

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Director

October 7, 2020

To All District Medicaid Providers,

The Department of Health Care Finance (DHCF) has established a provider hotline to address provider questions related to the recent managed care transition and beneficiary reassignment. **Providers are encouraged to call 1-877-685-6391 if you have questions.**

As stated in an October 5, 2020, letter, **during the transition period – or from now until December 31, 2020, MCOs will reimburse for services rendered to covered beneficiaries regardless of your contracted status with the MCO.** Prior authorizations and prescriptions are also honored if issued prior to October 1, 2020. Providers are expected to maintain scheduled appointments between now and December 31, 2020, and providers can expect to be reimbursed for services provided. The full letter is available here:

<https://dhcf.dc.gov/sites/default/files/u23/Provider%20Continuity%20of%20Care%20Letter%202020.10.05%20%281%29.pdf>

We kindly ask providers to call **1-877-685-6391** with any questions. Please *do not* call the Enrollment Broker at 1-800-620-7802 with provider related questions. The Enrollment Broker is responsible for providing Medicaid beneficiaries with enrollment assistance and help choosing a health plan. The Enrollment Broker cannot assist with provider related questions.

Thank you for your patience during this transition. We look forward to continuing to work together with you to improve the health outcomes and lives of District residents.

Sincerely,

A handwritten signature in black ink that reads "Melisa Byrd". The signature is written in a cursive, flowing style.

Melisa Byrd
Deputy Director/Medicaid Director