


When first determined eligible, each Medicaid recipient receives a plastic Medical Assistance Card from the Economic Security Administration containing his/her name, social security number, date of birth, sex, and an eight-digit identification number, which may include two leading zeroes.

M	Washington, DC	
	Medical Insurance	
Sex:	Ins. C.	Case:
Name:		DOB:
<i>The "M" Card: Covering 1 in 4 DC Residents</i>		

If the recipient has provided this information to the eligibility-determining agency, a provider should ask the recipient if he/she has other health insurance coverage not shown on the card. The provider is obligated to determine that the person to whom care is being rendered is the same individual listed on the eligibility card.

Signature of Adult/Firma del adulto	
(202) 698-2000	to find a doctor para encontrar un médico
(202) 639-4030	for help with your managed care plan para la ayuda con su plan de salud
(202) 727-5355	to change your address (or report other changes) para cambiar su dirección (o informarnos de otros cambios)
	

The back of the Medical Assistance Card provides information to the recipient that gives specific information relevant to its use.

Conduent Provider Services

Hours of Operation

Monday - Friday, 8 am - 5 pm

Phone

202-906-8319 (inside DC Metro area)
866-752-9233 (outside DC Metro area)

Fax

202-906-8399

Email

providerinquiry@conduent.com

Mailing Address

PO Box 34734
Washington, DC 20043-4734

EDI Technical Support

Monday - Friday, 8 am - 5 pm

Phone

866-407-2005

Questions regarding eligibility determinations should be directed to the Economic Security Administration

Economic Security Administration

Phone

202-724-5506

District of Columbia Department of Health Care Finance

www.dhcf.dc.gov

Phone

202-698-2000

Fax

202-610-3209

Medicaid Provider Portal

www.dc-medicaid.com



DC Medicaid Interactive Voice Response (IVR)



District of Columbia Department of Health Care Finance

It is the responsibility of the provider to always verify that the patient is eligible for Medicaid.

The Bureau of Eligibility Determination, Economic Security Administration (ESA) determines eligibility for the DC Medicaid Program.

Providers should verify the recipient's name and identification number, effective dates of eligibility, services restricted to specified providers, and whether other insurance is on file (commonly referred to as third party liability) before rendering services.

Recipient eligibility may be verified by calling the Interactive Voice Response System (IVR) using a touch-tone telephone and entering the recipient identification number found on the recipient's Medical Assistance ID card. Providers should also have their DC Medicaid provider number or NPI number ready.



Benefits of the IVR

- ✓ The IVR is available 24 hours a day, seven days a week.
- ✓ Unlimited number of inquiries may be performed per call.
- ✓ The IVR may be used up to 30 minutes per call.
- ✓ A confirmation number is provided per call.



Using the IVR

To access the District of Columbia Government Medicaid Interactive Voice Response System (IVR), dial **202-906-8319** (inside DC Metro area) or **866-752-9233** (outside DC Metro area) from your touch-tone phone.

Select one of the following options and follow the prompts:

Press 1 - To verify recipient eligibility and claims status.

Press 2 - If you are a new provider and would like to enroll or if you are changing your provider number, contact MAXIMUS at 844-218-9700.

Press 3 - For EDI Technical Support Services

Press 4 - For all other questions > **Press 0** and follow the prompts to speak to a representative

The system will prompt you to enter your nine-digit Medicaid provider number or 10-digit National Provider Identifier (NPI) followed by the pound (#) key.

If the recipient number exists in the database, the system will respond with a message about the patient's eligibility.