

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Department of Health Care Finance



**Office of the Senior Deputy Director/Medicaid Director**

Last Updated: March 27, 2020

**Medicaid Beneficiary  
Coronavirus (COVID-19) Frequently Asked Questions**

**What Should I do if I think I have coronavirus (COVID-19)?**

Follow guidance from DC Health at [coronavirus.dc.gov](https://coronavirus.dc.gov).

Additional information and resources:

[Symptoms of COVID-19](#)

[Was I Exposed? COVID-19 Self Assessment Guide](#)

**Does Medicaid cover testing for coronavirus (COVID-19)?**

Yes, if ordered by your doctor. Call ahead to your doctor if you are experiencing respiratory symptoms.

**Is a telemedicine visit covered?**

Yes, if offered by your provider.

**Who do I contact with questions about my covered services?**

For coverage with a managed care plan, contact your health plan.

<b>Managed Care Plan</b>	<b>Phone Number</b>
AmeriHealth	(202) 408-4720
AmeriGroup	(800) 454-3730
Trusted	(202) 821-1100
Health Services for Children with Special Needs (HSCSN)	(202) 467-2737

For coverage without a managed care plan (fee-for-service), contact the Office of Health Care Ombudsman and Bill of Rights at (877) 685-6391.

**Can I get extra medicine or supplies?**

If you or one of your household members take prescription drugs, talk to your pharmacist about getting an emergency supply of medications at home. This may exclude certain medicines, so talk to your pharmacist.

### **What if my in-home provider is absent due to the outbreak?**

Please contact your case manager or service coordinator. You may also contact DHCF at 202-442-5988 for assistance.

### **How can I protect myself from coronavirus (COVID-19)?**

The symptoms that are currently being seen with COVID-19 are fever and respiratory symptoms such as cough and shortness of breath. To help prevent the spread of germs, you should:

- Multiple times a day, wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- Use an alcohol-based hand sanitizer with at least 60% alcohol if you have symptoms of acute respiratory illness.
- Stay home from work or school until you are free of fever, signs of a fever, and any other symptoms for at least 24 hours and without the use of fever-reducing or other symptom-altering medications.
- Seek medical attention if you have reason to believe you have been exposed to coronavirus or influenza. Call your healthcare provider before visiting a healthcare facility.

### **Eligibility Policy Changes in Response to Coronavirus (COVID-19) FAQ**

*Mayor Bowser declared a Public Health Emergency in the District of Columbia beginning March 11, 2020 and continuing until 60 days after the end of the Coronavirus (COVID-19) pandemic Public Health Emergency. This information below answers questions District residents may have about how this emergency affects their coverage in public coverage programs including Medicaid, the Children's Health Insurance Program (CHIP), the DC Healthcare Alliance (Alliance), and the Immigrant Children's Program (ICP).*

#### **1. What should I do if my Medicaid or CHIP eligibility ends in or after March 2020?**

You do not need to do anything. Eligibility will automatically be extended during the Public Health Emergency, plus an additional 60 days.

#### **2. What should I do if my Alliance eligibility ends in or after March 2020?**

You do not need to do anything. Eligibility will automatically be extended during the Public Health Emergency, plus an additional 60 days.

#### **3. What should I do if my child's eligibility in Medicaid or the Immigrant Children's Program ends in or after March 2020?**

You do not need to do anything. Eligibility will automatically be extended during the Public Health Emergency, plus an additional 60 days.

**4. Do I need to report individual or household changes in circumstance?**

No, you do not need to report changes during the Public Health Emergency.

**5. Do I have to go to a Service Center to apply for Medicaid or CHIP coverage?**

No, you do not need to go to a Service Center to apply for Medicaid coverage.

You can apply for Medicaid in different ways:

**A. Children (Age 0-20), Parent/Caretaker Relatives, Pregnant Women, and Adults (21-64) without dependent children can apply:**

- 1) Online at [www.DCHealthLink.com](http://www.DCHealthLink.com), or
- 2) By phone with the DC Health Link Customer Service at 1-855-532-5465, or
- 3) By submitting a completed application (available at [www.DCHealthlink.com](http://www.DCHealthlink.com)) by fax or mail to the Department of Human Services at:

Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090  
Fax: 202-671-4400

**B. Individuals who are 65 and older, blind or disabled can apply:**

By downloading a Combined Application at [https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/publication/attachments/MEDI CAID APPLICATION - COMBINED.pdf](https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/publication/attachments/MEDI%20CAID%20APPLICATION%20-%20COMBINED.pdf) and submitting a completed and signed Combined Application to the Department of Human Services by mail or fax at:

Department of Human Services  
Economic Security Administration  
Case Record Management Unit  
P.O. Box 91560  
Washington, DC 20090  
Fax: 202-671-4400

**C. Individuals applying for Long Term Care Services and Supports can apply:**

- **For individuals living or transitioning to a nursing facility:** By working with District Medicaid nursing facility providers to submit your application.
- **For individuals seeking home and community based services:**
  - For the Elderly and Persons with Disabilities (EPD) waiver program:  
By contacting the Department of Aging and Community Living at 202-724-5626 or email at [Ask.ADRC@dc.gov](mailto:Ask.ADRC@dc.gov).

- For the Intellectual or Developmental Disabilities (IDD) waiver program:  
By contacting the Department of Disability Services at 202-730-1700 to schedule an appointment.

**6. I am applying for Alliance coverage; do I need to come for an in person interview to apply?**

No, you do not need to have an in-person interview during the Public Health Emergency.

**7. What documentation do I need to apply for Medicaid and CHIP?**

You may self-attest to verification requirements *except* U.S. citizenship and eligible immigration status during the Public Health Emergency. You will need to complete a level of care assessment to apply for long term care services and supports or eligibility under the Katie Beckett/TEFFRA program for children with severe disabilities. The agency may verify eligibility factors after coverage has been provided. You may be required to provide verification after the Public Health Emergency ends.

**8. I have a fever, cough, shortness of breath. I think I may have coronavirus. Will getting tested, treatment and preventive care for coronavirus (COVID-19) impact my immigration application under the public charge test?**

No, federal officials will **not** consider coronavirus (COVID-19) *testing, treatment, or preventive care (including a vaccine if a vaccine becomes available)* as part of a public charge inadmissibility determination, even if paid for by a public benefit like Medicaid. In addition, coverage in the DC Healthcare Alliance or Immigrant Children’s Program should not affect consideration of whether an individual is a “public charge.” For more information see <https://dhcf.dc.gov/release/public-notice-public-charge-rule-fags-covid-19-information>