



Frequently Asked Questions

Revised: December 20, 2023

Beneficiaries

Q: How can I find my eligibility information?

A: You can call the Economic Security Administration at 202-639-4030 or the DC Technical Helpdesk at 1-800-272-9679.

Q: Why are some of my medications not covered?

A: Your medications may be covered but only at certain pharmacy locations. Call the DC Technical Line for further information at 1-800-272-9679.

Pharmacy Providers

Q: How do I enroll or renew my pharmacy enrollment as a DC Medicaid pharmacy provider?

A: DHCF has partnered with Maximus to implement a system for submitting your initial enrollment or re-enrollment application for the DC Medicaid program. The contact information is below:

Maximus
1-844-218-9700
Monday – Friday
8:00 a.m. – 5:00 p.m. ET
www.dcpdms.com

Q: Whom should I contact if I have questions about my Remittance Advice (RA) or payments?

A: Please contact Conduent Provider Inquiry line at 1-866-407-2005.



Q: Where do I go for updates on Provider policies, initiatives, and changes at the POS?

A: DHCF has launched a quarterly newsletter available on the DHCF web portal that is aimed at our pharmacy providers to share updates concerning Medicaid FFS drug benefit through our PBM MagellanRx. In addition, DHCF holds periodic Pharmacy Provider forums via TEAMS with content ranging from updates from our Managed Care Organizations to general pertinent news and information concerning Fee For Service Medicaid. An archive of the Pharmacy Provider Forum presentations is available at <https://www.dc-pbm.com/provider/documents/#mh-content>

Q: Where can I find the Payer Specifications?

A: The Payer Specifications are available here: www.dc-pbm.com.

Q: Where can I submit pricing disputes?

A: Depending on the price type inquiry you will need to submit the corresponding form below.

Maximum Allowable Cost (MAC) Disputes

- MAC [Weekly Price Updates](#)
- MAC [Price Research Request Form](#)

National Average Drug Acquisition Cost (NADAC) Disputes

- To dispute NADAC pricing, pharmacies can complete a Request for Medicaid Reimbursement Review Form to be submitted to Centers for Medicare & Medicaid Services (CMS). CMS will determine whether to adjust prices in the next weekly NADAC price file release, if necessary.

Federal Upper Limit (FUL) Disputes

- For questions or concerns related to the FUL program or pricing data associated, please e-mail FUL@cms.hhs.gov.

Q: Why is my COB claim denying for Medicare part D members?

A: By federal guidelines, the District Medicaid program does not process COB for Medicare Part D claims as it does for all other COB claims. The claim must be sent to Medicare Part D to be paid. Some over-the-counter (OTC) drugs not covered by Medicare Part D that are routinely covered by Medicaid may be reimbursed. Please refer to the Provider Manual section 3 OTC list.



Q: Are paper claims allowed?

A: No, all claims should be submitted as Point-of-Sale (POS).

Q: Is the Software Vendor Certification ID required?

A: Yes

Q: Where can I find the Pharmacy Provider Manuals?

A: The Pharmacy Provider Manuals are available here: www.dc-pbm.com.

Q: What is the URL for the Pharmacy web portal website?

A: The URL is www.dc-pbm.com.

Physicians

Q: How can I find out if a recipient has active coverage?

A: You can call the DC Clinical Line at 1-800-273-4962

Q: Is this medication covered by DC Medicaid Pharmacy Benefit Manager?

A: Please refer to the [PDL](#) under Provider Documents. If the drug in question is not listed, contact the DC Clinical Line at 1-800-273-4692.

Q: What drugs require Prior Authorization?

A: It depends on the actual medication and duration. Please call the DC Clinical Line for further assistance at 1-800-273-4962.

Q: Where may I obtain a Prior Authorization form?

A: All authorization forms can be found under the [Forms](#) link under Provider Navigation.

Q: How long can I authorize a medication that needs prior approval for a patient?

A: It depends on the medication. Please call the DC Clinical Line at 1-800-273-4962 for further assistance.