

DC Healthy Families

Because some of the best things in life are free.



**DC Healthy Families
DC HealthCare Alliance
Customer Service Center**
1111 14th St NW, Suite 620
Washington, DC 20005

Call us if you do not speak or read English.

Amharic: ከዚህ በታች ይጻፉ ለማንኛውም ጥያቄ ይጻፉ።
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 전화하십시오.
Spanish: Llámennos si no habla ni lee inglés.
Vietnamese: Hãy gọi chúng tôi nếu quý vị không nói hoặc đọc tiếng Anh.

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

August 21, 2017

Dear [Enrollee]

This letter is to inform you that effective September 30, 2017 at 11:59pm, MedStar Family Choice will no longer be a participating health plan for the District of Columbia DC Healthy Families and Alliance Programs. **Effective October 1, 2017**, you will be automatically assigned to our **new health plan, Amerigroup District of Columbia (Amerigroup DC)**.

If you are satisfied with the assignment and want to remain an enrollee of Amerigroup DC, you do not need to do anything. You will receive an Enrollee Handbook and ID card from the new health plan. You may contact the Member Services Department at 1800-600-4441, with any questions or concerns you may have regarding your enrollment and benefits.

If you would like to change to one of our other health plans, **AmeriHealth Caritas District of Columbia (AmeriHealth Caritas) or Trusted Health Plan (Trusted)**, you may contact **DC Healthy Families Program at (202) 639-4030; for hearing impaired call the TDD/TTY line at (202) 639-4041**. You may also visit the DC Healthy Families Enrollment Office at 1111 14th Street, NW, Suite 620 Washington, DC 20005. The hours are 8:00 am to 7:00 pm weekdays, except on Wednesdays, when the hours are from 8:00 am – 9:00 pm, where trained staff can help you in the language you speak.

We look forward to serving your family's healthcare needs.

Sincerely,

Wayne Turnage
Director
DC Department of Health Care Finance



MedStar Family Choice

August 30, 2017

Dear MedStar Family Choice Member,

As you are probably aware by now, MedStar Family Choice will no longer be a participating health plan in the District of Columbia Healthy Families and Healthcare Alliance programs as of October 1, 2017. As noted in the letter from the District of Columbia, Amerigroup District of Columbia (Amerigroup DC) will be your new health plan as of October 1, 2017. You may call Amerigroup DC at 1-800-600-4441 if you have questions about your benefits and to find out about doctors in their plan.

We want to make sure you get the health care and services you need without any interruption. If you have questions please call us at 888-404-3549 so that we may assist you in getting the health care and services you need from Amerigroup DC, without any interruption.

We want to say a special word of appreciation for our members, and assure you we will do all we can to help you smoothly transition to a new health plan. It has been an honor and a pleasure to provide care for you and your family.

Again, thank you for allowing MedStar Family Choice to serve you. We wish you and your family the very best!

Sincerely,

David A. Finkel
President and COO
MedStar Health Plans

901 D St., SW
Suite 1050
Washington, DC 20024
888-404-3549 **PHONE**
711 **TTY/TDD**
MedStarFamilyChoice.com

Call us if you do not speak or read English.

Llámenos si no habla ni lee inglés.

Hãy gọi cho chúng tôi nếu bạn không nói hoặc đọc tiếng Anh

聯繫我們：如果你不說或讀英語

Appelez-nous si vous n'êtes pas en état de parler ou lire en anglais.

እንግሊዘኛ የማይናገሩ ወይም የማያነቡ ከሆነ ይደውሉልን፡፡

만약 당신이 영어를 말하거나 읽지 못한다면 우리에게 전화하십시오.

★ ★ ★ GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



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