

# What Some Words Mean

## **Advance Directive**

A written, legal paper that you sign that lets others know what health care you want, or do not want, if you are very sick or hurt and cannot speak for yourself

## **Advocate**

A person who helps you get the health care and other services you need

## **Appeal**

An appeal is a special kind of complaint you make if you disagree with a decision the MCO makes to deny a request for healthcare services or payment for services you already received. You may also make this kind of complaint if you disagree with a decision to stop services that you are receiving.

## **Appointment**

A certain time and day you and your doctor set aside to meet about your healthcare needs

## **Care Manager**

Someone who works for the MCO and will help those people in the Disease Management program get the care and information they need to stay healthy

## **Check Up**

See Screening

## **Complaint**

See Grievance

## **Contraception**

Birth control

## **Covered Services**

Healthcare services that the MCO will pay for

## **Detoxification**

Getting rid of harmful substances from the body, such as drugs and alcohol

## **Development**

The way in which your child grows

## **Disease Management Program**

A program to help people with chronic illnesses or special healthcare needs, such as asthma, high blood pressure or mental illness, get the care and Services they need

## **Durable Medical Equipment**

Special medical equipment that your doctor may ask or tell you to use in your home

## **Emergency Care**

Care you need right away for a serious, sudden, sometimes life-threatening condition

## **EPSDT**

Early, Periodic Screening, Diagnosis and Treatment program (also called Health Check program) that gives health care to members under 21 years old

## **Fair Hearing**

If you file a grievance/complaint, you can ask for a hearing with D.C.'s Office of Administrative Hearings

## **Family Planning**

Services such as pregnancy tests, birth control, testing and treatment for sexually transmitted diseases, and HIV/AIDS testing and counseling

## **Family and General Practice Doctor**

A doctor that can treat the whole family

## **Grievance**

If you are unhappy with the care you get or the healthcare services the MCO gives you, you can call Member Services to file a grievance/complaint

## **Handbook**

This book that gives you information about the MCO and its services

## **Health Check Program**

See EPSDT

## **Hearing Impaired**

If you cannot hear well or if you are deaf

## **IDEA**

Individuals with Disabilities Education Act; a federal law that gives services to children with developmental delays and special healthcare needs

## **Immunization**

Shot, vaccine

## **Internal Medicine Doctor**

Doctor who specializes in internal digestive systems of the body and treats adults and children over 14 years old

## **Interpretation/Translation Services**

Help from the MCO when you need to talk to someone who speaks your language, or you need help talking with your doctor or hospital

## **Managed Care Organization (MCO)**

A company that is paid by the District of Columbia to give you health care and health services

## **Managed Care Plan**

A plan that gives you a list of providers that you can see

## **Maternity**

The time when a woman is pregnant

## **Member**

The person who gets health care from the MCO

## **Member Identification Card**

The card that lets your doctors, hospitals, drug stores and others know that you are a member of the MCO

## **Mental Health**

How a person thinks, feels and acts in different situations

## **Network Providers**

Doctors, nurses, dentists and other people who take care of your health who are a part of the MCO

## **Noncovered Services**

Health care that the MCO does not pay for

## **OB/GYN**

Obstetrician/gynecologist; a doctor who is trained to take care of a woman's health, including when she is pregnant

## **Out-of-Network Providers**

Doctors, nurses, dentists and other people who take care of your health who are not a part of the MCO

## **Pediatrician**

A children's doctor

## **Pharmacy**

The store where you pick up your medicine

## **Physician Incentive Plan**

Tells you if your doctor has any special arrangements with the MCO

## **Postpartum Care**

Health care for a woman after she has her baby

## **Prenatal Care**

Care that is given to a pregnant woman the whole time she is pregnant

## **Prescription**

Medicine that your doctor orders for you; you must take the it to the pharmacy/drug store to pick up the medicine

## **Preventive Counseling**

When you want to talk to someone about ways to help you stay healthy or keep you from getting sick or hurt

## **Primary Care Provider (PCP)**

The doctor that takes care of you most of the time

## **Prior Authorization**

Written permission from the MCO to get health care or treatment that is not usually paid for by the MCO

## **Provider Directory**

A list of all providers who are part of the MCO

## **Providers**

Doctors, nurses, dentists and other people who take care of your health

## **Referral**

When your main doctor gives you a written note that sends you to see a different doctor

## **Routine Care**

The regular care you get from your primary care provider or a doctor that your primary care provider sends you to. Routine care can be a check up, physical, health screen and regular care for health problems like diabetes, asthma and hypertension

## **Screening**

A test that your doctor or other healthcare provider may do to see if you are healthy. This could be a hearing test, vision test, or a test to see if your child is developing normally

## **Self-Referral Services**

Certain services you can get without getting a written note or referral from your main doctor

## **Services**

The care you get from your doctor or other health care provider

## **Special Health Care Needs**

Children and adults who need health care and other services that are more than or different from what other children and adults need

## **Specialist**

A doctor who is trained to give a special kind of care like an ear, nose and throat doctor or a foot doctor

## **Specialty Care**

Health care provided by doctors or nurses trained to give a specific kind of health care

## **Sterilization Procedures**

A surgery you can have if you do not want children in the future

## **Transportation Services**

Help from the MCO to get to your appointment, which can include bus or metro tickets, tickets to pay for a taxi, wheelchair vans or ambulances. The type of transportation you get depends on your medical needs

## **Treatment**

The care you get from your doctor

## **Urgent Care**

Care you need within 24 hours, but not right away

## **Visually Impaired**

If you cannot see well or you are blind