



Alliance and ICP Program Changes

Effective October 1, 2025

A RESOURCE DOCUMENT FOR COMMUNITY STAKEHOLDER ENGAGEMENT

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A MESSAGE FROM THE DEPARTMENT OF HEALTH CARE FINANCE

Beginning October 1, 2025, the Health Care Alliance (Alliance) and the Immigrant Children's Program (ICP) becomes one program - the **Health Care Alliance Program**. There are other significant changes to the Health Care Alliance program. These changes impact who is eligible, how services are received, and what services or benefits are provided. The changes are aligned with the Fiscal Year 2026 Budget Support Act of 2025 (Bill 26-260).

DHCF is working to ensure that affected residents and other partners are aware of the changes and know what to do and when. This resource document is designed to provide a one-stop source of information on the upcoming changes that partners and advocates can use to accurately and consistently communicate.

You may help by familiarizing yourself with the online portal, districtdirect.dc.gov, to help individuals create an account and update their information; direct people to the call centers, where interpreters and in-language staff are on hand, and provide a listing of Service Centers for individuals who prefer in-person assistance. Our team will update materials and messages in this resource document.

This resource includes the following:

- Key messages
- Social media
- Email messages
- Website text
- Phone call scripts
- FAQs for Alliance Beneficiaries
- FAQs for Alliance Program Providers

You can learn the latest about changes to the Alliance program by joining the DHCF bi-weekly stakeholder meetings. Starting September 10, join the DHCF beneficiary and stakeholders meeting every other week on Wednesdays at 2:30 pm, by clicking the WebEx link:

<https://dcnet.webex.com/dcnet/j.php?MTID=mddfce9e3bfae3556a2a50389c977cdc0>

More information is also available on the DHCF website: [Health Care Alliance Program Changes \(2025\) | dhcf](#)



KEY MESSAGES

What You Can Do Right Now

- ✓ Check your mail and your District Direct account at districtdirect.dc.gov. DHCF sent a notice on the Health Care Alliance program changes in early August – [this notice](#) tells you what is changing. If your Alliance coverage ends on October 1, 2025, DHCF sent you a [termination notice](#) the first week of September 2025. You may check your status using the District Direct website or app.
- ✓ Renew your Health Care Alliance on time. If you still have Health Care Alliance coverage, know your renewal date and renew on time. You will receive a notice from DHCF when it is time to renew. You can renew online through District Direct – you do not have to go in person to renew your Health Care Alliance.
- ✓ Update your contact information. Log in to District Direct to update your contact information. All notices are sent by mail. If DHCF does not have the proper contact information, you will not receive important notices about your coverage.



DROP IN ARTICLE

If you have health insurance coverage through Alliance, important changes are happening in October 2025. The Health Care Alliance (Alliance) and Immigrant Children’s Program (ICP) become one program: the Health Care Alliance program. You will no longer have a managed care plan for your coverage. Instead, DHCF will act as your managed care plan. This means when you have questions or concerns about your health coverage, you can call (202) 727-5355 or TTY 711.

There are also changes to what health care services you can access. Adults and children will have access to primary care visits, the emergency department, and prescription drugs. Some services will not be offered, including non-emergency transportation, vision/hearing, podiatry and home health services.

You can see all your benefits at [Health Care Alliance Program Changes \(2025\) | dhcf](#)

You can learn about changes by logging in to your District Direct account at districtdirect.dc.gov.



SOCIAL MEDIA POSTS

Post #1:

The Health Care Alliance program is changing on October 1, 2025! Log in to your District Direct account to see important notices about the changes. If you need additional assistance, you may call the Public Benefits Call Center at (202) 727-5355 or TTY 711 between 7:30 a.m. and 4:45 p.m.

Post #2:

The Health Care Alliance program is changing on October 1, 2025! Be sure to read all mail from DHCF. If your address, phone number, or email address has changed, visit districtdirect.dc.gov to ensure your account is up to date and that you do not miss important health care coverage information.

If you need additional assistance, you may call the Public Benefits Call Center at (202) 727-5355 or TTY 711 between 7:30 a.m. and 4:45 p.m.

Post #3:

Don't miss out on receiving important information about the changes to the Health Care Alliance program. Log in to your account at districtdirect.dc.gov today. If you need additional assistance, you may call the Public Benefits Call Center at (202) 727-5355 or TTY 711 between 7:30 a.m. and 4:45 p.m.

Post #4:

A message for people with Alliance and Immigrant Children's program coverage! Changes to your health care coverage are happening on October 1, 2025. Log in to your account at districtdirect.dc.gov to get information on the changes. If you need additional assistance, you may call the Public Benefits Call Center at (202) 727-5355 or TTY 711 between 7:30 a.m. and 4:45 p.m.



EMAIL MESSAGES

Email Message #1:

Subject Line: Changes are coming to your health care coverage

If you have Alliance or Immigrant Children's Program health care coverage, changes to your health care coverage are happening on October 1, 2025. The Alliance and Immigrant Children's program become one program: the Health Care Alliance program. There are eligibility and benefit changes as well. If your eligibility changes on October 1st, you should have received a notice in the mail in early September. You can check your status at districtdirect.dc.gov. Some of your covered services will also change and you will no longer receive services from [\[your managed care plan or INSERT MCP NAME\]](#). Starting October 1, 2025, you will call the DC Department of Health Care Finance (DHCF) if you have questions about your health care benefits. You can log in to your account at districtdirect.dc.gov today to learn more.

WEBSITE TEXT

Website Text (for Alliance and ICP beneficiaries):

The Alliance and Immigrant Children's programs are changing on October 1, 2025! To make sure that you don't miss any important information, look for mail from DHCF and log in to your account at districtdirect.dc.gov for notices. You can also find out more at [Health Care Alliance Program Changes \(2025\) | dhcf](#).

Website Text (for Alliance and ICP providers):

The Alliance and Immigrant Children's programs are changing on October 1, 2025! Providers will bill DHCF directly for Alliance services on or after October 1st. Covered benefits are also changing. Find out more at [Health Care Alliance Program Changes \(2025\) | dhcf](#). If you need more assistance, call the Health Care Ombudsman at (202) 724-7491 / TTY 711 or (877) 685-6391 or email healthcareombudsman@dc.gov.



PHONE CALL SCRIPTS

Script 1 (If individuals have questions about what is changing)

Good morning / afternoon. How may I help you?

The Health Care Alliance and Immigrant Children's programs become the Health Care Alliance program on October 1, 2025. Your health care services will change. You can call the Public Benefits Call Center at (202) 727-5355 between 7:30 a.m. and 4:45 p.m. for assistance.

Script 2 (If individuals receive an Alliance renewal notice)

Good morning / afternoon. How may I help you?

You can renew your Health Care Alliance coverage online at districtdirect.dc.gov. You do not have to go in person to renew your coverage. It is very important that you renew on time – if you do not, you may not be able to re-enroll in the Health Care Alliance program. If you need assistance, you can call the Public Benefits Call Center at (202) 727-5355 between 7:30 a.m. and 4:45 p.m.

Script 3 (If individuals receive an Alliance coverage termination notice)

Good morning / afternoon. How may I help you?

Your Health Care Alliance notice seems related to an eligibility change. Starting October 1, 2025, Health Care Alliance has a new income limit of 138% FPL, and applicants 26 or older can no longer enroll. If you are no longer eligible for Health Care Alliance, you may have other options for care. For more options, you can call the Public Benefits Call Center at (202) 727-5355 or TTY 711 between 7:30 a.m. and 4:45 p.m.



FREQUENTLY ASKED QUESTIONS

Beneficiaries

New! **Effective October 1, 2025**, The Health Care Alliance and the Immigrant Children's Program (ICP) will merge into one program called the **Health Care Alliance Program**.

Upcoming Changes:

1. What changes on October 1, 2025?

- No new enrollees 26 and older
- Income limit for eligibility decreases from 215% of the federal poverty level to 138%
- Benefit/ Service Changes
- No more Managed Care for Alliance. Program is moving from Managed Care Plans (MCP) to Fee for Service (providers must bill DHCF directly for services provided to beneficiaries)

2. What is not changing?

- Income limit changes for children (0-20).
- Face-to-face requirements.
- Certifications spans remain every 12 months.
- No changes to the ninety (90) day grace period for eligibility renewals.

3. Who is eligible to receive health care benefits through Health Care Alliance?

Starting October 1, 2025, the Health Care Alliance program will no longer enroll new applicants (those not currently enrolled in the program or in a renewal period) aged 26 or older into the program. A new applicant is an individual who is not currently receiving Health Care Alliance but would like to apply for the program. Children (aged 0-20), Adults 21 to 25 years old, and pregnant women can still apply and be evaluated for benefits through the Health Care Alliance program or other health coverage.

To receive health care services through the Health Care Alliance Program:

- You must be a resident of the District of Columbia.
- You must not be eligible for any other health insurance including Medicaid.
- Your income must not exceed the income limit based on your household size.



4. Will I receive a notice or letter about these changes if I am an existing Alliance or Immigrant Children’s Program recipient?

Yes. An informational notice/letter was sent the last week of July from the Department of Health Care Finance (DHCF). If you have a District Direct account, you can view your notice there.

5. What are my health care options if I lose Health Care Alliance as of 9/30/2025?

Immigration Status	Additional Coverage Options
Undocumented (<i>not lawfully present in the US</i>)	- Emergency Medicaid - CHIP if Pregnant under 324% FPL
Lawfully Present (<i>**have not met the 5-year bar**</i>)	- Medicaid Programs: - Medicaid if Pregnant under 21 - DC Health Link
Lawfully Present (<i>have met the 5-year bar</i>)	- DC Health Link - Medicaid under another category if eligible.
Naturalized	- DC Health Link - Medicaid under another category if eligible.

***5-year bar is the waiting period for lawful permanent residents (LPR) or green card holders before they can receive Medicaid coverage.*

6. Will residents eligible for Emergency Medicaid be able to enroll in the Basic Health Plan (Healthy DC Plan)?

It depends. If the applicant is undocumented, no. If the applicant has a qualifying immigration status but it doesn’t qualify them for Medicaid, yes. Individuals who are lawfully present and under 100% FPL are not eligible to enroll in Healthy DC Plan. See Question 6.

7. If I am currently receiving Health Care Alliance for Children (formerly Immigrant Children’s Program/ICP) will I lose coverage once I turn 21?

No. However, Alliance for Adults has a lower income threshold than Alliance for Children. Additional eligibility changes may impact coverage beginning 10/1/26.



8. Will pregnant immigrants qualify for Alliance even if they are 26 years of age or older?

There are more coverage options for residents who are pregnant. If you are pregnant, you may be able to get coverage if your income is below 324% of the Federal Poverty Level, regardless of immigration status.

You can apply for coverage or report a change of circumstance (like pregnancy, change in income, change in household) to us online at districtdirect.dc.gov. You can also report a change by calling the Public Benefits Call Center at (202) 727-5355 or TTY 711.

9. Can children (0-20) still apply and enroll for Health Care Alliance benefits?

Yes. There are no eligibility changes to Health Care Alliance for Children (formerly Immigrant Children's Program).

A complete set of FAQs will be available at [Health Care Alliance Program Changes \(2025\) | dhcf](#).



FREQUENTLY ASKED QUESTIONS (FAQs)

Program Information and Providers

1. What services are covered for Health Care Alliance members?

The Health Care Alliance offers health care services including inpatient hospital care, outpatient medical care (including preventive care), laboratory services, X-ray, emergency services, prescription drugs, durable medical equipment and dental for children only. Behavioral Health Services are administered by Department of Behavioral Health.

2. Are oncology services covered?

Yes, chemotherapy and surgery will remain a covered benefit. Requests for chemotherapy should be faxed to (202) 722-5685.

3. What Pharmacy services are covered?

A limited number of generic prescription medications are covered. Please refer the Prime Limited Alliance Formulary.

4. What Pharmacy Services are NOT COVERED?

No coverage, branded or generic, and even if deemed medically necessary, for:

- Anti-obesity medications
- Smoking cessation therapies
- Cosmetic medications
- OTC medications
- Erectile dysfunction drugs
- Cell and gene therapy
- Investigational drugs or off-label use

5. Are there different services for children vs. adults?

Children with Special Needs will continue to receive that benefit from Health Services for Children with Special Needs (HSCSN). HSCSN is one of the managed care plans specifically designed for pediatric populations with special health care needs (CASSIP).

6. Are there any costs for members for services?

There are no premiums and no copayments or other charges for medical services covered by Health Care Alliance. There is a zero (\$0) dollar copay for prescriptions.



7. What happens after the transition to FFS on October 1, 2025, and a patient is receiving services or medications that are no longer covered?

Health Care Alliance members who have been prescribed medications that required and received prior authorization under their previous managed care plan, but are no longer covered after September 30, 2025, will be given a grace period of coverage up through December 31, 2025. This coverage grace period will expire earlier, if the previous prior authorization period ends before December 31, 2025. Prior authorizations previously granted by managed care plans for medications will not be honored after December 31, 2025.

8. If a member is in the hospital during the transition who becomes the billing provider?

If the member was admitted through the emergency room, please continue to submit claims under Emergency Medicaid to DHCF. If the member was admitted for an elective procedure, hospital to hospital transfer, or direct admission; please submit the claim to the DHCF.

Provider Enrollment and Requirements

1. How do providers become enrolled with DC Medicaid/Alliance?

Providers are doctors, hospitals, and pharmacies who are enrolled with DC Medicaid. Providers must complete the enrollment process with the Department of Health Care Finance. Link: <https://www.dcpdms.com/Account/Login.aspx?ReturnUrl=%2f>.

2. What do providers have to do if they are a Managed Care Only Provider?

If you are an enrolled Managed Care only provider and plan to bill for services rendered to Alliance beneficiaries, you must convert your provider account at www.dcpdms.com to a standard Medicaid provider. As a part of that process, you will be required to complete an EFT application.

3. What types of health care professionals can serve as PCPs?

Primary care providers (PCP) can be family or general practitioners, nurse practitioners, internists, pediatricians, or obstetrician/gynecologists.



Service Authorization and Coverage

1. Are there age or condition requirements for certain services?

Select services could require a certain age or condition. Members will be notified of any changes before they take effect.

2. Is retroactive coverage available?

Health Care Alliance program enrollees are not eligible for retroactive coverage.

3. Who do I contact for prior authorization for medical services? Pharmacy benefits?

- Medical/Surgical Services: Comagine Health (800) 251-8890
- Durable Medical Equipment: Comagine Health (800) 251-8890
- Pharmacy Service: Prime Therapeutics (800) 273-4962
- Physician Administered Drugs: DHCF Pharmacy Team (202) 722-5685

4. Who do I contact to arrange interpreter services for office visits?

CONTEXT GLOBAL, INC.

- Customer Service Telephone Number: (202) 800-8278 (M-F 9 a.m. to 5 p.m.)
- Customer Service E-mail: Interpreterinfo@contextglobal.com

A complete set of FAQs will be available at [Health Care Alliance Program Changes \(2025\) | dhcf](#).



HOW TO ACCESS YOUR DISTRICT DIRECT ACCOUNT

Instructions for districtdirect.dc.gov

If you have health care coverage through the Alliance Health Care or Immigrant Children's programs, don't miss out on important information. If you haven't already, take time today to update your address, phone number, and/or email address at districtdirect.dc.gov.

To update your information, you must first create an account at districtdirect.dc.gov or download the District Direct Mobile App, which is available through Google Play or the Apple App Store.

How to Create a District Direct Account

1. On the main page, click "Login" and then click "Create Account."
2. On the next page, enter the information required to create your account, such as your username and password.
3. Once complete, click "Create Account." Then connect your account by clicking "Connect Your Account" on the homepage and entering the required information.
4. Once your account is active, return to the homepage, where you will see your information.

How to Access Your District Direct Account

1. If you have an account, you can access your account at districtdirect.dc.gov or through the District Direct Mobile Application (available on Google Play and Apple App Stores).
2. Next, you must enter your username, and password. If you applied for benefits online, you created your username and password when you applied for benefits.
3. If you don't remember your username or password, you can reset it by clicking the "Forgot Password" or "Forgot Username" link or calling District Direct Customer Service at (202) 727-5355 or TTY 711.