision, please have them contact the Provider Relations Department at **855-798-4244** (select option 2) or at mfcdc-providerrelations@medstar.net.

All New or Soon-to-be Moms, you could Earn up to \$75 in Gift Cards.



Did you know that MedStar Family Choice District of Columbia has a program that can assist you with meeting your maternity needs?

You may also qualify to receive up to \$75 in gift cards for following District of Columbia Medicaid guidelines. It is important that you receive your OB visits and complete your postpartum exam 21 to 56 days after you deliver your baby.

If you have a C-section birth, your doctor may want to see you in the office within two weeks for a suture check in addition to your postpartum exam. We will provide you with transportation to and from your visits. You can also earn additional gift cards for your newborn well baby checks.

If you have any questions or would like assistance with scheduling your appointment, please call the Outreach Department at **855-798-4244** (select option 1, then 2).

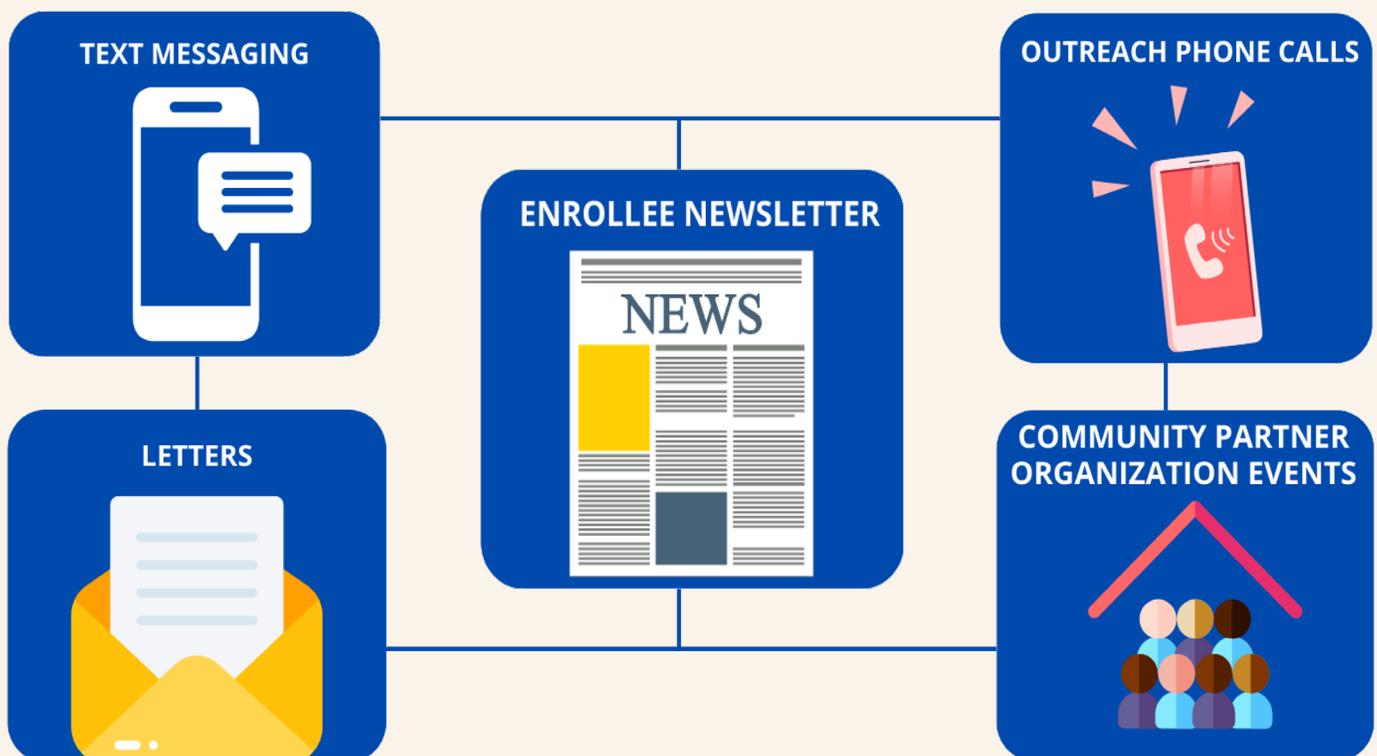
How we Provide Information to our Enrollees

MedStar Family Choice District of Columbia staff and care givers try to connect with you in many different ways. It is important for us to reach you to share information and to provide you with the best health care possible. Some of the ways we'll try to reach you is through articles like this in our Enrollee Newsletter, outreach phone calls (live and automated), letters, text messaging, and at community partner organization events.

If you have moved, please contact the DC Economic Security Administration (ESA) at **202-727-5355** or via the web at DistrictDirect.DC.gov to update your address or contact information.

If you do not want to receive text messages, you can opt-out, instructions are provided with each text message you receive.

If you have question or would like more information about this, please call the Outreach Department at **855-798-4244** (select 1, then 2).



New Pharmacy Rules



As of July 1, 2022, MedStar Family Choice District of Columbia has to follow new rules when processing requests for medications your doctor prescribes. We only have 24 hours from the time we receive the request to make a decision and notification. You can help us ensure you get your medicines quickly by asking your doctor to check our list of covered medications first before prescribing you a medication.

If your doctor feels you need a medication that is not one of the medicines on our covered list, ask them to please submit a request with the medical notes that explains why you need this medication to us. If you get to the pharmacy and the pharmacist tells you a medicine requires an approval from us or is not covered, ask them to call your doctor immediately so they can follow up with us about getting the medication covered for you.

LIVE LONG DC

Saving lives from the opioid epidemic

Anyone can text "LiveLongDC" to **888-811** for pick-up locations for naloxone or fentanyl test strips. Naloxone can also be mailed or delivered at no charge.

To access treatment available day or night, residents can text "Ready" to **888-811** and get a list of treatment sites that are open at that moment.

Call the Nurse Advice Line 24/7

Feeling sick, need medical or behavioral health advice? A registered nurse is just a phone call away. The Nurse Advice Line at **855-798-3540**, is open 24 hours a day, seven days a week.

You can call and speak with a registered nurse to help you decide what to do or where to go based on your symptoms. The nurse can provide you with nearby urgent care locations, if needed.

The nurse can also assist with guidance if emergency care is needed right away for a serious, unexpected injury, or illness.





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.
 የእንግሊዝንኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጣቱ 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



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



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

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.

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

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



MedStar Family Choice District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of 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 888-404-3549번으로 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 ከጣቱ 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 Fall 2022

The Enrollee Newsletter is a publication of MedStar Family Choice District of Columbia. Submit suggestions 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.

Leslie Lyles Smith, Executive Director, MedStar Family Choice District of Columbia
Raymond Tu, MD, Chief Medical Officer, MedStar Family Choice District of Columbia
Lisa McDonough, Communications Manager, MedStar Family Choice District of Columbia



MedStar Family Choice

DISTRICT OF COLUMBIA

3007 Tilden Street, NW, POD 3N
Washington, DC 20008
202-363-4348 or **855-798-4244** (toll-free)
MedStarFamilyChoiceDC.com



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