

DC Healthy Families

Because some of the best things in life are free.



Call us if you do not speak or read English.

Amharic: አገልግሎት ለማግኘት ወይም ማንበብ የማይችሉ ከዚህ ደድድሱልን.

Chinese: 如果您不會講英語或不會閱讀英語，請打電話告訴我們。

French: Appelez-nous si vous ne parlez pas ou ne savez pas lire l'anglais.

Korean: 영어로 말하거나 읽는데 어려움이 있으면 전화주세요.

Spanish: Llámenos si no habla ni lee inglés.

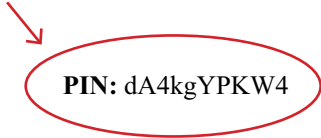
Vietnamese: Hãy gọi chúng tôi nếu quý vị không nói hoặc đọc tiếng Anh.

DC Healthy Families
Customer Service Center

Phone: (202) 639-4030
Toll Free: (800) 620-7802
TTY/TDD: (202) 639-4041
Dental Line: (866) 758-6807
Fax: (202) 289-6764
www.DCHealthyFamilies.com

05/02/2023

JOE A MEMBER
123 MAIN ST NE
WASHINGTON, DC 20003-2756



Welcome to DC Healthy Families!

Congratulations! The following members of your household are now in the DC Healthy Families program:

JOE A MEMBER

DC Healthy Families offers many medical and dental benefits for you and your family. To help you get these benefits, you need to choose a health plan, a primary care physician (PCP) and Primary Dental Provider (PDP) for each of the members listed above. In this welcome packet, you will find information to help you choose the health plan that best fits your family's needs.

You do not have to enroll in a health plan if you or your family member(s) is an American Indian/Native American, or you receive Social Security Disability Insurance (SSDI), or you have enrolled in Medicare. You can give us a call for more information on what you need to do to keep Fee-For-Service (FFS) Medicaid.

What's in Your Welcome Packet?

In your packet, you will find forms you need to complete, and information to help you understand your choices. **You can also get this information and complete the forms online at www.DCHealthyFamilies.com.** You will need your Member ID and PIN to log in to your account online. You also need the Member ID when you call or visit our Customer Service Center.

Forms You Need to Fill Out and Return

- **Health Plan Selection Form.** Complete this form for each person listed above to choose a plan, a doctor and dentist.
- **Personal Health Assessment Form.** Your health plan will use this information to better understand your family's health needs.
- **Child and Adolescent Health Measurement Index (CAHMI) Form.** This form lets us know if your child has special medical needs, so they can get the best care.
- **Return Envelope.** Fill out all the required forms and send them back to us in the enclosed envelope. No stamp is needed.

We're here to help you make these important decisions

There's a lot of information in this packet. We are here to help make it as easy as possible for you. Please take the time to carefully read this letter and review the papers in this packet.

IMPORTANT!

After you choose your health plan, you have 90 days to make changes.

IMPORTANT!
After you choose your health plan, you have 90 days to make changes. After the 90 days, you must stay in the plan for at least one year, unless you can show a good reason as determined by DC Healthy Families for changing plans.

Watch a Video to Learn More

It has answers to many of your questions.



go.dchealthyfamilies.com/0201

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www.DCHealthyFamilies.com

more...

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As you can see in the column to the right, there are many ways you can ask us for help. You can call or visit our Customer Service Center if you have questions or want help. Our website, www.DCHealthyFamilies.com is the fastest and easiest way to find answers to your questions and choose your health plan.

Welcome to DC Healthy Families. Thank you for allowing us to serve your health care needs.

Melisa Byrd

Melisa Byrd
Medicaid Director/Senior Deputy Director
DC Department of Health Care Finance

Customer Service Center

- (202) 639-4030
- (800) 620-7802
- TTY/TDD Line:
(202) 639-4041
- Dental Line:
(866) 758-6807

Call us for help in other languages and for materials in Braille. Materials are free.

Office Hours

- Monday - Friday
8:00 a.m. - 6:00 p.m.

Questions?

Watch a Video



go.dchealthyfamilies.com/0201

Visit Our Website

www.DCHealthyFamilies.com

Complaint Line

- (800) 788-0342
- TTY/TDD Line:
(866) 879-0065