

# KNOW YOUR RIGHTS

## DC Healthcare Alliance



### What is the DC Healthcare Alliance?

The Alliance gives free health insurance to low-income people who live in D.C. and can't get Medicaid. It will pay for doctor or hospital visits, home health care, dental services, prescription drugs, and many other services.

### Can I get the Alliance?

You can get the Alliance if you are 21 years or older, are a D.C. resident, don't have health insurance (including Medicaid or Medicare), and have low income. See chart below for income requirements.

Household size (adults + children)	Max monthly income to qualify for Alliance
1	\$2,804
2	\$3,789
3	\$4,775
4	\$5,760
5	\$6,746
6	\$7,731
7	\$8,716
8	\$9,702

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### Can I apply if I don't speak English well?

Yes. The law says the government has to help you in your language. Just tell the agency what language you'd like to use.

### I'm not a U.S. citizen. Can I apply?

Yes! All eligible District residents, no matter your immigration status, can get the Alliance. This includes undocumented immigrants. Some documented immigrants may need to buy private insurance or face a tax penalty. Contact Legal Aid to learn more.

### What services does the Alliance cover?

The Alliance can pay for:

- Doctor visits
- Preventative care (checkups, diet, and nutrition)
- Prenatal care (pregnancy)
- Prescription drugs
- Laboratory services
- Medical supplies
- Dental services up to \$1,000

# How do I apply for the Alliance?

## Step 1: Get your documents

You can apply for **all** public benefits, including food stamps, TANF, Medicaid, and D.C. Healthcare Alliance, **on the same application**. You'll need these documents. *Do not send the originals! Take a picture or make a copy.*



Photo ID



Social Security card  
(if you have one)



Proof of income  
(such as pay stubs)



Utility bill or other  
proof of address



Birth certificates  
of everyone in  
your household

## Step 2: Complete your application in one of these ways:

### 1. In person at an ESA service center.

Ask for a receipt when you apply.

- **Anacostia Service Center:** 2100 Martin Luther King Jr. Ave. SE, (202) 645-4614
- **Congress Heights Service Center:** 4001 South Capitol St. SW, (202) 645-4546
- **H Street Service Center:** 645 H St. NE, (202) 698-4350
- **Fort Davis Service Center:** 3851 Alabama Ave. SE, (202) 645-4500
- **Taylor Street Service Center:** 1207 Taylor St. NW, (202) 576-8000

### 2. In person at one of these hospitals or community health clinics

- **Hospitals:** United Medical Center, Washington Hospital Center, Providence Hospital, Howard University Hospital
- **Congress Heights Health Center:** 3720 MLK Jr. Ave. SE, (202) 279-1800
- **Hunt Place Community Health Center:** 4130 Hunt Pl. NE, (202) 388-8160
- **La Clínica del Pueblo:** 2831 15th St. NW, (202) 462-4788
- **Mary's Center for Maternal and Child Care:** 2333 Ontario Rd. NW, (202) 483-8196
- **Southwest Community Health Center:** 850 Delaware Ave. SW, (202) 548-4520

3. **Smartphone:** Download the **District Direct app** in the app store. Apply through your phone. Write down your confirmation number.

4. **Online:** Apply online through District Direct at [districtdirect.dc.gov/ua](https://districtdirect.dc.gov/ua) Write down your confirmation number. Save a copy of what you submit.

5. **Mail:** Print the application at [dhs.dc.gov/page/apply-recertify-benefits](https://dhs.dc.gov/page/apply-recertify-benefits). Send in the application and copies of your documents to a Service Center (listed above). Keep proof that you mailed in your application. *(This option isn't recommended.)*

6. **Fax:** Print the application at [dhs.dc.gov/page/apply-recertify-benefits](https://dhs.dc.gov/page/apply-recertify-benefits). Fax the completed application to DHS ESA at (202) 671-4400.

## What happens after I apply for the Alliance?

If you're approved, you'll get enrolled in plan with a Managed Care Organization (MCO). The three MCO plans are AmeriHealth Caritas, CareFirst Community Health Plan, and MedStar Family Choice. To learn more about plans, go to [dchealthyfamilies.com](https://dchealthyfamilies.com) or call DC Families Customer Service at (800) 620-7802.

## I didn't get the Alliance or my services got cut off. What can I do?

You have the right to appeal. You need to appeal within 90 days of the notice that your benefits were denied, cut off, or reduced. There are three steps to appeal.

1. Get the **appeal form** online at [oah.dc.gov/node/154252](https://oah.dc.gov/node/154252)

2. **Fill out** the appeal form

3. **File** the form in **one** of these ways *(always keep a copy of the form for yourself when you file):*

a. **Email** it to [oah.filing@dc.gov](mailto:oah.filing@dc.gov)

b. **Bring it in person** to the Office of Administrative Hearings at 441 Fourth St. NW, Suite 450N

c. **Mail** to the Office of Administrative Hearings at the address above *(This option isn't recommended)*

## What if my plan won't cover a service I need or a doctor I have to see?

Once you get Alliance, you have rights. If you can't get a service or see a doctor, file a "grievance" with your MCO. A grievance is a formal way to complain about an issue. If the grievance is denied, appeal the denial by asking for a "fair hearing" at OAH (see the appeal instructions above).