

Initiatives to Support Million Hearts Improved Outcomes: DCPCA and MCO Updates

Million Hearts Learning Collaborative
June 21, 2023

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- Welcome and Introductions
- DC Primary Care Association: Partner and Grantee Update and Discussion
- Managed Care Organization Updates on Programming and Partnership Opportunities to Support Million Hearts Initiatives
 - AmeriHealth Caritas DC
 - MedStar Family Choice
- General Program Updates, Grantee Q & A



- **Hope Ramsay, RN, MPH, Senior Director, Programs and Health Center Support**
- **Kennedy Miller, Project Coordinator, Programs and Health Center Support**
- **Darla Bishop, DrPH, MPH, Director, Enrollee Engagement**
- **Rosalyn Carr Stephens, RN, MSN, CCM, Market Clinical Director, Population Health**
- **Leginia (Jigi) Driscoll, MSOD, BSN, RN, Director, Quality Management**
- **Tallulah Anderson, Manager, Marketing and Community Relations**
- **Sharon Henry, RN, BSN, MHA, CCM, Director, Clinical Operations**

- ❖ The AAFP has reviewed the Million Hearts Learning Collaborative Webinar Series and deemed it acceptable for AAFP credit. Term of approval is from 6/15/22 to 6/24/23. Physicians should claim only the credit commensurate with the extent of their participation in the activity.
- ❖ This session is pending approval for 1.0 Online Only, Live AAFP Prescribed credits.
- ❖ **If you would like to receive CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- ❖ Certificates of completion will be emailed within 10-12 business days of course completion.



- Identify opportunities to **work with DCPCA to implement evidence-based interventions**, including meaningful use of EHRs to improve provider identification of undiagnosed hypertension and workflow redesign to improve the care management.
- Describe **care and case management programming and tools offered by AmeriHealth Caritas DC and MedStar Family Choice** to support chronic disease management for the Million Hearts priority populations.
- Apply at least one learning to **improve partnerships and communications with managed care organizations** to continue to streamline care for Million Hearts patients.



Technological support

Sustain health centers by providing technical and operational support



DISTRICT OF COLUMBIA
PRIMARY CARE ASSOCIATION



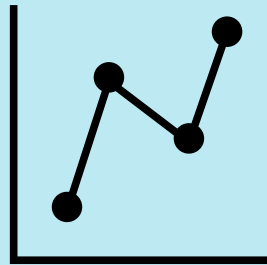
Funding

Support health centers in achieving sustainable funding models



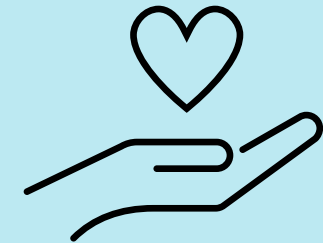
Health Equity

Advance racial and health equity by supporting system transformation to address social determinants of health and health-related social needs



Care Delivery

Transform DC care delivery by supporting movement towards value-based payment through population health analytics, HIT innovation, and practice transformation



Integrated Care

Build cross-continuum stakeholder relationships to deliver whole-person care, via integrated care models and community-oriented partnerships

Health Centers



Bread for the City



Community of Hope



Family and Medical
Counseling Services



La Clinica del Pueblo



Elaine Ellis



Mary's Center



Metro Health



Unity



Whitman Walker



So Others Might Eat

DCPCA membership includes 33 health care delivery sites that serve approximately 200,000 DC and Maryland residents each year



DISTRICT OF COLUMBIA
PRIMARY CARE ASSOCIATION

**Reimagining the Chronic Disease
Care Model: Strategies for
Enhancing Care Management to
Reduce ED Overutilization and
Hospital Readmissions**

3 Part Webinar Series

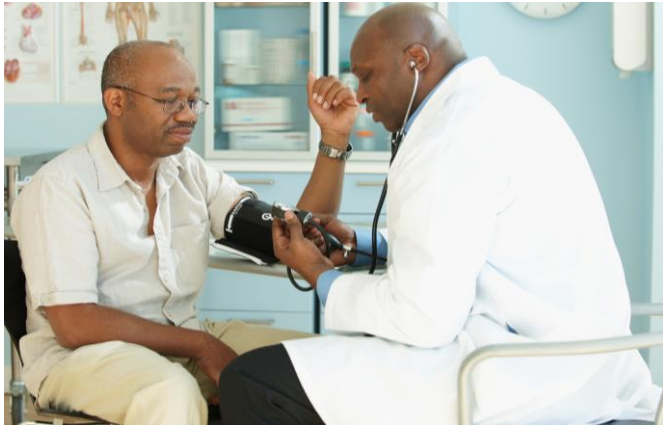
Tuesday, March 21st 9:00am - 10:00am

Tuesday, April 18th 9:00am - 10:00am

Tuesday, May 16th 9:00am - 10:00am



NACHC - Medication Therapy Management (MTM) in Trusted Spaces



What?

Bring clinical pharmacists to community spaces to screen for hypertension, prescribe and adjust medications, and educate



Why?

Increase medication compliance and encourage sustainable lifestyle changes, improving overall health and well-being



How?

Use community gathering spaces to facilitate access to care and build trusting relationships between patients and providers



University of the District of Columbia / Howard University



PHIT4DC Howard University College of Pharmacy Internship

The Public Health Informatics and Technology for D.C. (PHIT4DC) is a workforce diversification program, piloted by the University of the District of Columbia (UDC), in partnership with Howard University (HU). In their 15-week semester bootcamp, students are equipped with IT knowledge and skills to provide a range of healthcare services across the industry. As a supporting partner, DCPCA has developed an internship pipeline to offer students the opportunity to gain experience supporting District Health Centers.

Roles and Responsibilities

DCPCA	Health Center
Develop and advertise internship job description	Attend internship interviews and select an intern
Manage application process and conduct interviews with health centers	Identify a supervisor to manage intern and provide mentorship
Hire, onboard and pay monthly intern stipend	Onboard intern and provide weekly supervision and tasks
Coordinate monthly PHIT4DC supervisor calls	Assign ongoing tasks and monitor progress
Coordinate final presentation	Attend final presentation

Upcoming Opportunities

Trainings

Provide trainings for...

- features in eCW (e.g. Framingham risk calculator)
- treatment tools (e.g American Diabetes Association Medical Titration Algorithm)

Interns

Expand the Howard-PHIT4DC internship program and offer health centers the opportunity to utilize student doctors who have had extensive informatics training

ADA – Project Power

Partnering with the ADA to offer health center patients the opportunity to participate in Project Power, an educational wellness program that teaches diabetic patients how to pursue wholistic wellness, namely nutrition, exercise, and healthy lifestyle choices.

Workflows and Role Assignment

Along with PCDC, offer health centers 1:1 TA for the improvement of their care coordination workflows and division of labor

- What programming do you offer to support chronic disease management?
- What are the eligibility requirements for these programs?
- How do you identify and work with enrollees to facilitate enrollment and follow-up?
- How do you work with provider partners for streamlined communications, data sharing, and tracking of referrals?
- Do you meet regularly with providers to support quality improvement?
- How can providers get in touch with you for questions about enrollees?
- What would you most like to learn from the Million Hearts grantees participating today?





Helping Enrollees Care for Their Health

June 2023


AmeriHealth Caritas
District of Columbia



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

 **WE ARE**
DC **GOVERNMENT OF THE**
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Today's Agenda

Programs and Key Partners

Darla Bishop, DrPH, MPH
Director, Enrollee Engagement

Care Management

Rosalyn Carr Stephens, RN, MSN, CCM
Market Clinical Director, Population
Health

Let us know!

Leginia (Jigi) Driscoll, MSOD, BSN, RN
Director, Quality Management

Programs and Key Partners

Darla Bishop

Director, Enrollee Engagement

dbishop1@amerihealthcaritasdc.com





Health Literacy

Peer support, interactive apps, and individual 1:1 counseling

We offer peer support programs and innovative apps through our partners to motivate and support enrollees to practice preventive health and adopt healthy behaviors.





Job Training and Education

Pathways to Work and Bridges to the Future

Our Pathways to Work and Bridges to the Future internship programs helps District residents gain essential professional and business skills and in some cases a certification to ready them for career opportunities.



Food is Medicine

Community programming and access to healthy options

Our Care Managers, Community Health Workers, and Contact Center associates can help enrollees find donation centers in their area.

Our Food is Medicine program incorporates:

- Produce Rx program.
- Condition-appropriate home meal delivery.
- Nutrition counseling.





Housing Insecurity

Safe, affordable housing and healthy housing advocacy

Our associates and community partners can help enrollees locate affordable housing; access housing with supports; find respite care; and address housing conditions such as poor ventilation, rodents, and mold and other respiratory triggers.

 Pathways to Housing DC

 Volunteers of America
CHESAPEAKE

 Woodley House

 Uj UNITY
HEALTH CARE

 dc's CHILDREN'S
LAW CENTER

Services

- Fitness Classes
- Programming to address health related social needs
- Computer access for job searches or recertification
- Care Manager and Community Health Worker appointments



The graphic features a dark blue background with a white icon of a person in a meditative pose at the top. Below it, the text 'WELLNESS AND OPPORTUNITY CENTER' is written in white. The main headline reads 'NEW LOCATION MORE OPPORTUNITIES!' in large, bold, yellow and white letters. A photograph of a woman smiling and holding purple dumbbells is positioned on the right side. The text 'For AmeriHealth Caritas District of Columbia Enrollees' is centered below the headline. A paragraph of text asks if the reader has questions about fitness classes or healthy recipes. A call to action encourages stopping by the center for answers. A 'SERVICES INCLUDE:' section lists various offerings like cooking classes, resume assistance, and fitness classes. On the right, there are four circular icons: a building, a person meditating, a cross, and a person sitting at a table. Below these icons, the 'HOURS AND LOCATION' and 'LEARN MORE' sections provide contact information and a website link.

WELLNESS AND OPPORTUNITY CENTER

**NEW LOCATION
MORE
OPPORTUNITIES!**

For AmeriHealth Caritas District of Columbia Enrollees

Have a question about how you have been feeling lately? Interested in taking a fitness class or two? Need a quick but healthy recipe for dinner tonight?

Stop by the Wellness and Opportunity Center for answers to these questions and much more!

SERVICES INCLUDE:

- Healthy cooking classes and advice on healthy eating
- Resume assistance
- Finance classes
- Fitness classes, such as Zumba®, yoga, and aerobics
- Walk-in help with care management — no appointment needed
- 1-on-1 help with benefits or other questions
- Kids' Zone for children

Wellness classes are FREE for all AmeriHealth Caritas District of Columbia enrollees.

View our fitness and wellness calendar for up-to-date information about classes at the Wellness and Opportunity Center at <https://www.amerihhealthcaritasdc.com/member/eng/healthy-living/wellness-center.aspx>.

HOURS AND LOCATION

1209 Good Hope Road, SE
Washington, DC 20020
9 a.m. – 5 p.m.
Monday – Friday

LEARN MORE

Medicaid Enrollee Services
202-408-4720
(Toll Free: 1-800-408-7511)

Alliance Enrollee Services
202-842-2810
(Toll Free: 1-866-842-2810)

Care Management

Rosalyn Carr Stephens
Market Clinical Director, Population Health
rcarrstephens@amerihealthcaritas.com

Integrated Model of Care

Complex Care Management

- Blended model of care that integrates acute case management, disease management and behavioral health
- Provides case management and care coordination to complex adult and pediatric members

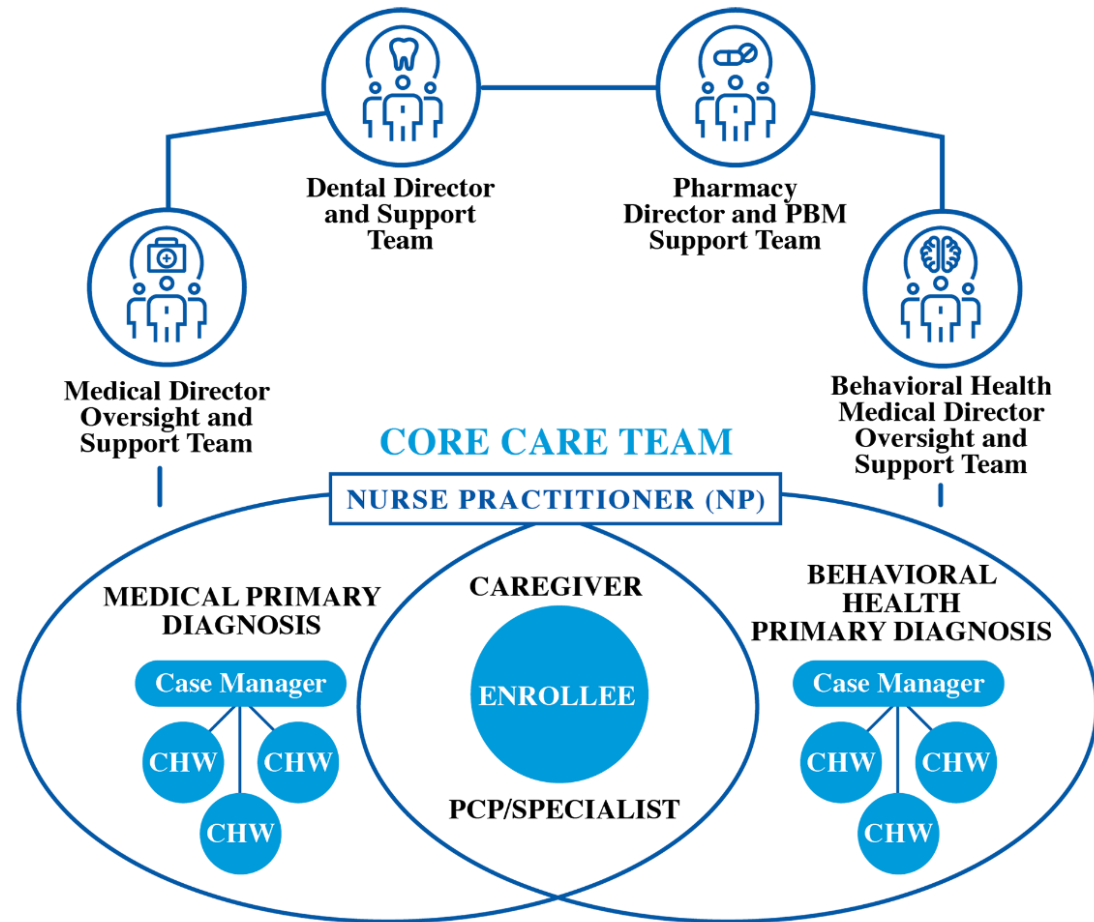
Bright Start Maternity Management

- Focused on identifying and helping at-risk pregnant women have a health, full-term pregnancy
- Provides case management services to newborns that require NICU admission

Children With Special Needs/Early Intervention

- Coordinates therapy services for children deemed eligible by OSSE

Multi-disciplinary Population Health Approach



The number (n) of core teams will be scaled to ensure that face-to-face interactions occur regularly and the needs of each priority population are met.

Let Us Know!

Jigi Driscoll

Director, Quality Management

ldriscoll@amerihealthcaritasdc.com



Questions?

THANK YOU FROM

AmeriHealth Caritas DC!



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



GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call 1-800-408-7511 (TTY/TDD: 202-216-9885 or 1-800-570-1190).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-408-7511 (TTY/TDD: 202-216-9885 o 1-800-570-1190).

Amharic: ማሳሰቢያ፡ አማርኛ መናገር የሚችሉ ከሆነ፣ ከከፍተኛ የሆነ የቋንቋ ድጋፍ አገልግሎት ይቀርባል። በስልክ ቁጥር 1-800-408-7511 (TTY/TDD: 202-216-9885 ወይም 1-800-570-1190) ይደውሉ።

Arabic: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالجان. اتصل برقم 1-800-408-7511 (رقم هاتف الصمم والبكم 202-216-9885 أو TTY/TDD: 1-800-570-1190).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique sont à votre disposition sans frais. Appelez le 1-800-408-7511 (TTY/TDD: 202-216-9885 ou 1-800-570-1190).

Mandarin: ATTENTION: 注意：如果您说中文普通话/国语，我们可为您提供免费语言援助服务。请致电：1-800-408-7511 (TTY/TDD: 202-216-9885 或 1-800-570-1190)。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.



MedStar Family
Choice

DISTRICT OF COLUMBIA

It's how we **treat people.**

June 21, 2023

Value Added Programs + Resources

Presented To: Million Hearts Learning Collaborative
Monthly Meeting



Case Management Programs

Sharon Henry, RN, MHA, BSN, CCM
Director, Clinical Operations

Complex Case Management Program

- **The Purpose** of Complex Case Management Services (CCM) is to provide culturally and linguistically appropriate clinical, behavioral health, and social support services to our highest risk Enrollees
- **The Goal** is to identify Enrollees at highest risk for needing intensive resources at high cost, and objectively improve health, function, safety and enrollees satisfaction.
- **The Focus** is on timely, proactive, collaborative, Enrollee-centric coordination of care and community services for individuals identified with complex medical issues such as:
 - Catastrophic illness or injury
 - Two or more unmanaged physical health or one unmanaged physical health along with a behavioral health condition
 - High patterns of inpatient/outpatient utilizations or long length of stay

Comprehensive Case Management Programs

Condition Care: Condition Care is designed for Enrollees who require additional assistance, health education, and care coordination in managing their chronic conditions. The aim of the Condition Care Program is to promote self-management skills that prevent elevation into a higher risk level.

Transition Care: The Transition Care Program will focus on Enrollees who are at the very vulnerable point of transitioning from the acute care setting to home and at-risk for readmission to the hospital. Specialized discharge assessments are completed with these Enrollees to identify factors that may lead to readmissions and barriers that may impact engagement with outpatient services.

Emergent Care: Program offers care coordination services for those Enrollees who exhibit a pattern of frequent ED utilization. The Emergent Care program is designed to reduce the likelihood of return ED encounters for services that could otherwise be provided by a PCP or urgent care center.

Referrals

Provider, utilization Management, Self/Enrollee, Family/Caregiver, Discharge Planner, Departments internal to MFC-DC and Lower risk case management programs or population health management programs

Enrollees are assigned to Case Management Programs based on the information available at the time of the referrals. Data sources for assignment include but are not limited to CRISP (Chesapeake Regional Information System for our Patients), HRA (health risk assessment) information, hospital /UM data, claims encounter or information submitted with the referral



Prior Authorization

- **Medical Necessity Criteria** are used as a guide to help determine if an admission, procedure or services is medically necessary.
- Determination of medical necessity is dependent on the following clinical information:
 - Presenting sign/symptoms
 - Diagnostic findings
 - Lab work
 - Treatment/interventions

Criteria

- InterQual
- ASAM
- Medical Policies
- Protocol
- Clinical Judgement

UM decisions are based only on appropriateness of care and service and existence of coverage. UM staff do not receive any financial incentives or rewards for issuing denials of coverage and care or encouraging decisions that result in underutilization of services.

Prior Authorization Requirement

- **Pharmacy** – medications that require prior authorization (e.g. non formularies)
- **Outpatient** – Elective procedures, prosthetics, BH Residential treatment, Acute rehab, SNF, LTAC, Hospice
- **DMEs** – over \$1000.00 or rental equipment >90 days (e.g. wheelchairs), soft supplies and disposable (e.g. supplies for tube feeding), CGMs, hearing aids, etc.
- **All Elective Inpatient Procedures**

Inpatient & Outpatient Concurrent Review: Acute, Clinical review for authorization begins once clinical information from hospitals UM staff is received.

- A nurse could only approve services. Only a Medical Director could deny services.
- If InterQual & ASAM criteria, or medical policies are not met, the review is sent to a Medical Director for further review and determination.



Provider Information + Resources

Find A Provider Portal

[MedStar Family Choice-DC](#) > [Welcome MedStar Family Choice-DC Enrollees](#) > [Find a Provider](#)

For Enrollees ▾

Find a Provider

DC Healthy Families Provider Directory: [Printable \(PDF\)](#), [Machine Readable \(CSV\)](#), [Developer Portal](#), and [Search User Interface](#)

DC Healthcare Alliance Provider Directory: [Printable \(PDF\)](#), [Machine Readable \(CSV\)](#), [Developer Portal](#), and [Search User Interface](#)

[Click here](#) to find routine dental or routine vision providers. NOTE: Routine vision is only covered for DC Healthy Families enrollees.

Begin your search by selecting either DC Healthy Families or DC Healthcare Alliance. One or more of the filters below can be used to customize your search.

I belong to this health plan:

DC Healthy Families

DC Healthcare Alliance

Search for medical, dental or vision provider

 Search

Provider Newsletter

Fall 2022



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

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MURIEL BOWSER, MAYOR

MFCDC-001-092022

A Message from Our CMO about Opioid Overdose Prevention



For those of you who are new to MedStar Family Choice District of Columbia (MFC-DC), welcome! We are proud to have you as a part of our network. We also extend a huge thank you to all our MFC-DC providers for everything you do to care for our Enrollees every day.

As a provider network, we need to continue working together on reducing opioid use and abuse. Our combined efforts can help end the opioid epidemic in our community.

Opioid Overdose Prevention Program resources are available for you through the DC Department of Behavioral Health (DBH). A process has been set for clinics to get a standing order to distribute naloxone (Solo/ independent practices and hospitals are not eligible for a standing order through DBH). Please follow these steps to set up this program and procedure in your office:

- Complete a Policy & Procedures document using the provided template. A sample Opioid Overdose Prevention Program Policy template can be found [here](#).
- Provide proof of naloxone training (copy of your certificate) from the DC Health training curriculum. Either the community naloxone course or the course for medical providers will fill the training requirement: <https://ehealthhiv.org/course/index.php?categoryid=3>. The medical provider's course is accredited to provide one free CME for physicians, PAs, nurses, pharmacists and social workers. The community course is not accredited.
- Email these two items to the DBH Naloxone Coordinator at naloxone@dc.gov for review and completion of the process.
- Here is the order form for LIVE.LONG.DC marketing materials: <https://form.jotform.com/210477033758054>. Everything is free!

Sincerely,

Raymond K. Tu, M.D., M.S., F.A.C.R.
Chief Medical Officer
MedStar Family Choice District of Columbia

Marketing & Communications



Infant Formula Shortages Nationwide
Health is working to help all families find formulas that are safe for infants. [Visit the DC Health website for helpful tools and tips.](#)

Family Choice

[For Enrollees](#) [For Providers](#)

Language |

MedStar Family Choice-DC



Formula Recall Causing Infant Formula Shortages Nationwide

The DC Department of Health is working to help all families find formulas that are safe for infants. [Visit the DC Health website for helpful tools and tips.](#)

The National Committee for Quality Assurance (NCQA) is the most recognized accreditation program in the United States. It is the only program that bases results on clinical performance and consumer experience. NCQA Health Plan Accreditation is dedicated to quality improvement and the standards provide a framework for implementing best practices and improving key areas. In 2021, NCQA awarded MedStar Family Choice-DC Interim Health Plan Accreditation status for service and clinical quality.

In 2022, the plan was awarded Case Management Accreditation for service and quality that demonstrates strong performance of NCQA's rigorous requirements. To learn more, visit [NCQA.org](https://www.ncqa.org).



[MedStar Family Choice-DC Enrollees →](#)

[Enroll with MedStar Family Choice-DC →](#)

[MedStar Family Choice-DC Providers →](#)

[Become a MedStar Family Choice-DC Provider →](#)



MedStar Family Choice Wellness
Keeping You Healthy

User Login

Username

Password

[Log in](#)

[Forgot password?](#) | [Forgot username?](#)

First Time Users
Click here to sign up

The health and wellness portal helps enrollees better understand health risks and learn steps to take to be healthier

Health and Wellness Portal It's time for a healthier you!



The Health and Wellness Portal can help you better understand your health condition, learn where you may have health risks, and take steps for a healthier you. It's easy with three steps:

- 1. Take Health Survey** – Access the Health and Wellness Portal from our website at [MedStarFamilyChoiceDC.com/enrollees/general-benefits](https://www.MedStarFamilyChoiceDC.com/enrollees/general-benefits) to set up an account. Take the Health Survey and receive a Health Assessment Report. Based on the Health Assessment, you will be provided information of health risks through the Risk Advisor.
- 2. Enroll in Workshops** – Workshops are recommended, but you can explore all of them and sign up for the ones you would like to take. The workshops you sign up for will be added to your dashboard's "To-Do List".
- 3. See Workshop Progress** – Track your workshop progress in this step.

For more information on the Health and Wellness Portal please call the Outreach Department at **855-798-4244** (select option 1, then 2).

News, Information, and Resources

Being informed is a great way to keep you and your family healthy.

News

Please read our newsletter. The MedStar Family Choice District of Columbia Enrollee Newsletter contains information about benefits and services, as well as general topics of interest for leading a healthy lifestyle.

Fall 2022 Enrollee Newsletter: [English](#), [Spanish](#), [Amharic](#)

Summer 2022 Enrollee Newsletter: [English](#), [Spanish](#), [Amharic](#)

Spring 2022 Enrollee Newsletter: [English](#), [Spanish](#), [Amharic](#)

Health Education Resources

Asthma	+
Dental	+
Diabetes	+
Expectant and Postpartum Mothers	-
<ul style="list-style-type: none"> Dental for Pregnant Women What is Gestational Diabetes? What Should I Do If I Have Gestational Diabetes? 5 Tips for Gestational Diabetes 	
Flu	+
Heart Health	+
RSV	+
Sickle Cell Disease	+

Events and Outreach Programs

You're invited to attend our monthly virtual events.

MedStar Family Choice District of Columbia offers a variety of monthly virtual events for you and your family. New Enrollee Orientations: Learn more about your health plan services, benefits, and rights. Enrollee Advisory Committee: Share your thoughts about our healthcare services. Your opinion can help make MedStar Family Choice District of Columbia better for you and all enrollees.

Health Education Classes:

- Maternity Mondays. Expectant and new mothers learn about the best safe sleep practices for your baby. Attend and receive a FREE Cribette!
- Health Forums. Learn about topic relating to women's health, men's health, and more from physicians and/or experts.

Exercise and Cooking Classes:

- Diabetes Management & Cooking Classes: Receive diabetes education from registered instructors with healthy tips and resources to manage A1c levels. Learn to cook healthy great tasting meals from a professional chef, and get recipe cards, groceries and fresh produce for the virtual cooking class.
- Foodie Fridays: Manage your weight, learn to read labels, and eat healthy on a budget.
- Wellness Wednesdays: Join our fitness instructors and learn how to reduce stress through yoga, mindfulness, cycling, and more.
- Community Resource Roundtable: Learn about services and resources provided by our community partners for support with housing, employment, food access, education/training and more.

For more information about these classes, call the Outreach department at [855-798-4244](tel:855-798-4244), press 1, and then press 2. If you need transportation or interpretation services, the Outreach department can assist with this as well.

Location	Jan 1	Jan 2	Jan 3	Jan 4	Jan 5	Jan 6	Jan 7
						10am Family Wellness	
	12pm Maternity Mon	5pm Financially Hlth	12pm Wellness Wed	12pm It's L.L.T. HD			
		5pm Financially Hlth	12pm Wellness Wed	12pm It's L.L.T. HD	10am Family Wellness	10am District Finance	
	12pm Maternity Mon		12pm Wellness Wed	5pm It's L.L.T. Cook	12pm Foodie Friday	10am District Finance	
				Feb 1	12pm It's L.L.T. HD		

Calendar shown in New York Eastern Time - New York

Access to Care




Emergency vs. Urgent Care

Nurse Advice Line



24-hour Nurse Advice Line
1-855-798-3540



MedStar Family Choice

DISTRICT OF COLUMBIA

EMERGENCY ROOM OR URGENT CARE?

WHEN TO GO TO URGENT CARE

WHEN THE PERSON HAS:

- Asthma and wheezing
- Dehydration
- Diarrhea
- Ear Infection
- Eye Infection
- Fever without rash
- Lacerations
- Minor burns
- Nose bleeds
- Painful urination
- Rash without fever
- Sore throat, coughs, colds
- Sprains and strains
- Vomiting
- Wound infection

WHEN TO GO TO THE EMERGENCY ROOM

WHEN THE PERSON HAS:

- Bloody Cough
- Chest Pain
- Fever with rash
- Fractures or broken bones
- Head or eye injuries
- Heart attack or stroke
- Ingested poison
- One-sided weakness or numbness
- Seizures
- Serious or severe injuries or burns
- Severe abdominal pain
- Severe bleeding or large open wound
- Shortness of breath or difficulty breathing
- Sudden blurred vision or loss of vision
- Unconsciousness
- Vaginal bleeding


If you are unsure, you should call our 24-hour Nurse Advice Line at 1-855-798-3540. You may also be able to have an Urgent Care visit via Telehealth with a Doctor virtually. Find out how and more at MedStarFamilyChoiceDC.com or scan the QR Code below.

If you don't speak and/or read English, please call 888-424-3540 between 8:00 a.m. and 8:30 p.m. A representative will assist you. Si no habla o lee inglés, llame al 888-424-3540 entre las 8:00 a.m. y las 8:30 p.m. Un representante se complacerá en asistirle.

Nếu bạn không nói và/hoặc đọc bằng Anh ngữ, xin gọi 888-424-3540 từ 8 giờ 00 sáng đến 8 giờ 30 chiều. Đại diện viên của chúng tôi sẵn sàng hỗ trợ bạn. 如果您不会说和/或读英语，请拨打 888-424-3540。我们的代表将为您提供帮助。


Si usted no puede hablar o leer inglés, llame al 888-424-3540 entre las 8:00 a.m. hasta las 8:30 p.m. Un representante le ayudará.

如果您无法说和/或读英语，请拨打 888-424-3540。我们的代表将为您提供帮助。



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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



MedStar Family Choice-DC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex.

1-855-798-3540

Línea de asesoramiento de enfermería las 24 horas




MedStar Family Choice
DISTRICT OF COLUMBIA

Is it a medical emergency?

Whenever an illness or injury occurs, you need to decide how serious it is and how soon to get medical care. This will help you choose whether it is best to call your doctor, go to an urgent care clinic or go to an emergency department right away.

It pays to think about the right place to go. It will often take longer for you to be seen in the emergency department and you may be exposed to other illnesses while in the waiting room. Think about this and the other issues listed below when deciding where to go for care.




We got you! Live well, live long!

As your healthcare provider, MedStar Family Choice District of Columbia is committed to supporting you in living a healthy life so you can feel your best. This information will help you know where you should go to get the help you need.

Signs of an emergency

If a person or unborn baby could die or be permanently disabled, it is an emergency. Call 911 to have the emergency team come to you right away if you are experiencing or have experienced any of the following:

- Choking
- Stopped breathing
- Electric shock or lightning strike
- Head injury with passing out, fainting or confusion
- Injury to the neck or spine, especially if there is loss of feeling or inability to move
- Severe burn
- Seizures



When to go to an Urgent Care Clinic or MedStar Health Urgent Care Facility

When you have a problem, do not wait too long to get medical care. If your problem is not life threatening and/or you are not at risk of disability, but you are worried and you cannot see your doctor soon enough, go to an urgent care clinic. The kinds of problems an urgent care clinic can help you with include:

Common illnesses, such as:

- Colds
- Flu
- Earaches
- Sore throats
- Migraines
- Low-grade fevers
- Limited rashes

Minor injuries, such as:

- Sprains
- Back pain
- Minor cuts and burns
- Minor broken bones
- Minor eye injuries

Go to an emergency department or call 911 for help with problems such as:

- Trouble breathing
- Passing out, fainting
- Severe chest pain or pressure
- Pain in the arm or jaw
- Unusual or bad headache, especially if it started suddenly
- Suddenly not able to speak, see, walk, or move
- Suddenly weak or drooping on one side of the body
- Dizziness or weakness that does not go away
- Inhaled smoke or poisonous fumes
- Sudden confusion
- Possible broken bone or loss of movement, especially if the bone is pushing through the skin
- Heavy bleeding
- Deep wound
- Serious burn
- Coughing or throwing up blood
- Severe pain anywhere on the body
- Severe allergic reaction with trouble breathing, swelling or hives
- High fever with headache and stiff neck
- High fever that doesn't get better with medicine
- Throwing up or loose stools that don't stop
- Poisoning or overdose of drugs or alcohol
- Suicidal thoughts

MedStar Health Urgent Care Facility locations

For additional urgent care facilities, please visit our website at MedStarFamilyChoiceDC.com.

Capitol Hill
228 7th St., SE
Washington, DC
202-698-0795

Adams Morgan
1805 Columbia Rd., NW
Washington, DC
202-797-4960

MBI
5140 Nannie H. Burroughs Ave., NE
Washington, DC
202-984-7310

Transportation

For assistance setting up transportation for your non-emergency medical care needs, call **866-201-9974**.

No Cost Services

Translation + Interpretation

Language Accessibility

English
Attention: If you do not speak and/or read English, please call 888-404-3549 between 8 a.m. to 5:30 p.m. A representative will assist you.

Spanish/Español
Atención: Si no habla y/o lee inglés, llame al 888-404-3549 entre las 8:00 a.m. y las 5:30 p.m. Un representante lo asistirá.

Amharic/አማርኛ
ጥያቄ: እንገለጽ የማይችሉ ለጥያቄዎቻችን ከሆነ፣ እስከ 8:00 እስከ 5:30 በሌላ ሰዓት ውስጥ ወደ 888-404-3549 ይደውሉ። ተወካይ ያግዝዎታል።

Arabic/العربية
تنبيه: إذا كنت لا تتحدث أو تفهم اللغة الإنجليزية، يرجى الاتصال بـ 888-404-3549 بين الساعة 8:00 صباحًا و 5:30 مساءً. أحد مندوبينا سيوف بمساعدتك.

Bassa/Bàsà
DE DE NIA KE DYEDÉ GBO: ǀ Jù ké r̄ se Xwi-Wùdù wùdù p̄e dyuò moo wuquún zàà dyuò ní, d̄á n̄bà nià ké 888-404-3549 s̄in 8:00 AM ké 5:30 PM gbo mu. À ké-baḍa-nyò d̄ó mu r̄ gbo kpáún.

Burmese/မြန်မာဘာသာစကား
သတိပြုရန်- အကယ်၍ သင်သည် အင်္ဂလိပ်စကား မပြောတတ်၊ မဖတ်တတ်လျှင် ကျေးဇူးပြု၍ နံနက် ၈:၀၀ နာရီနှင့် ညနေ ၅:၃၀ နာရီ အကြားတွင် ၈၈၈-၄၀၄-၃၅၄၉ သို့ ဖုန်းခေါ်ဆိုပါ။ ကိုယ်စားလှယ်တစ်ဦးက သင့်ကို ကူညီလိမ့်မည်။

Chinese (Traditional)/中文
注意: 如果你不會說或讀

Chinese (Simplified)/普通话
注意: 如果你不会说或读

888-404-3549 888-404-3549

French/Français
Attention : Si vous ne parlez pas français, appelez le 888-404-3549 entre 8h00 et 17h30, un représentant vous aidera.

Gujarati/ગુજરાતી
ધ્યાન આપો: જો તમે અંગ્રેજી અથવા ફ્રેન્ચ નથી જાણતા, તો 888-404-3549 પર 8:00 AM થી 5:30 PM સુધી કોલ કરો. એક પ્રતિનિધિ તમને મદદ કરશે.

Haitian Creole/Kreyòl Ayisyen
Atansyon: Si ou pa pale kreòl, rele 888-404-3549 antre 8:00 a.m. e 5:30 p.m. Yon reprezantan pral ede ou.

Hindi/हिन्दी
ध्यान दें: यदि आप अंग्रेजी या फ्रेंच नहीं जानते, तो 888-404-3549 पर 8:00 AM से 5:30 PM तक कॉल करें। एक प्रतिनिधि आपकी मदद करेगा।



Do you need a ride to your upcoming medical appointment? We can get you there at **No Cost**

As part of the DC Healthy Families and DC Healthcare Alliance plans, if you are a MedStar Family Choice District of Columbia (MFC-DC) Enrollee, we can schedule a ride to get you to your doctor appointment, screenings including COVID-19 vaccinations. It can be scheduled 24/7 by calling Access2Care transportation services at 866-201-XXXX.

Transportation

Incentive Reward Gift Cards

Don't miss out on your \$75 gift card rewards

Join our Healthy EPSDT Kids program exclusively for DC Healthy Families and DC Healthcare Alliance enrollees

MedStar Family Choice District of Columbia (MFC-DC) cares about your child and wants to remind you to schedule your child's yearly doctor visit, immunizations, and dental screenings, because it is important to the health and well-being of your child.

You could receive up to \$75 in gift card rewards from MFC-DC, if he or she is up to date by September 30, 2023!

To be eligible, your child must be age 0 to 21 years old and a current MedStar Family Choice enrollee.

- Well-child visit (physical exam)
- Two dental screenings per year
- Lead testing (ages 6 months-2 years old)

It is important that you bring Universal and/or Oral Health Forms to your child's appointments. Students must have these forms completed by their healthcare provider before they can enter school.

The wellness exam must be completed by a MedStar Family Choice primary care physician and dentist.

If your child was seen by a primary care physician outside of the MedStar Family Choice network while effective with MedStar Family Choice, **please call us.** Your child may still be eligible for the gift card rewards if we receive proof of a completed well-child and dental screening.

No se pierda las recompensas de su tarjeta de regalo por \$75

Únase a nuestro programa Healthy EPSDT Kids exclusivo para afiliados de DC Healthy Families y DC Healthcare Alliance

MedStar Family Choice District of Columbia (MFC-DC) se preocupa por su hijo y quiere recordarle que programe la cita médica anual, las vacunas y las consultas odontológicas de su hijo, porque es importante para su salud y bienestar.

¡Puede recibir hasta \$75 en recompensas de tarjetas de regalo de MFC-DC si él o ella está al día antes del 30 de septiembre de 2023!

Para ser elegible, su hijo debe tener entre 0 y 21 años de edad y estar inscrito actualmente en MedStar Family Choice (MFC).

- Visita de control del niño sano (examen físico)
- Dos chequeos odontológicos por año
- Pruebas de plomo (de 6 meses a 2 años)

Es importante que traiga los formularios de salud universales u orales a las citas de su hijo. Los estudiantes deben tener estos formularios completados por su proveedor de atención médica antes de que puedan ingresar a la escuela.

El examen de bienestar debe ser realizado por un médico de atención primaria y un dentista de MFC.

Si su hijo fue atendido por un médico de atención primaria fuera de la red de MFC mientras gozaba de la cobertura de MFC, **llámenos.** Su hijo aún puede ser elegible para las recompensas de la tarjeta de regalo si recibimos un comprobante que indique que el control del niño sano y el chequeo oncológico han sido completados.

Questions?

For more information or assistance scheduling child health screenings or transportation to and from your child doctor's office call us at **202-363-4348** or **855-798-4244**. Select 1 for Enrollee Services and then select 2 for an outreach representative. TTY users call **711**. Our office is open Monday through Friday from 8 a.m. to 5:30 p.m. or on our website at [MedstarFamilyChoiceDC.com](https://www.MedstarFamilyChoiceDC.com) or scan the QR code below.

¿Preguntas?

Para obtener más información o asistencia para programar los exámenes de salud para niños o solicitar transporte hacia y desde el consultorio del médico de su hijo, llámenos al **202-363-4348** o al **855-798-4244**. Elija la opción 1 para Servicios para Afiliados y luego seleccione 2 para comunicarse con un representante de asistencia. Los usuarios de TTY deben llamar al **711**. Nuestra oficina está abierta de lunes a viernes de 8 a.m. a 5:30 p.m. o diríjase a nuestro sitio web en [MedstarFamilyChoiceDC.com](https://www.MedstarFamilyChoiceDC.com) o escanee el código QR.



Can't scan the code?

Call **855-798-4244**, press 1 and then press 2 for more information.

¿No puede escanear el código?

Llame al **855-798-4244**, presione 1 y luego 2 para solicitar más información.

Once your child completes one of the visits, please reach out to a MedStar Family Choice outreach coordinator. **Remember, the exam must be completed by September 30, 2023.**


Una vez que su hijo realice una de las visitas, diríjase a un representante de asistencia de MFC. **Recuerde que el examen debe completarse antes del 30 de septiembre de 2023.**

Mental Wellness

Targeted Education Classes

MedStar Family Choice
DISTRICT OF COLUMBIA

HEALTH EDUCATION PROGRAM
ADOLESCENT HEALTH MATTERS




THURSDAY, MAY 18, 2023
4:00 - 5:00 PM

Join us for an interactive session to learn about:

- Your health
- Disease prevention
- Risk factors
- Healthy behaviors to reduce risks

Join the Zoom Link:
<https://medstarhealth.zoom.us>

OR
Scan QR Code:




MedStar Family Choice
DISTRICT OF COLUMBIA

MSDC
MEDICAL SOCIETY OF THE DISTRICT OF COLUMBIA

TUESDAY, FEBRUARY 22, 2022
12:00 PM - 1:00 PM

Pre-register for your seat
@ <https://bit.ly/3HofyGM>



Join Zoom Meeting:

Meeting Link:
<https://bit.ly/3s7w8EP>

Meeting ID:
871 3715 0442

Passcode: 398068

One tap mobile:
1-301-715-8592,
87137150442#; *398068#

Dial In:
1-301- 715-8592

Healthy CommUNITY Convo's

FEBRUARY IS HEART HEALTH MONTH!

You are invited to be a part of the Conversation! Please join us for our new CommUNITY Convo's series with physicians from the Medical Society DC.

This is the first of a series of conversations with doctors that will allow you to be heard. Please bring your questions and concerns. This month we will discuss heart health and what to ask your doctor.

MedStar Family Choice
DISTRICT OF COLUMBIA

Asthma Day
Wednesday, May 24, 2023

Get Asthma Information

1. Asthma Fast Facts for Kids
2. Asthma Action Plan
3. How to Use Inhalers



Do you or your family member have asthma?
Do you care for someone with asthma?

You are invited to join FOUR interactive sessions for information and education to help manage Asthma.

- Workout Class - 10 am
- Asthma Info - 12 pm
- Breathing Techniques - 3 pm
- Asthma Info - 5 pm

Meeting Link: <https://medstarhealth.zoom.us>

Scan QR Code:





WORKOUT CLASS
10 am
By District Fitness

ASTHMA INFO
12 pm
By IMPACT DC

BREATHING TECHNIQUES
3 pm
By Wired Cycling

ASTHMA INFO
5 pm
By Andrew J. Lee, MD FACP
MedStar Medical Group Primary Care



For more information, please contact: lyabode.Faparusi@lyabode.O.Faparusi@Medstar.net or MedStar Family Choice District of Columbia Enrollee Services at 888-404-3549

Prenatal. Maternal. Postpartum. Health Education



Education + Resources



MedStar Family Choice
DISTRICT OF COLUMBIA




Mommy and ME Baby Shower


Monday, February 27, 2023
5:00 - 6:30 pm

You are invited to join us as we shower you with information and education to help you and your new baby. We will have special guest speakers and gifts especially for you.

Topics to be discussed:	Shower fun:
<ul style="list-style-type: none">• WIC Information and Benefits• Infant Safe Sleep• Breastfeeding	<ul style="list-style-type: none">• Games• Safe Sleep• Voucher/Gift Card/Pack n Play



MedStar Family Choice
DISTRICT OF COLUMBIA



MATERNITY MONDAYS:

Prenatal Care: What to expect during prenatal visits.

Please join us to learn how prenatal care is one of the best ways to support your healthy pregnancy and birth.


May 16, 2022
12:00 pm - 1:00 pm

Meeting Link: <https://bit.ly/31W9QNn> or Dial in by Phone: 301-715-8592
Meeting Number: 868-8892-5943 | Password: 927149

Community Relations


virtual + in-person
events/classes

Educational Programs




MedStar Family Choice
DISTRICT OF COLUMBIA

DIABETES & YOU COOKING AND EATING WELL PROGRAM

Please join us for an IN-PERSON Diabetes Class.




Tuesday, June 27, 2023
11:00 a.m. - 1:00 p.m.
Giant Foods Store
1535 Alabama Avenue SE
Washington, DC 20032



ACTIVITIES:

- Giant Foods Store Tour Topics: Lunch provided
- a) 7 steps to healthy living Graduation Certificate Presentation
- b) Giant Foods Guiding Stars Free Transportation
- c) Fresh, frozen or canned Free giveaways from "Giant Foods" and more.
- d) Brand versus generic

 Join our Facebook Group

For more information, please contact: Iyabode Faparusi at Iyabode.O.Faparusi@MedStar.net.
For Transportation to this event, call 202-363-4348 or 866-201-9974.
For MedStar Family Choice Enrollee Services, call 888-404-3549, Monday - Friday, 8:00 a.m. - 5:30 p.m.

 MedStar Family Choice

DISTRICT OF COLUMBIA

BREAST HEALTH EDUCATION PROGRAM

BREAST HEALTH MATTERS
AND PAP SCREENINGS TOO




MedStar Family Choice
DISTRICT OF COLUMBIA

IT'S L.I.T!



DAY AT 12 NOON

JUNE 7, 2023 | JULY 19, 2023

Learn about your breast health, early detection of and healthy behaviors to reduce your risks.



Join MedStar Family Choice District of Columbia for our Life is Teachable youth series for ages 14-19. Learn how to improve your well-being and make better decisions as an adult. Topics include banking, how to make healthy meals, workouts, and healthy communication.

Click on the link to sign up:

<https://forms.gle/JH3otkcsUNPSVyyf7>


MedStar Family Choice

DISTRICT OF COLUMBIA

MUST BE A WARD 8 RESIDENTS TO PARTICIPATE.

PROOF OF IDENTIFICATION IS REQUIRED.

PROOF OF WARD 8 RESIDENCY IS REQUIRED.

Acceptable documentation can be: DC identification with Ward 8 address, utility bill, lease, SNAP/TANF benefits with address or items that establish identity and address.

ONE TURKEY PER HOUSEHOLD WHILE SUPPLIES LAST.
Duplicate registrations will be cancelled.

DO YOU HAVE MORE QUESTIONS?

Please contact The Office of Councilmember Trayon White, Sr. at 202-724-8045 for assistance.

**COUNCILMEMBER
TRAYON
WHITE
#DOSOMETHING**



Holiday Wellness Extravaganza
Tuesday, December 13, 2022
11:00 am - 3:00 pm
UPO Petey Greene Community Service Center
2907 Martin Luther King Jr. Avenue SE
and Lead Testing, Appointment Assistance, Dental Education Demonstration.





Our Back-to-School campaign... **Be Smart. Start Smart** includes relevant & relatable creative + gift cards & swag bags



Amerigroup

District of Columbia

QUESTIONS/DISCUSSION



1. To what extent did the session meet the stated objectives?

(1 - not at all to 5 - met all objectives)

- Identify opportunities to **work with DCPCA to implement evidence-based interventions**, including meaningful use of EHRs to improve provider identification of undiagnosed hypertension and workflow redesign to improve the care management.
- Describe **care and case management programming and tools offered by AmeriHealth Caritas DC and MedStar Family Choice** to support chronic disease management for the Million Hearts priority populations.
- Apply at least one learning to **improve partnerships and communications with managed care organizations** to continue to streamline care for Million Hearts patients.

2. How would you rate the session overall?

(1 - poor to 5 - excellent)

We are here to help you !

- ✓ For 1:1 site specific coaching, contact an HMA team member.
- ✓ To access previously recorded sessions and tools, visit <https://livingwell.dc.gov/page/million-hearts-providers> or see the technical assistance inventory document sent via email.



HEALTH
MANAGEMENT
ASSOCIATES