Office of the Senior Deputy Director/Medicaid Director

March 13, 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.

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.

Managed Care Plan	Phone Number
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.