

# DC Medicaid Bulletin

Bi-monthly Publication for DC Medicaid Providers

Newsletter Date  
Volume 15, Issue 5  
November–December 2021

## Latest News

### Payment for Services Subject to Electronic Visit Verification

**Transmittal #21-45** informs D.C. Medicaid providers of Electronic Visit Verification (EVV) requirements, as a condition of reimbursement, for all Personal Care Services (PCS). For purposes of the EVV requirements, the following services are considered PCS under the D.C. Medicaid program:

- Personal Care Aide (PCA);
- Supported Living (periodic only, without or without transportation);
- In-Home Supports; and
- Respite services.

DHCF selected Sandata Technologies® (Sandata) to implement the EVV system for the D.C. Medicaid program. The Sendata EVV System is available to all D.C. Medicaid providers, free of charge. Providers also have the option to utilize an alternative EVV (Alt-EVV), but doing so will be at the provider's expense. Providers utilizing an Alt-EVV must ensure that it meets the requirements for, and duly integrates with the Sandata EVV System Aggregator. DHCF's Medicaid Management Information System (MMIS) has been integrated with the Sendata Aggregator to enable all PCS claims to be "matched" with the EVV information for each discrete claim.

#### Implementation

Providers who wish to use an Alt-EVV system must first contact Sandata at [WDALTEVV@Sandata.com](mailto:WDALTEVV@Sandata.com), to begin the process for establishing a working system interface. Additionally, all Alt-EVV systems must meet the data format and transmission requirements set forth in the technical specifications and addendum documents, available at <https://dhcf.dc.gov/page/alternate-3rd-party-evv>. If the proposed Alt-EVV vendor's system meets the requirements, the provider can then request credentials on behalf of the vendor. Sandata Technologies will supply the testing checklist after credentials have been issued.

#### Deadline

DHCF will deny all PCS claims with dates of service on or after December 1, 2021, that cannot be matched with corresponding EVV information within the Sandata Aggregator.

#### Contact

For technical assistance questions, providers may contact Sandata® directly by phone or e-mail at (855) 962-1322, or [WDCCustomerCare@Sandata.com](mailto:WDCCustomerCare@Sandata.com). For all other matters related to this requirement, please contact Donald Shearer, Director of the DHCF Healthcare Operations Administration, at [Donald.shearer@dc.gov](mailto:Donald.shearer@dc.gov).

Additionally, DHCF maintains an EVV Frequently Asked Questions (FAQ) document at [https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/page\\_content/attachments/EVV%20FAQs.pdf](https://dhcf.dc.gov/sites/default/files/dc/sites/dhcf/page_content/attachments/EVV%20FAQs.pdf). The FAQ is updated on a monthly basis.

#### INSIDE THIS ISSUE

Latest News	1
District Direct Launch	2
Fluoride Varnish Training	2
Pediatricians and EPSDT Providers - Have You Completed Your HealthCheck Training?	2
Important Numbers & Addresses	3

## District Direct Launch

On November 15, 2021, the District of Columbia launched its new integrated eligibility system, District Direct. District Direct is available at <https://districtdirect.dc.gov/>. 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.

### 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).



## Fluoride Varnish Training

For young children who have not yet established a dental home, primary care providers are the first line of defense for providing oral health care. Trained primary care providers may provide fluoride varnish applications for children under three up to four times per year. Fluoride varnish training and more information can be accessed at [www.dchealthcheck.net](http://www.dchealthcheck.net). If you have any questions on EPSDT provider training requirements, please contact [HealthCheck@dc.gov](mailto:HealthCheck@dc.gov).

## Pediatricians and EPSDT Providers - Have You Completed Your HealthCheck Training?

All Primary Care Providers serving Medicaid beneficiaries under the age of 21 are required to complete HealthCheck training every two years. The web-based training can be accessed at [www.dchealthcheck.net](http://www.dchealthcheck.net) and provides 5 free CME credits. Visit [www.dchealthcheck.net](http://www.dchealthcheck.net) today to complete your HealthCheck training requirement and to browse the available provider resources.

DC Department of Health Care Finance

NCEMCH

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HealthCHECK  
Training and Resource Center

Home

About

Trainings

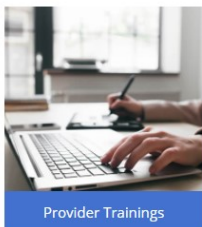
Resources

Calendar

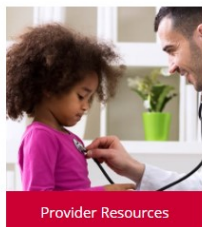
Search

Login/Logout

Online trainings and materials on Medicaid's EPSDT benefit for DC providers, agencies, and families...



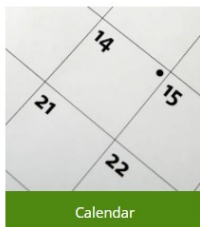
Provider Trainings



Provider Resources



Agency Resources



Calendar



Family Health

School Health

Mental Health

Oral Health

This website provides access to trainings and resources for providers in DC who see children covered under Medicaid:

## Important Numbers & Addresses

<b>Conduent Provider Inquiry</b> <b>PO Box 34734</b> <b>Washington, DC 20043-4734</b>	(202) 906-8319 (inside DC metro area) (866) 752-9233 (outside DC metro area) (202) 906-8399 (Fax) <a href="mailto:providerinquiry@conduent.com">providerinquiry@conduent.com</a>	Hours of Operation Monday - Friday 8:00 am - 5:00 pm
<b>Maximus Provider Enrollment</b> <b>1111 14<sup>th</sup> St. NW, Ste. 720</b> <b>Washington, DC 20005</b>	(844) 218-9700 (toll-free) <a href="http://www.dcpdms.com">www.dcpdms.com</a>	Hours of Operation Monday - Friday 8:00 am - 5:00 pm
<b>Magellan Pharmacy Benefits Management</b>	Technical Assistance: (800) 272-9679 Clinical Assistance: (800) 273-4962 <a href="http://www.dc-pbm.com">www.dc-pbm.com</a>	Hours of Operation 24/7/365
<b>Conduent EDI Gateway Services</b>	(866) 407-2005 <a href="http://www.acs-gcro.com">www.acs-gcro.com</a> <a href="mailto:edisupportdc@conduent.com">edisupportdc@conduent.com</a>	Hours of Operation Monday - Friday 8:00 am - 5:00 pm
<b>Transportation Broker Medical Transportation Management (MTM)</b>	(888) 561-8747 (866) 796-0601 (to schedule appointment) <a href="http://www.mtm-inc.net/index.asp">www.mtm-inc.net/index.asp</a>	
<b>Dental Help Line</b>	(866) 758-6807	
<b>Medicaid Fraud Hotline</b>	(877) 632-2873	
<b>Health Care Ombudsman</b>	(877) 685-6391	
<b>Conduent Provider Field Services</b>	<a href="mailto:dc.providerreps@conduent.com">dc.providerreps@conduent.com</a>	

Claims Department	
UBo4 Claim Forms	PO Box 34693 Washington, DC 20043-4693
CMS1500 Claim Forms	PO Box 34768 Washington, DC 20043-4768
ADA and Pharmacy Claim Forms	PO Box 34714 Washington, DC 20043-4714
Adjustment/Void Forms	PO Box 34706 Washington, DC 20043-4706
Medicare Crossover Claim Forms	PO Box 34770 Washington, DC 20043-4770
278 Prior Authorization Transaction Attachments	PO Box 34756 Washington, DC 20043-4756
837 Claim Transaction Attachments	PO Box 34631 Washington, DC 20043-4631
Claim Appeals	PO Box 34734 Washington, DC 20043-4761



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