

Spring 2026

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The content presented within this newsletter is for informational purposes only and is not intended as medical advice or to direct treatment. Physicians and other health care providers are solely responsible for the treatment decisions for their patients and should not use the information presented and accompanying materials to substitute independent clinical judgment.

www.amerihhealthcaritasdc.com



A message from the Market President

Health care is at a critical inflection point. On January 1, 2026, a population of District residents — specifically childless adults and adult caregivers with incomes between 138% and 200% of the federal poverty level — lost health coverage under Medicaid.

To help protect our community members, AmeriHealth Caritas District of Columbia (DC) chose to be a carrier for a new option of insurance coverage known as the Healthy DC Plan.

The Healthy DC Plan is a federally funded, no-cost health insurance program that covers essential health benefits such as primary and specialty care, hospitalization, prescriptions, and emergency services. Many of our enrollees who lost Medicaid eligibility on January 1 were automatically enrolled in the Healthy DC Plan. Others who meet the income requirements can enroll now at www.healthydcplan.com.

To support the rapid rollout of the Healthy DC Plan, our teams worked swiftly to build a comprehensive website and develop vital enrollee and provider materials in a condensed time frame, ensuring clear access to information and continuity of care during this transition.

We remain committed to serving District residents and are proud of our nearly 13 years of service, building partnerships, innovating, and leading efforts to improve quality, access, care coordination, and health outcomes.

In this newsletter, we will outline some essential information about the Healthy DC Plan, as well as other key topics and recent updates relevant to you as our plan providers.

Thank you for your support and ongoing commitment in helping to ensure healthy outcomes for our enrollees.

Sincerely,

A handwritten signature in black ink that reads "Karen M. Dale".

Karen Dale

Market President, AmeriHealth Caritas District of Columbia



General updates

Healthy DC Plan FAQ

As AmeriHealth Caritas DC enrollees transition from Medicaid to the Healthy DC Plan, providers play an important role in helping ensure accurate eligibility verification and clear communication about covered benefits. We have published a [FAQ](#) on our website that outlines critical information on eligibility, ID numbers, authorizations, and benefit differences from Medicaid.

Consistent eligibility verification and clear communication at the point of care can help promote a smooth experience for enrollees and reduce delays in access to services. Please refer to the [FAQ](#) to learn more.

Important contact information for Healthy DC Plan providers:



Provider Services/Prior authorizations

8 a.m. – 6 p.m., Monday – Friday
Phone: **1-888-369-0247**

Pharmacy Provider Services/Pharmacy prior authorizations

8 a.m. – 8 p.m., Monday – Friday
9 a.m. – 1 p.m., Saturday
Phone: **1-855-332-0992**
Standard fax: **1-844-480-2486**
Urgent fax: **1-855-350-0284**

Utilization Management

8 a.m. – 5:30 p.m., Monday – Friday
Phone: **1-888-605-4807** or **1-800-408-7510**
Fax: **1-877-759-6216**

Credentialing

Phone: **1-877-759-6186**



General updates (continued)

Encourage your patients to complete the patient experience survey

Press Ganey, on behalf of AmeriHealth Caritas DC, has invited a random selection of AmeriHealth Caritas DC enrollees to complete a patient experience survey. The patient experience survey encompasses the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and the Experience of Care and Health Outcomes (ECHO) survey. This survey is considered the national standard for measuring and reporting on consumers' experiences with health plans, providers, and the services provided. Its purpose is to enhance understanding of the patient experience and advance the delivery of safe, patient-centered care.

The annual survey can be completed via mail, internet, or phone. The survey will feature the AmeriHealth Caritas DC logo, and the envelope will display Press Ganey's branding.

Survey topics include, but are not limited to:

- Annual flu vaccinations
- Ability to get necessary care and treatment
- Ability to get care quickly
- Customer service interactions
- Satisfaction ratings of overall health care experience
- Ease and ability to get prescribed medications
- Experience with behavioral health care and services

Survey responses are anonymous and help AmeriHealth Caritas DC, as well as our network providers, better serve enrollees by informing how we deliver our programs and services. Responses can help us facilitate system improvements, so please encourage your patients who receive the survey to complete it.



General updates (continued)

Introduction to Edifecs

AmeriHealth Caritas DC has contracted with Edifecs to enable a pre-adjudication claims completeness examination solution called “CI.”

CI validates gaps within the existing claims submission process utilized today without any new software installed or additional portal logins. As part of AmeriHealth Caritas DC’s care optimization programs, AmeriHealth Caritas DC is placing more focus on the upfront claims submission process to drive more complete and accurate clinical documentation and coding of chronic conditions. This is within the provider’s existing billing workflow and channel of submission.

This upfront focus will help to deliver:

- A complete view of an enrollee’s historical chronic health conditions
- Less provider office disruption through traditional chase list inquiries
- More timely claims processing
- Improved quality of care for our enrollees

If you have questions, please contact the Provider Services department at **202-408-2237** or your Provider Account Executive.



General updates (continued)

Telehealth services

Please remind enrollees that telehealth is a safe and convenient option when leaving home may feel difficult, unsafe, or stressful.

As a reminder, AmeriHealth Caritas DC requires providers to have competent professional oral interpretation services available to all AmeriHealth Caritas DC enrollees at no cost, including for telehealth appointments. These services must be rendered regardless of the language spoken and at all points of contact.

Providers who are unable to arrange interpretation services for limited English proficient, non-English proficient, low literacy proficient, or sensory impaired enrollees should contact AmeriHealth Caritas DC Enrollee Services at **202-408-4720** or **1-800-408-7511** (TTY **202-216-9885** or **1-800-570-1190**). AmeriHealth Caritas DC provides no-cost on-site and live remote video professional interpretation services for enrollees at inpatient and outpatient provider appointments, including, but not limited to medical, dental, vision, behavioral health, radiology, and laboratory encounters. Professional interpretation services are available in all languages and American Sign Language.

By using a combination of telehealth and interpretation services, as appropriate, we can help limit enrollees' barriers to receiving care when they may feel fearful of leaving the safety of their home.



Maternal health updates

PerformPlus True Care Perinatal Program

In the first and second quarters of 2025, several provider groups participating in the PerformPlus True Care Perinatal Program demonstrated meaningful improvement for postpartum care for mothers delivering during the measurement period.

We applaud your commitment, achieved through stronger care coordination, outreach, and scheduling efforts. Your dedication to ensuring mothers returned for essential follow-up care after delivery is helping to improve health outcomes for mothers and babies in the District.

We recognize Community of Hope, Unity Health Care, and Mary's Center for Maternal and Child Care for having over 90% of their new mothers return for a postpartum visit.

Perinatal mental health collaborative

According to 2023 data from **America's Health Rankings**, approximately 10.6% of women in the District with a recent live birth reported experiencing symptoms of postpartum depression. At AmeriHealth Caritas DC, we are committed to expanding the education around postpartum depression and increasing access to mental health support for our enrollees who are pregnant or recently gave birth.

It is clinically recommended that postpartum women be screened for depression. However, it is also essential that positive screenings include effective treatment and appropriate follow-up. AmeriHealth Caritas DC is currently enrolled in a perinatal mental health collaborative that is working to

improve the rate of follow-ups within 30 days of a positive depression screen finding. If you engage with enrollees who are postpartum, please emphasize the importance of their mental health and receiving appropriate care.

We offer resources for enrollees, including the:

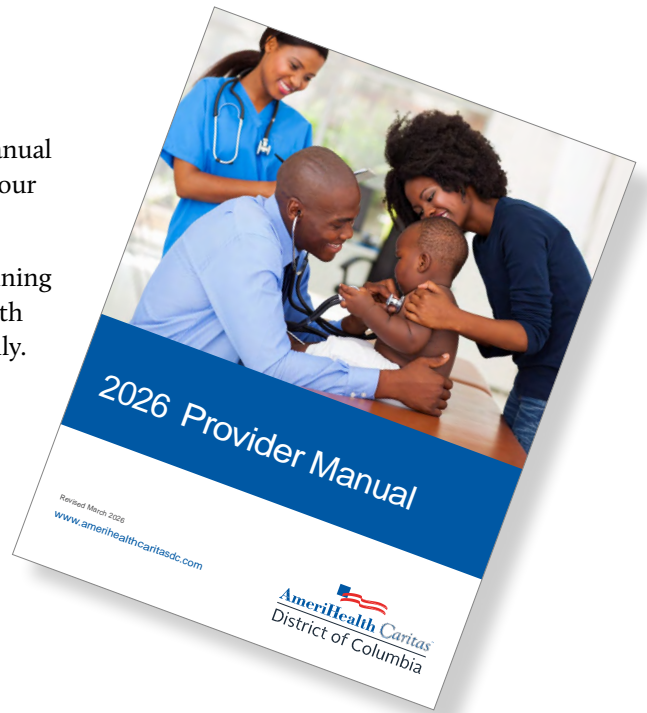
- **Bright Start® program**
- **Postpartum Passport**
- **Understanding Postpartum Depression booklet**
- **Online Maternal Care Center**

Important reminders

2026 Provider Manual

The updated 2026 Provider Manual is available **online**. This provider manual was created to assist you and your office staff with providing services to our Medicaid enrollees — your patients.

As a provider, you agree to use this provider manual as a reference pertaining to the provision of medical services for Medicaid enrollees of AmeriHealth Caritas DC. This provider manual may be changed or updated periodically. AmeriHealth Caritas DC will provide you with notice of updates, but providers are also responsible to check www.amerhealthcaritasdc.com regularly for updates.



Complex care management referral



AmeriHealth Caritas DC has care management programs for Medicaid enrollees with special health care needs, behavioral health conditions, and chronic conditions, such as heart disease or high blood pressure. These programs can help enrollees learn more about their condition and how to manage it, with the support of a care manager.

There are multiple avenues for enrollees to be considered for complex care management services, including practitioner referral. Please call **1-833-805-2233** if you would like to recommend an enrollee for these services.

Who should you refer to us for care management?

- Enrollees who need help understanding their health condition(s)
- Enrollees who have chronic health conditions, including physical and behavioral health diagnoses
- Enrollees who need help understanding their medication(s) and improving medication adherence
- Pregnant enrollees
- Infants who were recently discharged from the NICU



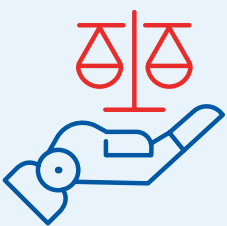
Important reminders (continued)

Availability of utilization management criteria

AmeriHealth Caritas DC will provide its utilization management (UM) criteria to network providers upon request. If you have questions regarding the criteria used to determine coverage, you may request a copy of the criteria. AmeriHealth Caritas DC personnel will fax you a copy of the criteria used for a determination or read the criteria over the phone.

To request this information, please call **202-408-4823**. The UM department hours of operation are 8 a.m. to 5:30 p.m., Monday through Friday.

Enrollee rights and responsibilities



AmeriHealth Caritas DC is committed to complying with all applicable requirements under federal and state law and regulations pertaining to enrollee privacy and confidentiality rights. Please review the **Enrollee Rights and Responsibilities** on our website.



AmeriHealth *Caritas*[®]
District of Columbia

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MURIEL BOWSER, MAYOR