

All DC Medicaid Managed Care Plans (MCPs) can offer care management to enrollees. Care managers can help enrollees connect with medical, behavioral, and social supports and help to address challenges (like transportation) so families can access care. Please see information below about how to connect with care management services within each plan.

AmeriHealth Caritas DC:

- Enrollees that are engaged with the District's Strong Start Early Intervention Program have assigned Care Managers with AmeriHealth Caritas DC. If a Strong Start parent is unsure of who their child's Care Manager is, they can reach out to their Service Coordinator at Strong Start to be reconnected.
- All other enrollees can contact 202-408-2233.

MedStar:

- Contact 855-798-4244 (Option 2, then Option 4)

Wellpoint (formerly Amerigroup):

- Contact 1-888-830-4300.

HSCSN:

- All enrollees will receive a Care Manager. Your Care Manager will contact you by telephone within the first 5 days after you sign-up for HSCSN. At that time, you can agree on a time to meet. After that, you will meet with the Care Manager up to 3 times per year.
- For questions, contact customer care at 202-467-2737.

Questions & Feedback:

- DC Office of Health Care Ombudsman and Bill of Rights: (877) 685-6391 or healthcareombudsman@dc.gov
- DC Department of Health Care Finance (DHCF) Division of Children's Health Services at dchs@dc.gov
- If you would like to provide more general feedback about local services to improve systems of care with the option of doing so anonymously, please complete the following brief survey: <https://redcap.link/dbfamilyfeedback>
- For any other questions, please feel free to contact cmhcore@childrensnational.org. Please allow up to 2 weeks to receive a response.

Note: For families who have private insurance, you can contact your insurance plan to ask about care management services.