

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Health Care Finance**



Office of the Senior Deputy Director - Medicaid Director

**Transmittal # 21-44**

**TO:** All DC Medicaid Providers

**FROM:** Melisa Byrd  
Senior Deputy Director and State Medicaid Director

**DATE:** October 15, 2021

**SUBJECT: District Direct Upcoming Launch**

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**Purpose**

The purpose of this Transmittal is to provide an update on the upcoming launch of the District of Columbia's new integrated eligibility, District Direct, on **November 15, 2021**.

**Background**

District Direct will provide residents with efficient and effective access to Medicaid, SNAP and TANF, Alliance and Immigrants Children's Program. The goal of the new integrated eligibility system to ensure District residents are connected to the tools and services that can enable them to live healthier, productive lives.

Through District Direct, DC residents can submit one application for Medicaid, SNAP, and TANF, Alliance and Immigrants Children's Program applications, benefit recertifications and renewals, upload verification documents, view upcoming and past benefit distributions, view benefit notices in real-time, and update personal/household information.

To help navigate these changes the Department of Health Care Finance is offering providers and partner organizations following targeted information and training sessions.

Please see the attached announcement for more information on the launch of District Direct and upcoming information/training sessions.

**Contact**

If you have questions or need additional information please contact, Melanie Williamson, Interim Director, DCAS, at [melanie.williamson@dc.gov](mailto:melanie.williamson@dc.gov) or Tamika Fitzgerald, Associate Director, DCAS, at [tamika.fitzgerald@dc.gov](mailto:tamika.fitzgerald@dc.gov).



## District Direct Launch Announcement

### In November, the District will launch its new integrated health and human services eligibility system, District Direct!

Read this email to learn how District Direct may impact your organization, and the steps you should take to prepare for its launch.

#### What is District Direct?

District Direct will provide residents with efficient and effective access to Medicaid, SNAP and TANF, Alliance and Immigrants Children's Program. The goal of the new integrated eligibility system to ensure District residents are connected to the tools and services that can enable them to live healthier, productive lives.

Through District Direct, DC residents can submit one application for Medicaid, SNAP, and TANF, Alliance and Immigrants Children's Program applications, benefit recertifications and renewals, upload verification documents, view upcoming and past benefit distributions, view benefit notices in real-time, and update personal/household information.




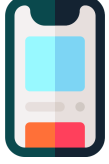


WHEN IS THIS HAPPENING?

November 15, 2021

#### What will change?

District Direct will launch a **new enhanced online and paper application** that enables residents to apply for multiple benefits at one time. All older application forms and systems will sunset and will be phased out within 60 days of the launch.

Residents will now have more access points to apply for or manage their benefits:

 <b>Resident Portal at District Direct Online</b> <a href="https://districtdirect.dc.gov">districtdirect.dc.gov</a>	 <b>Mobile Application</b> Available on Android and iOS	 <b>District Direct Call Center</b> (202) 727-5355	 <b>Enhanced Paper Application</b>
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#### How does this affect me or my organization?

Providers or partner organizations that actively help residents apply for benefits, including Long Term Care, will be required to utilize new applications, forms, and systems to apply, recertify, and renew coverage for Medicaid, SNAP, TANF, Alliance and Immigrants Children's Program benefits.

Other organizations and providers should not be affected.

#### What steps should I take to prepare?

To help navigate these changes the Department of Health Care Finance is offering providers and partner organizations following targeted **information and training sessions**. Please review the intended audience for each session to ensure it is the right fit for you or your organization.

##### District Direct Overview

This session is intended to familiarize organizations with District Direct. Provide a high-level overview of District Direct's program offerings, current and upcoming activities

**INTENDED AUDIENCE:** Providers and partner organizations seeking a high-level overview of District Direct changes and upcoming activities.

**DATE/TIME**  
Wednesdays  
9am-10am  
Oct. 20 - Dec. 30, 2021

##### District Direct Online Application Session

This course will teach users how to understand and properly complete the District's new Integrated electronic application online, including how to navigate the new District Direct Resident Portal. This new electronic application shall be used for all eligibility programs including Long Term Care.

**INTENDED AUDIENCE:** Providers or partner organizations working with customers to submit an application and/or submitting application on behalf of customers.

**DATE/TIME**  
Wednesdays  
9am-11am or 1pm-3pm  
Oct. 7 - Dec. 30, 2021

##### District Direct Integrated Paper Application Info Session

This course will teach users how to understand and properly complete the District's new Integrated paper application. The paper application can be used as an alternative to the online integrated application for all eligibility programs including Long Term Care.

**INTENDED AUDIENCE:** Providers or partner organizations working with residents to submit an application and/or submitting application on behalf of residents

**DATE/TIME**  
Monday - Friday  
9am-12 or 1pm-4pm  
Oct. 11 - Dec. 30, 2021

##### Conversion Renewal / CoC From 50A

Conversion Renewal and Change of Circumstance (COC) forms are required for beneficiaries submitting a renewal or reporting a change in circumstance. This session helps organizations that support beneficiaries with renewals or changes in circumstance understand how to complete the Conversion Renewal Form (50B) and the Conversion Change of Circumstance Form (50A).

**INTENDED AUDIENCE:** Provider or partner organizations that support beneficiaries with submitting renewals or changes of circumstance.

**DATE/TIME**  
Tuesday & Thursday  
10am-12pm or 1pm-3pm  
Oct. 18 - Dec. 30, 2021

An organization that actively helps residents apply for benefits should register relevant staff for both the Integrated Application Training and Systems Training.

Register Online

Sign up to receive District Direct partner notifications by emailing [training@dc.gov](mailto:training@dc.gov).

Contact the District Direct (DCAS) Leadership Team if you need more information:

Melanie Williamson, Interim Director, DCAS at [melanie.williamson@dc.gov](mailto:melanie.williamson@dc.gov)  
Tamika Fitzgerald, Associate Director, at [tamika.fitzgerald@dc.gov](mailto:tamika.fitzgerald@dc.gov)

