

# KNOW YOUR RIGHTS

## Medicaid and DC Healthy Families



### What is Medicaid/DC Healthy Families?

Medicaid and DC Healthy Families provide health insurance to people who live in DC and have low income. The programs pay for doctor and hospital visits, dental and eye care, home health care, prescription drugs, and other services. **If you get Supplemental Security Income (SSI)**, you get Medicaid. If you do not get SSI, you must have **low income** to qualify.

*Note: This flyer only talks about **Medicaid**, not Medicare. Medicare is for people who are 65 or older, have disabilities, or have End Stage Renal Disease or ALS.*

### Does everyone in my household get Medicaid when I apply?

You can apply for yourself or others. Some people in your family might be able to get Medicaid, even if you can't get it for everyone.

Household size (adults + children)	Max total household income per month for:	
	Adults without children	Children and pregnant women
1	\$2,804	\$4,226
2	\$3,789	\$5,711
3	\$4,775	\$7,196
4	\$5,760	\$8,681
5	\$6,746	\$10,166
6	\$7,731	\$11,651

### What if I also get Medicare?

You might be able to get Medicaid too.

Household size (adults + children)	Max total household income per month to get:	
	Medicaid*	QMB
1	\$1,324	\$3,933
2	\$1,783	\$5,308
3	\$2,241	\$6,683
4	\$2,699	\$8,058
5	\$3,158	\$9,433
6	\$3,616	\$10,552

*\*To get regular Medicaid, you also can't have assets worth more than \$4,000 (for an individual) or \$6,000 (for a couple), not counting assets like a car or house.*

### Can I apply if I don't speak English well?

Yes. The law says the government has to help you in your language. Just tell the agency what language you'd like to use.

### Can I get Medicaid/DC Healthy Families if I'm not a U.S. Citizen?

You may be able to get Medicaid if you're not a U.S. citizen. Even if you can't, you can still apply for your children or other household members. You only have to write the immigration status of the people you're applying for. The government can't ask for more information.

If you can't get Medicaid because of your immigration status: apply for the **DC Healthcare Alliance** or for a private plan through **DC Health Link**.

## What is retroactive Medicaid?

If you have a medical bill from up to three months before your application date, you may be able to get Medicaid to cover the bill. Use District Direct to apply.

## How do I apply for Medicaid/DC Healthy Families?

You can apply for **all** public benefits, including food stamps, TANF, Medicaid, and D.C. Healthcare Alliance, **on the same application**.

### Step 1: Get your documents

You can apply for **all** public benefits, including food stamps, TANF, Medicaid, and D.C. Healthcare Alliance, **on the same application**. You'll need these documents. *Do not send the originals! Take a picture or make a copy.*



Photo ID



Social Security card  
(if you have one)



Proof of income  
(such as pay stubs)



Utility bill or other  
proof of address



Birth certificates  
of everyone in  
your household

### Step 2: Complete your application in one of five ways:

1. **In person:** Go to one of these ESA service centers. Ask for a receipt when you apply.

**Anacostia  
Service Center**  
2100 Martin Luther  
King Jr. Ave. SE  
(202) 645-4614

**Congress Heights  
Service Center 4001**  
South Capitol St. SW  
(202) 645-4546

**H Street  
Service Center**  
645 H St. NE  
(202) 698-4350

**Fort Davis  
Service Center**  
3851 Alabama  
Ave. SE  
(202) 645-4500

**Taylor Street  
Service Center**  
1207 Taylor  
St. NW  
(202) 576-8000

2. **Smartphone:** Download the **District Direct app** in the app store. Apply through your phone. Write down your confirmation number.

3. **Online:** Apply online through District Direct at [districtdirect.dc.gov/ua](https://districtdirect.dc.gov/ua) Write down your confirmation number. Save a copy of what you submit.

4. **Mail:** Print the application at [dhs.dc.gov/page/apply-recertify-benefits](https://dhs.dc.gov/page/apply-recertify-benefits). Send in the application and copies of your documents to a Service Center (listed above). Keep proof that you mailed in your application. *(This option isn't recommended.)*

5. **Fax:** Print the application at [dhs.dc.gov/page/apply-recertify-benefits](https://dhs.dc.gov/page/apply-recertify-benefits). Fax the completed application to DHS ESA at (202) 671-4400.

## What happens after I apply?

If you're approved, you'll get a notice in the mail or through the app. You'll get enrolled in managed care plan with a Managed Care Organization (MCO). The three MCO plans are AmeriHealth Caritas, Amerigroup, and MedStar Family Choice. **To learn more, go to [dchealthyfamilies.com](https://dchealthyfamilies.com) or call DC Families Customer Service at (800) 620-7802.**

## I didn't get Medicaid or my services got cut off

You have the right to appeal. You need to appeal within 90 days of the notice that your Medicaid was denied, cut off, or reduced. There are three steps to appeal.

1. Get the **appeal form** online at [oah.dc.gov/node/154252](https://oah.dc.gov/node/154252)
2. **Fill out** the appeal form
3. **File** the form in one of these ways *(always keep a copy of the form for yourself when you file):*
  - a. **Email** it to [oah.filing@dc.gov](mailto:oah.filing@dc.gov)
  - b. **Bring it in person** to the Office of Administrative Hearings at 441 Fourth St. NW, Suite 450N
  - c. **Mail** to the Office of Administrative Hearings at the address above *(This option isn't recommended)*

## What if my plan won't cover a service or doctor I need?

Once you get Medicaid, you have rights. If you can't get a service or see a doctor, file a "grievance" with your Managed Care Organization (MCO). A grievance is a formal way to complain about an issue with your MCO. If the grievance is denied, you can appeal the denial through a "fair hearing" at the Office of Administrative Hearings (see the info above).