Chapter 2: Important phone numbers and resources

Introduction

This chapter gives you contact information for important resources that can help you answer your questions about our plan and your health care benefits. You can also use this chapter to get information about how to contact your care coordinator and others to advocate on your behalf. Key terms and their definitions appear in alphabetical order in the last chapter of this *Enrollee Handbook*.

[*If applicable, plans should modify this chapter to include contact information for other resources.*]

[*Plans should refer to other parts of the Enrollee Handbook using the appropriate chapter number and section. For example, "refer to* ***Chapter 9****,* ***Section A****." An instruction* [*insert reference, as applicable*] *appears with many cross references throughout the Enrollee Handbook. Plans can always include additional references to other sections, chapters, and/or enrollee materials when helpful to the reader.*]

[*Plans must update the Table of Contents to this document to accurately reflect where the information is found on each page after plan adds plan-customized information to this template.*]

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# Enrollee Services

| Contact Type |  |
| --- | --- |
| CALL | <Phone number(s)>. This call is free.  <Days and hours of operation> [*Include information on the use of alternative technologies.*]  We have free interpreter services for people who don’t speak English. |
| TTY | <TTY phone number>. This call is free.  [*Insert if the plan uses a direct TTY number:* This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.]  <Days and hours of operation> |
| FAX | [*Fax number is optional.*] |
| WRITE | <Mailing address> |
| EMAIL | [*Email address is optional.*] |
| WEBSITE | *<*URL*>* |

Contact Enrollee Services to get help with:

* questions about the plan
* questions about claims or billing

[*If plans have different numbers for the functions listed below, plans should insert separate charts with the additional contact information.*]

* coverage decisions about your health care
* A coverage decision about your health care is a decision about:
* your benefits and covered services **or**
* the amount we pay for your health services.
* Call us if you have questions about a coverage decision about your health care.
* To learn more about coverage decisions, refer to **Chapter 9** of this *Enrollee Handbook*.
* appeals about your health care
* An appeal is a formal way of asking us to review a decision we made about your coverage and asking us to change it if you think we made a mistake or disagree with the decision.
* To learn more about making an appeal, refer to **Chapter 9** of this *Enrollee Handbook* or contact Enrollee Services.
* complaints about your health care
* You can make a complaint about us or any provider (including a non-network or network provider). A network provider is a provider who works with our plan. You can also make a complaint to us or to the Quality Improvement Organization (QIO) about the quality of the care you received (refer to **Section F** [*insert reference, as applicable*]).
* You can call us and explain your complaint at <phone number>.
* If your complaint is about a coverage decision about your health care, you can make an appeal (refer to the section above [*insert reference, as applicable*]).
* You can send a complaint about our plan to Medicare. You can use an online form at [www.medicare.gov/my/medicare-complaint](https://www.medicare.gov/my/medicare-complaint). Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
* You can also contact DC Medicaid with your complaint by contacting Dual Choice support at 202-442-9533, TTY 711, Monday-Friday, 9 a.m.-4:45 p.m.
* To learn more about making a complaint about your health care, refer to **Chapter 9** of this *Enrollee Handbook*.
* coverage decisions about your drugs
* A coverage decision about your drugs is a decision about:
* your benefits and covered drugs **or**
* the amount we pay for your drugs.
* This applies to your Medicare Part D drugs and DC Medicaid drugs and over-the-counter drugs.
* For more on coverage decisions about your drugs, refer to **Chapter 9** of this *Enrollee Handbook*.
* appeals about your drugs
* An appeal is a way to ask us to change a coverage decision.
* For more on making an appeal about your drugs, refer to **Chapter 9** of this *Enrollee Handbook*.
* complaints about your drugs
* You can make a complaint about us or any pharmacy. This includes a complaint about your drugs.
* If your complaint is about a coverage decision about your drugs, you can make an appeal. (Refer to the section above [*insert reference, as applicable*].)
* You can send a complaint about our plan to Medicare. You can use an online form at [www.medicare.gov/my/medicare-complaint](https://www.medicare.gov/my/medicare-complaint). Or you can call 1-800-MEDICARE (1-800-633-4227) to ask for help.
* For more on making a complaint about your drugs, refer to **Chapter 9** of this *Enrollee Handbook*.
* payment for health care or drugs you already paid for

[*Plans with an arrangement with Medicaid can add language to reflect that the organization isn’t allowed to reimburse enrollees for Medicaid-covered benefits.*]

* For more on how to ask us to pay you back, or to pay a bill you got, refer to **Chapter 7** of this *Enrollee Handbook*.
* If you ask us to pay a bill and we deny any part of your request, you can appeal our decision. Refer to **Chapter 9** of this *Enrollee Handbook*.

# Your Care Management Team

[*Plans should include information explaining who is on their care management team, how they can contact the care navigator or case manager, as applicable, and how they can change their care navigator or case manager. Plans can modify this section as appropriate.*]

| Contact Type |  |
| --- | --- |
| CALL | <Phone number(s)>. This call is free.  <Days and hours of operation> [*Include information on the use of alternative technologies.*]  We have free interpreter services for people who don’t speak English. |
| TTY | <TTY phone number>. This call is [*insert if applicable:* not] free.  [*Insert if the plan uses a direct TTY number:* This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.]  <Days and hours of operation> |
| FAX | [*Fax number is optional.*] |
| WRITE | <Mailing address> |
| EMAIL | [*Email address is optional.*] |
| WEBSITE | [*URL is optional.*] |

Contact your care management team to get help with:

* questions about your health care
* questions about getting behavioral health (mental health and substance use disorder) services
* questions about transportation
* [*Plans should include long-term services and supports and insert information describing LTSS coverage as applicable.*]
* [*Plans can insert bullets noting additional areas that care navigators or case managers can provide assistance with.*]

# DC State Health Insurance Assistance Program (SHIP)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state that offers free help, information, and answers to your Medicare questions. In the District, the SHIP is called the DC State Health Insurance Assistance Program (SHIP).

The DC SHIP is an independent state program (not connected with any insurance company or health plan) that gets money from the federal government to give free local health insurance counseling to people with Medicare.

| Contact Type |  |
| --- | --- |
| CALL | 202-727-8370  Monday to Friday, 9:30 am – 4:30 pm |
| TTY | 711  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WRITE | 250 E Street SW, Washington, DC 20024 |
| EMAIL | [dacl@dc.gov](mailto:dacl@dc.gov) |
| WEBSITE | [dacl.dc.gov/service/health-insurance-counseling](https://dacl.dc.gov/service/health-insurance-counseling) |

Contact the DC SHIP for help with:

* questions about Medicare
* DC SHIP counselors can answer your questions about changing to a new plan and help you:
* understand your rights,
* understand your plan choices,
* answer questions about switching plans,
* make complaints about your health care or treatment, **and**
* straighten out problems with your bills.

# Quality Improvement Organization (QIO)

The District has an organization called Livanta BFCC-QIO. This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. Livanta BFCC-QIO is an independent organization. It’snot connected with our plan.

| Contact Type |  |
| --- | --- |
| CALL | 1-888-396-4646  Monday to Friday, 9 a.m.-5 p.m.; weekends and holidays, 11 a.m.-3 p.m. |
| TTY | 1-888-985-2660  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WRITE | 10820 Guilford RD, STE 202, Annapolis Junction, MD 20701 |
| WEBSITE | [www.livantaqio.com](http://www.livantaqio.com) |

Contact Livanta BFCC-QIO for help with:

* questions about your health care rights
* making a complaint about the care you got if you:
* have a problem with the quality of care such as getting the wrong medication, unnecessary tests or procedures, or a misdiagnosis,
* think your hospital stay is ending too soon, **or**
* think your home health care, skilled nursing facility care, or comprehensive outpatient rehabilitation facility (CORF) services are ending too soon.

# Medicare

Medicare is the federal health insurance program for people 65 years of age or over, some people under age 65 with disabilities, and people with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

The federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services, or CMS. This agency contracts with Medicare Advantage organizations including our plan.

| Contact Type |  |
| --- | --- |
| CALL | 1-800-MEDICARE (1-800-633-4227)  Calls to this number are free, 24 hours a day, 7 days a week. |
| TTY | 1-877-486-2048. This call is free.  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| CHAT LIVE | Chat live at [www.Medicare.gov/talk-to-someone](http://www.Medicare.gov/talk-to-someone) |
| WRITE | Write to Medicare at PO Box 1270, Lawrence, KS 66044 |
| WEBSITE | [www.medicare.gov](https://www.medicare.gov/)   * Get information about the Medicare health and drug plans in your area, including what they cost and what services they provide. * Find Medicare-participating doctors or other health care providers and suppliers. * Find out what Medicare covers, including preventative services (like screenings, shots, or vaccines, and yearly “wellness” visits). * Get Medicare appeals information and forms. * Get information about the quality of care provided by plans, nursing homes, hospitals, doctors, home health agencies, dialysis facilities, hospice centers, inpatient rehabilitation facilities, and long-term care hospitals. * Look up helpful websites and phone numbers.   To submit a complaint to Medicare, go to [www.medicare.gov/my/medicare-complaint](https://www.medicare.gov/my/medicare-complaint). Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program. |

# DC Medicaid

Medicaid is a joint federal and District government program that helps with medical costs for certain people with limited incomes and resources. Some people with Medicare are also eligible for Medicaid. Some people are eligible for Medicaid but not Medicare. In the District of Columbia, Medicaid may pay for personal care, homemaker and other services that aren’t covered by Medicare. Medicaid also has programs that can help pay for your Medicare premiums and other costs if you’re eligible for Medicare and qualify. If you have questions about the assistance you get from Medicaid, contact Dual Choice Support at 202-442-9533, TTY 711, Monday-Friday, 9 a.m.-4:45 pm.

DC Medicaid helps with medical and long-term services and supports costs for people with limited incomes and resources.

You’re enrolled in Medicare and in Medicaid. If you have questions about the help you get from Medicaid, call DC Medicaid.

| Contact Type |  |
| --- | --- |
| CALL | 202-442-9533  Monday-Friday, 9 a.m.- 4:45 p.m. |
| TTY | 711  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WRITE | 441 4th ST NW, 900S, Washington, DC 20001 |
| EMAIL | [DualChoice@dc.gov](mailto:DualChoice@dc.gov) |
| WEBSITE | <https://dhcf.dc.gov/> |

# Office of Health Care Ombudsman and Bill of Rights

The Office of Health Care Ombudsman and Bill of Rights works as an advocate on your behalf. They can answer questions if you have a problem or complaint regarding your health care coverage and can help you understand what to do. The Office of Health Care Ombudsman and Bill of Rights also helps you with service or billing problems. They aren’t connected with our plan or with any insurance company or health plan. Their services are free.

| Contact Type |  |
| --- | --- |
| CALL | 202-724-7491  Monday-Friday, 9 a.m.-4:45 p.m. |
| TTY | 711  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WRITE | 441 4th Street, NW, Suite 250 North, Washington, DC 20001 |
| EMAIL | [healthcareombudsman@dc.gov](mailto:healthcareombudsman@dc.gov) |
| WEBSITE | <https://healthcareombudsman.dc.gov/> |

# The Office of the DC Long-Term Care Ombudsman

The Office of the DC Long-Term Care Ombudsman helps people get information and resources about nursing homes, assisted living facilities, and community residence facilities. The Long-Term Care Ombudsman also provides advocacy services to individuals receiving services through the District’s Elderly and Persons with Physical Disabilities (EPD) Medicaid Waiver Program. The Office of the DC Long-Term Care Ombudsman isn’t connected with our plan or any insurance company or health plan.

| Contact Type |  |
| --- | --- |
| CALL | 202-434-2190  Calls are responded to within 24 hours or the next business day |
| WRITE | 601 E Street, NW, Washington, DC 20049 |
| EMAIL | [DCOmbuds@aarp.org](mailto:DCOmbuds@aarp.org) |
| WEBSITE | [www.aarp.org/legal-counsel-for-elderly/what-we-do/info-2017/dc-long-term-care-ombudsman](http://www.aarp.org/legal-counsel-for-elderly/what-we-do/info-2017/dc-long-term-care-ombudsman.html) |

# Programs to Help People Pay for Drugs

The Medicare website ([www.medicare.gov/basics/costs/help/drug-costs](https://www.medicare.gov/basics/costs/help/drug-costs)) [p](https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/costs-in-the-coverage-gap/5-ways-to-get-help-with-prescription-costs)rovides information on how to lower your drug costs. For people with limited incomes, there are also other programs to assist, as described below.

## I1. Extra Help from Medicare

Because you’re eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your drug plan costs. You don’t need to do anything to get this “Extra Help.”

| Contact Type |  |
| --- | --- |
| CALL | 1-800-MEDICARE (1-800-633-4227)  Calls to this number are free, 24 hours a day, 7 days a week. |
| TTY | 1-877-486-2048 This call is free.  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WEBSITE | [www.medicare.gov](http://www.medicare.gov) |

[*Plans that have no drug cost-sharing can delete this section*.]

If you think you’re paying an incorrect amount for your prescription at a pharmacy, our plan has a process to help get evidence of your correct copayment amount. If you already have evidence of the right amount, we can help you share this evidence with us.

* [*Plans should insert process for allowing enrollees to ask for help to get the best available evidence, and for providing this evidence*.]
* [*Plans should update this description to accurately reflect the process in this bullet.*] When we get the evidence showing the right copayment level, we’ll update our system so you can pay the right copayment amount when you get your next prescription. If you overpay your copayment, we’ll pay you back either by check or a future copayment credit. If the pharmacy didn’t collect your copayment and you owe them a debt, we may make the payment directly to the pharmacy. If the District paid on your behalf, we may make payment directly to the District. Call Enrollee Services at the number at the bottom of the page if you have questions.

## I2. AIDS Drug Assistance Program (ADAP)

ADAP helps ADAP-eligible people living with HIV/AIDS have access to life-saving HIV drugs. Medicare Part D drugs that are also on the ADAP formulary qualify for prescription cost-sharing help. For information about enrolling in DC ADAP and a list of drugs available through the program, please visit [dchealth.dc.gov/DC-ADAP](https://dchealth.dc.gov/DC-ADAP). Note: To be eligible for the ADAP in the District, people must meet certain criteria, including proof of the District residence and HIV status, low income (as defined by the District), and uninsured/under-insured status. If you change plans notify your local ADAP enrollment worker so you can continue to receive assistance for information on eligibility criteria, covered drugs, or how to enroll in the program, please call 202-671-4815, TTY 711.

## I3. The Medicare Prescription Payment Plan

[*Plans should delete this section if there are no copays for Part D drugs.*]The Medicare Prescription Payment Plan is a payment option that works with your current drug coverage to help you manage your out-of-pocket costs for drugs covered by our plan by spreading them across the calendar year (January- December). Anyone with a Medicare drug plan or Medicare health plan with drug coverage (like a Medicare Advantage plan with drug coverage) can use this payment option. **This payment option might help you manage your expenses, but it doesn’t save you money or lower your drug costs.** **If you’re participating in the Medicare Prescription Payment Plan and stay in the same plan, you don’t need to do anything to continue this option.** “Extra Help” from Medicare and help from your ADAP, for those who qualify, is more advantageous than participation in this payment option, no matter your income level, and plans with drug coverage must offer this payment option. To learn more about this payment option, call Member Services at the phone number at the bottom of the page or visit [www.Medicare.gov](http://www.medicare.gov/).

# Social Security

Social Security determines Medicare eligibility and handles Medicare enrollment.

If you move or change your mailing address, it’s important that you contact Social Security to let them know.

|  |  |
| --- | --- |
| CALL | 1-800-772-1213  Calls to this number are free.  Available 8:00 am to 7:00 pm, Monday through Friday.  You can use their automated telephone services to get recorded information and conduct some business 24 hours a day. |
| TTY | 1-800-325-0778  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it. |
| WEBSITE | [www.ssa.gov](http://www.ssa.gov) |

# Railroad Retirement Board (RRB)

The RRB is an independent Federal agency that administers comprehensive benefit programs for the nation’s railroad workers and their families. If you get Medicare through the RRB, let them know if you move or change your mailing address. For questions about your benefits from the RRB, contact the agency.

| Contact Type |  |
| --- | --- |
| CALL | 1-877-772-5772  Calls to this number are free.  Press “0” to speak with a RRB representative from 9 a.m. to 3:30 p.m., Monday, Tuesday, Thursday and Friday, and from 9 a.m. to 12 p.m. on Wednesday.  Press “1” to access the automated RRB Help Line and get recorded information 24 hours a day, including weekends and holidays. |
| TTY | 1-312-751-4701  This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.  Calls to this number aren’t free. |
| WEBSITE | [www.rrb.gov](https://www.rrb.gov/) |

# Group insurance or other insurance from an employer

[*Plans should delete this section if enrollees covered under employer groups aren’t eligible to participate in D-SNPs in the jurisdiction.*]

If you (or your spouse or domestic partner) get benefits from your (or your spouse’s or domestic partner’s) employer or retiree group as part of this plan, call the employer/union benefits administrator or Enrollee Services at the phone number at the bottom of the page with any questions. You can ask about your (or your spouse’s or domestic partner’s) employer or retiree health benefits, premiums, or the enrollment period. You can also call 1-800-MEDICARE (1-800-633-4227) with questions about your Medicare coverage under this plan. TTY users call 1-877-486-2048.

If you have other drug coverage through your (or your spouse’s or domestic partner’s) employer or retiree group, contact **that group’s benefits administrator.** The benefits administrator can help you understand how your current drug coverage will work with our plan.