



Department of Health Care Finance

This Notice is to replace the similar Notice currently displayed in your pharmacy.

We have updated the Notice to remove references to Xerox, as the District transitioned from Xerox to Magellan Medicaid Administration, Inc. (part of the Magellan Rx Management Division of Magellan Health, Inc.) as our Medicaid Pharmacy Benefits Manager last month.

Any questions you may have can be directed to the Pharmacy Call Center at 800-273-4962





Department of Health Care Finance

IMPORTANT NOTICE TO D.C. MEDICAID RECIPIENTS

If you did not receive your medication, please give the Pharmacist an opportunity to answer your questions and resolve your concerns. If you still have questions and/or concerns after speaking with the Pharmacist, see the options you have below to get further assistance.

If you are enrolled in AmeriHealth Caritas DC, MedStar Family Choice, Trusted Health Plan or Health Services for Children with Special Needs (HSCSN) and you did not receive your medication, please contact your health plan at the following number:

- ❖ **AmeriHealth Caritas DC -1-800-408-7511**
- ❖ **MedStar Family Choice -1-888-404-3549**
- ❖ **Trusted Health Plan -1-855-326-4831**
- ❖ **HSCSN -202-467-2737 or 1-866-WE-R-4-KIZ (937-4549)**

If you are enrolled in the District Medicaid Program and did not receive your medication, call the Medicaid Pharmacy Call Center at 1-800-273-4962.

You can ask your Pharmacist if you can get a 3-day supply of medicine until the issue that prevented you from receiving your medication today is resolved.

You may also request a Fair Hearing if you believe your request for medication has been wrongfully denied or reduced, or if you believe you are entitled to a hearing. To request a hearing, call the DHCF Ombudsman at 202-724-7491 or email healthcareombudsman@dc.gov, or call the Office of Administrative Hearings at 202-442-9094 or visit 441 4th Street, NW, Suite 450 North, Washington, DC 20001,.

