



CareFirst 
Community Health Plan
District of Columbia

**HEALTHY
DC PLAN**

Member Guide 2026

Programs, resources and tools



Welcome

Welcome to the CareFirst Healthy DC Plan

Enrolling in a new health plan can feel like a big change, but we're here to make it easy. The CareFirst BlueCross BlueShield Community Health Plan District of Columbia (Healthy DC Plan) is designed to cover your essential health needs, so you can focus on what matters most—your health and well-being.

To learn more about the Healthy DC Plan, visit carefirst.com/healthydc.
To enroll, visit dchealthlink.com/HealthyDCPlan.

We're glad you are here, and we're committed to keeping you covered!



Welcome

- [4 In-network benefits at a glance](#)
- [5 My Account—your member portal](#)

Care where and when you need it

- [7 Options for care](#)
- [8 Find a doctor tool](#)
- [9 CloseKnit virtual-first care](#)
- [10 Behavioral health and addiction support](#)
- [11 Care Management program](#)

Managing your healthcare plan

- [13 Understanding your member ID card](#)
- [14 Prescription drug coverage](#)

Helpful resources

- [16 Online member resources](#)
- [17 Insurance basics video library](#)
- [18 Guide to insurance terms](#)
- [19 Rights and Responsibilities](#)
- [22 Notice of Nondiscrimination and Availability of Language Assistance Services](#)

In-network benefits at a glance

	You pay
Costs to consider	
In-network Deductible	\$0
Out-of-pocket Maximum	\$0
Staying healthy	
Annual Physical Exam	\$0
Preventive Screenings and Immunizations	\$0
In-network provider services	
Primary Care Provider (PCP)	\$0
Specialist (e.g. dermatologist)	\$0
Mental Health Professional	\$0
Urgent Care (in-network only)	\$0
Emergency Room	\$0
Allergy Shots	\$0
Imaging (MRA/MRS, MRI, PET, CT Scans) (non-hospital facility)	\$0
Labs (non-hospital facility)	\$0
X-rays (non-hospital facility)	\$0
Physical, Speech and/or Occupational Therapy (limited to 30 visits/injury/benefit period)	\$0
Chiropractic	\$0
Acupuncture	Not covered
Outpatient Surgery (surgical center)	\$0
Inpatient Surgery	\$0
Artificial and Intrauterine Insemination	\$0 ¹
In Vitro Fertilization Procedures	\$0 ¹
Durable Medical Equipment	\$0
Labor and Delivery	Member will need to transition to Medicaid for coverage ²
Adult Dental	Not covered
Adult Vision	Not covered

¹ Benefits are available to the same extent as benefits provided for other services

² If you are pregnant, federal law does not allow Healthy DC Plan to cover you. You can enroll in DC Medicaid. You must immediately let Healthy DC Plan know so you can be enrolled in DC Medicaid. Either log into your account at www.dchealthlink.com or call Healthy DC Plan at 833-432-7526 or let Community Health Plan of District of Columbia know to help get your pregnancy covered.

³ Exclusive Specialty Pharmacy Network—a network of accredited pharmacies that provides members with affordable access to specialty medications nationwide.

	You pay
Pharmacy	
Annual Prescription Drug Deductible	\$0
Preventive Drugs	\$0
Diabetic Supplies	\$0
Oral Chemo Drugs	\$0
Opioid Reversal Agents	\$0
Generic Drugs—30-day supply; 90-day supply (maintenance drugs)	\$0
Preferred Brand Drugs—30-day supply; 90-day supply (maintenance drugs); (Preferred Insulin \$0)	\$0
Non-preferred Brand Drugs—30-day supply; 90-day supply (maintenance drugs); (Non-preferred Insulin \$0)	\$0
Preferred Specialty Drugs—30-day supply; 90-day supply (maintenance drugs); (must be filled through Exclusive Specialty Pharmacy Network ³)	\$0
Non-Preferred Specialty Drugs—30-day supply; 90-day supply (maintenance drugs); (must be filled through Exclusive Specialty Pharmacy Network ³)	\$0

Are Healthy DC Plan benefits different from Medicaid benefits?

Yes. Healthy DC Plan does NOT cover:

- Non-emergency transportation
- Community behavioral supports, such as housing support
- Adult Dental and Adult Vision

There are other differences between the Healthy DC Plan and Medicaid. For more information about covered and non-covered services, review your plan's benefit contract.

My Account—your member portal

My Account is personalized to you and your CareFirst Healthy DC Plan benefits. Stay on top of your health with easy access to everything you need to understand your coverage.

Your plan information

- View, order or print your member ID card
- Confirm if preauthorization is required for a specific service*

Your documents

- Download forms for claim submissions, drug requests, authorizations and more

Find a Doctor Tool

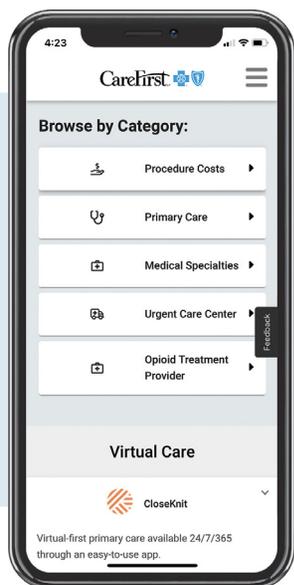
- Choose or change your primary care provider (PCP) as applicable
- Find and select in-network:
 - Doctors, specialists and behavioral health providers
 - Hospitals, urgent care centers, labs and imaging facilities

Drug & Pharmacy Resources

- Locate nearby pharmacies or access the Mail Order Pharmacy

Help

- Send a secure message or question via the Message Center



How to register for My Account

Signing up is easy and only takes a few minutes.

- Go to carefirst.com/myaccount and select *Register Now*.
- Then, follow the steps to complete your registration.

To register, you'll need:

- Your member ID number or the last four digits of subscriber's social security number

To get started, download the CareFirst Mobile app from your favorite app store.



* If applicable to your plan.

Care where and when you need it

Options for care

Establishing a relationship with a primary care provider (PCP) is the best way to receive consistent, quality care. Except for emergencies, your PCP should be your first call when you require medical attention. Below is a chart with other choices for care, including some options that are available anytime, day or night.

Location	Needs or symptoms such as:	Virtual option	In-person option	24/7	Rx
CloseKnit virtual-first care CloseKnit offers 24/7 urgent care (no appointment needed), plus live chat with your Care Team and virtual visits by appointment for primary care, behavioral health, and specialty services <i>In-person care available when applicable; primary care available to members</i>	<ul style="list-style-type: none"> ■ Preventive visits ■ Urgent care ■ Behavioral health therapy ■ Psychiatry ■ Nutrition and diet support 	✓	✓	✓	✓
PCP visit Discuss diagnosis, treatment of illness, chronic conditions, routine check-ups <i>Limited to in-network D.C. providers</i>	<ul style="list-style-type: none"> ■ Routine physical ■ Diabetic care ■ Cough, cold, flu, allergies ■ Bronchitis 	Verify availability with your provider	✓	✗	✓
Convenience care centers Health screenings, vaccinations, minor illness or injury <i>Limited to in-network D.C. locations</i>	<ul style="list-style-type: none"> ■ Cough and cold ■ Pink eye ■ Ear pain ■ Flu shot 	✗	✓	✗	✓
Urgent care centers Non-life-threatening illness or injury requiring immediate care <i>Limited to in-network D.C. locations</i>	<ul style="list-style-type: none"> ■ Sprains ■ Cut requiring stitches ■ Minor burns ■ Sore throat 	✗	✓	✗	✓
Emergency room visit Life-threatening illness or injury	<ul style="list-style-type: none"> ■ Chest pain ■ Difficulty breathing ■ Uncontrolled bleeding ■ Major burns 	✗	✓	✓	✓

PLEASE READ: The information provided in this document regarding various care options is meant to be helpful when seeking care and is not intended as medical advice. Only a medical provider can offer medical advice. The choice of provider or place to seek medical treatment belongs entirely to you.

Find a doctor tool

Search for doctors, hospitals, urgent care centers and other healthcare providers—nationwide.

CareFirst has a comprehensive provider network in the D.C. service area. Whether you're looking for a primary care physician (PCP), a specialist or a care facility, we can help you find one that's right for you. With our online provider directory, you can search by name, location, specialty and other options. You can also:

- **Browse by category**—such as primary care, behavioral health and retail pharmacy
- **Review provider highlights**—including specialties, locations, credentials and which CareFirst plans they accept
- **Access CloseKnit**—a leading virtual-first care offering for primary, urgent and behavioral health care

Try it for yourself at carefirst.com/doctor.

CloseKnit virtual-first care

CloseKnit is our virtual-first care practice, offering high-quality, personalized care via your desktop or the CloseKnit mobile app.¹

With CloseKnit, you can access a wider variety of care services available in all 50 states and Washington, D.C., including:

Primary care

Full-service primary care from a dedicated Care Team

- Preventive care and support for chronic conditions
- Convenient appointments, including nights and weekends

Urgent care

Average wait time is 30 minutes or less

- Great for common illnesses and minor injuries
- 24/7 access to providers—no appointment necessary

Behavioral health services

Expert help from licensed therapists and psychiatrists

- Short- and long-term therapy and medication management
- Appointments built around your schedule

Nutrition services

Guidance and support for healthy eating, weight loss and more

- Great for getting support to help you meet your goal(s)
- Work with experienced, registered dietitian nutritionist



Learn more and register
at closeknit.com.



¹ Providers will use their professional judgment to determine if a telemedicine visit is appropriate or if an in-person visit is required.

CloseKnit is a registered Trademark owned by, and is the trade name of, Atlas Health, LLC. Atlas Health, LLC d/b/a CloseKnit does not provide Blue Cross Blue Shield products or services and is providing in person and telehealth services to CareFirst members. Atlas Health, LLC is a corporate affiliate within the CareFirst, Inc. corporate umbrella of companies.

Behavioral health and addiction support

As a CareFirst member, you have 24/7 access to a range of programs for depression, anxiety, drug or alcohol dependencies, and other mental health conditions, including:



CloseKnit (closeknit.com): A leading virtual-first care practice offers an integrated experience between primary and behavioral health care. CloseKnit providers can assess behavioral health needs to help you connect with therapists and psychiatrists.



Provider network: CareFirst makes it easy to find and access services covered by individual medical plans. You can view real-time provider availability, see cost share up front and schedule appointments online (via headway.co) or use our provider directory tool for a broader search.



Care navigation: A Behavioral Health Care Manager gives you a chance to be heard and can help you find a path forward. Call the CareFirst Support Line at **800-245-7013** for assistance.

LGBTQ+ members can contact our dedicated gender services specialist at gender.services@carefirst.com for help navigating care and understanding benefits.



Substance use disorder support: CareFirst offers 24/7 clinical counseling and direct scheduling (within 48 hours) for adults to improve access to substance use disorder treatment. Call the CareFirst Support Line at **800-245-7013** for assistance.



988 SUICIDE & CRISIS
LIFELINE

Get support today: If you or someone you know is in crisis, call or text 988 or contact the CareFirst Support Line at 800-245-7013.

CloseKnit is a registered trademark owned by, and is the trade name of, Atlas Health, LLC. Atlas Health, LLC d/b/a CloseKnit provides telehealth services to CareFirst BlueCross BlueShield members. Atlas Health LLC is an Affiliate of CareFirst Inc. the holding company for all of the CareFirst plans.

Care Management program

Whether you're facing a temporary setback or a long-term health condition, our care managers are here to help.

Sometimes, we all need a little extra support with our health.

If you're facing health challenges, including cancer, heart failure, diabetes or a behavioral health condition, our Care Management team can help reduce the frustration of complex care and get you back to optimal health.

Care Management is a benefit included in your CareFirst plan. When you agree to participate, a care manager will:

- Call you for an initial review of your medical history to identify the factors that may affect your health
- Review your progress and answer any of your questions
- Provide support during your time of need
- Provide you with information and self-care tips related to your condition
- Assist with identifying community resources and support groups available to you

Work closely with your healthcare team to coordinate the services you need. Your care manager is a key source of support. They work closely with you to understand your goals and design a plan to take control of your health.



To learn more, visit carefirst.com/1on1support or call 833-536-2004.

Managing your healthcare plan

Understanding your member ID card

Your member ID card identifies you as a CareFirst member and shows important information about you and your covered benefits.

Each family member on your plan should have a card—like the example shown here—with their name on it. Make sure to always present your ID card when receiving services. If you don't have your physical card, you can view it on your smartphone through My Account.

This graphic shows the most requested information when you receive care. **In addition, you will find important telephone numbers on the back.**

Make sure the information on your card is correct. If there is an error, call Member Services at the number on the back of your member ID card.

**Can't locate your CareFirst member ID card?
You can always access it via My Account.**

CareFirst. 
Community Health Plan
District of Columbia

Temporary ID Card

HEALTHY DC PLAN

Member Name

1 Member ID

Effective Date: **2**

RxBin: 004336
RxPCN: ADV
RxGroup: Rx7546

BC/BS Plan Code: **697**

3 HMO

- 1** Member ID—providers will ask for this number to verify your coverage
- 2** Codes—pharmacies use these to route claims for payment
- 3** Product indicator

Prescription drug coverage

Taking medications as prescribed by your doctor is essential to getting and staying healthy.

Online tools and resources

To get the most from your prescription drug plan, it's important to stay informed. Our easy-to-use tools and resources are available 24/7 to help you find a pharmacy, check if your medicine is covered, look up your health plan's Preferred Drug List, search for lower-cost drugs with the Drug Pricing Tool, and more.

Explore the ways you can easily manage your prescription benefits and save money:

- **Via the CareFirst website**—visit carefirst.com/rx and then click *Drug Tools* on the left navigation.
- **Via My Account**—log in to My Account at carefirst.com/myaccount or through the CareFirst app and click *Drug & Pharmacy Resources* from the quick links.

Two ways to fill prescriptions

Retail pharmacies

You can use our [Find a Pharmacy](#) tool to locate a convenient participating provider from more than 66,000 nationwide. Be sure to take your prescription and member ID card when filling prescriptions.

Mail order pharmacy

Mail order is a convenient way to fill your prescriptions, especially for refilling drugs taken frequently. Once you register, you'll be able to:

- Fill prescriptions online, by phone or by mail
- Select your delivery location
- Schedule automatic refills
- Consult a pharmacist by phone 24/7
- Receive email notification of order status

Watch a [video](#) on how to fill your prescriptions via local pharmacy or mail order.

Ways to save

Here are some ways to help you save on your prescription drug costs.

- **Use generic drugs**—Generic drugs can cost up to 80% less than their brand-name counterparts. Made with the same active ingredients as their brand-name counterparts, generics are also equivalent in dosage, safety, strength, quality, performance and intended use.
- **Use drugs on the Preferred Drug List**—The Preferred Drug List identifies generic and preferred brand drugs that may save you money.
- **Use mail order**—Using our mail order pharmacy gives you the added convenience of having your prescriptions delivered right to your home.



Helpful resources

Online member resources

Need care?

- CloseKnit (virtual-first care): closeknit.com
- Find a Doctor tool: carefirst.com/doctor

Understanding and managing your plan

- My Account (member portal): carefirst.com/myaccount
- CareFirst Mobile app (My Account): carefirst.com/mobileaccess
- Prescriptions: carefirst.com/rx

Health and wellness

- Additional mental health services: carefirst.com/mentalhealth
- If you or someone you know is in crisis, call or text 988 or contact the CareFirst Support Line at 800-245-7013
- Health information, tips and tools: carefirst.com/livinghealthy

Go paperless

To choose electronic delivery for alerts, reminders and other communication from CareFirst, provide your consent by following these steps:

- Log in to carefirst.com/myaccount
- Click on your name at the top, then select *Communications Preferences*
- Click on *Edit* next to *Electronic Communications*
- Check the boxes for the information you want and hit *Save*

Follow us on social media

- Facebook: carefirst.com/facebook
- Instagram: instagram.com/carefirstbcbs
- X: carefirst.com/x
- YouTube: carefirst.com/youtube
- LinkedIn: carefirst.com/linkedin

Insurance basics video library

Visit our [video library](#) to learn more about your benefits and the tools, programs and resources available.

Guide to insurance terms

Healthcare uses a lot of specialized terms. While some of them may not apply to your plan, it's helpful to know what they mean.

Allowed benefit (also called the CareFirst member cost)

The maximum amount in-network providers can charge CareFirst members for a specific service.

Balance billing

Out-of-network providers can charge more for their services. If a patient sees an out-of-network provider, they may be responsible for paying the difference between the provider's price (actual charge) and the maximum amount CareFirst will pay (allowed amount or allowed benefit).

Cost sharing

The portion of the healthcare costs your plan doesn't pay is your share. Generally, the more costs you're willing to pay, the lower your premiums. Cost sharing is different from your premium—it includes three things:

1. **Deductible:** Depending on your plan, you'll need to pay for some services on your own until you reach your deductible. Then your plan starts helping with the cost of your care.
2. **Coinsurance:** The percentage or dollar amount you pay when services are received. Depending on your plan, you may need to reach your deductible before paying the coinsurance amount.
3. **Copayment/Copay:** The dollar amount you pay when services are received. A visit to a primary care physician might require a copay of \$10, a visit to a specialist \$20 and a prescription \$20.

In-network

Doctors, hospitals, labs and other providers or facilities that participate in the health plan's provider network. Many plans encourage members to use participating in-network providers to reduce out-of-pocket expenses.

Out-of-network

Doctors, hospitals, labs and other providers or facilities that DO NOT participate in your health plan's provider network.

- HMO members are generally not covered for out-of-network services except in emergency situations.
- Members enrolled in Preferred Provider Organizations (PPO) and Point of Service (POS) plans can go out of network but may pay higher out-of-pocket costs.

Out-of-pocket maximum

The maximum dollar amount you will pay out-of-pocket in coinsurance, copays and/or deductibles in a benefit period for covered services. Once the out-of-pocket maximum is met, your CareFirst plan pays 100% of the allowed amount for covered services for the rest of the benefit period.

Premium

The amount you pay each month for health insurance coverage. Premiums do not count toward deductibles or out-of-pocket maximums.

Primary care provider (PCP)

A provider you select who is part of your plan network, provides routine care and coordinates other specialized care.

- The PCP should be selected from the network that corresponds to the plan in which you are a member.
- The physician you choose as your PCP may be a family or general practitioner, internist or pediatrician.
- If you prefer, you may also choose CloseKnit, a virtual-first primary care practice, as your PCP.

You can also explore our [complete health insurance glossary](#).



Rights and Responsibilities

Notice of privacy practices

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, CareFirst) are committed to keeping the confidential information of members private. Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), we are required to send our Notice of Privacy Practices to members of fully insured groups only. The notice outlines the uses and disclosures of protected health information, the individual's rights and CareFirst's responsibility for protecting the member's health information.

To obtain a copy of our Notice of Privacy Practices, go to [carefirst.com](https://www.carefirst.com) and click on Privacy Statement at the bottom of the page, click on Health Information then click on Notice of Privacy Practices. Or call the Member Services telephone number on your member ID card. Members of self-insured groups should contact their Human Resources department for a copy of their Notice of Privacy Practices. If you don't know whether your employer is self insured, please contact your Human Resources department.

Member satisfaction

CareFirst wants to hear your concerns and/or complaints so that they may be resolved. We have procedures that address medical and non-medical issues. If a situation should occur for which there is any question or difficulty, here's what you can do:

1. If your comment or concern is regarding the quality of service received from a CareFirst representative or related to administrative problems (e.g., enrollment, claims, bills, etc.) you should contact Member Services. If you send your comments to us in writing, please include your member ID number and provide us with as much detail as possible regarding any events. Please include your daytime telephone number so that we may contact you directly if we need additional information.
2. If your concern or complaint is about the quality of care or quality of service received from a specific provider, contact Member Services. A representative will record your concerns and may request a written summary of the issues. To write to us directly with a quality of care or service concern, you can send an email to: quality.care.complaints@carefirst.com
3. Fax a written complaint to: **301-470-5866**
4. Write to: CareFirst BlueCross BlueShield Quality of Care Department, P.O. Box 17636, Baltimore, MD 21297

If you send your comments to us in writing, please include your member ID number and provide us with as much detail as possible regarding the event or incident. Please include your daytime telephone number so that we may contact you directly if we need additional information. Our Quality of Care Department will investigate your concerns, share those issues with the provider involved and request a response. We will then provide you with a summary of our findings. CareFirst member complaints are retained in our provider files and are reviewed when providers are considered for continuing participation with CareFirst.

These procedures are also outlined in your Evidence of Coverage.

For assistance in resolving a billing or payment dispute with the health plan or a healthcare provider, contact the Health Education and Advocacy Unit of the Consumer Protection Division of the Office of the Attorney General at **877-261-8807**.

Hearing impaired

To contact a Member Services representative, please choose the appropriate hearing impaired assistance number below, based on the region in which your coverage originates.

Maryland Relay Program: **800-735-2258**; National Capital Area TTY: **202-479-3546**. Please have your Member Services number ready.

Language assistance

Interpreter services are available through Member Services. When calling Member Services, inform the representative that you need language assistance.

Please note: CareFirst appreciates the opportunity to improve the level of quality of care and services available for you. As a member, you will not be subject to disenrollment or otherwise penalized as a result of filing a complaint or appeal.

Confidentiality of subscriber/member information

All health plans and providers must provide information to members and patients regarding how their information is protected. You will receive a Notice of Privacy Practices from CareFirst or your health plan, and from your providers as well, when you visit their office.

CareFirst has policies and procedures in place to protect the confidentiality of member information. Your confidential information includes Protected Health Information (PHI), whether oral, written or electronic, and other nonpublic

financial information. Because we are responsible for your insurance coverage, making sure your claims are paid, and that you can obtain any important services related to your healthcare, we are permitted to use and disclose (give out) your information for these purposes. Sometimes we are even required by law to disclose your information in certain situations. You also have certain rights to your own protected health information on your behalf.

Our responsibilities

We are required by law to maintain the privacy of your PHI, and to have appropriate procedures in place to do so. In accordance with the federal and state Privacy laws, we have the right to use and disclose your PHI for treatment, payment activities and healthcare operations as explained in the Notice of Privacy Practices. We may disclose your protected health information to the plan sponsor/employer to perform plan administration function. The Notice is sent to all policyholders upon enrollment.

Your rights

You have the following rights regarding your own protected health information. You have the right to:

1. Request that we restrict the PHI we use or disclose about you for payment or healthcare operations.
2. Request that we communicate with you regarding your information in an alternative manner or at an alternative location if you believe that a disclosure of all or part of your PHI may endanger you.
3. Inspect and copy your PHI that is contained in a designated record set including your medical record.
4. Request that we amend your information if you believe that your PHI is incorrect or incomplete.
5. An accounting of certain disclosures of your PHI that are for some reasons other than treatment, payment, or healthcare operations.
6. Give us written authorization to use your protected health information or to disclose it to anyone for any purpose not listed in this notice.

Inquiries and complaints

If you have a privacy-related inquiry, please contact the CareFirst Privacy Office at 800-853-9236 or send an email to privacy.office@carefirst.com.

Members' rights and responsibilities statement

Members have the right to:

1. Be treated with respect and recognition of their dignity and right to privacy.
2. Receive information about the health plan, its services, its practitioners and providers, and members' rights and responsibilities.
3. Participate with practitioners in decision-making regarding their healthcare.
4. Participate in a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. Make recommendations regarding the organization's members' rights and responsibilities.
6. Voice complaints or appeals about the health plan or the care provided.

Members have a responsibility to:

1. Provide, to the extent possible, information that the health plan and its practitioners and providers need in order to care for them.
2. Understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
3. Follow the plans and instructions for care that they have agreed on with their practitioners.
4. Pay copayments or coinsurance at the time of service.
5. Be on time for appointments and to notify practitioners/providers when an appointment must be canceled.

Eligible individuals' rights statement wellness and health promotion services

Eligible individuals have a right to:

1. Receive information about the organization, including wellness and health promotion services provided on behalf of the employer or plan sponsors; organization staff and staff qualifications; and any contractual relationships.
2. Decline participation or disenroll from wellness and health promotion services offered by the organization.
3. Be treated courteously and respectfully by the organization's staff.
4. Communicate complaints to the organization and receive instructions on how to use the complaint process that includes the organization's standards of timeliness for responding to and resolving complaints and quality issues.

Notice of Nondiscrimination and Availability of Language Assistance Services

(UPDATED 4/15/2025)

CareFirst BlueCross BlueShield, CareFirst BlueChoice, Inc., CareFirst Diversified Benefits and all of their corporate affiliates (CareFirst) comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. CareFirst does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

CareFirst:

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please call 855-258-6518.

If you believe CareFirst has failed to provide these services, or discriminated in another way, on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our CareFirst Civil Rights Coordinator by mail, fax or email. If you need help filing a grievance, our CareFirst Civil Rights Coordinator is available to help you.

Language Assistance Available

English

Chinese

Hindi

Diné Bizaad

Samoa

Urdu

Amharic

Farsi

Igbo

Nepali

Serbian

Vietnamese

Arabic

Français

Italian

Português

Español

Bengali

Deutsch

Korean

Russian

Tagalog

To file a grievance regarding a violation of federal civil rights, please contact the Civil Rights Coordinator as indicated below. Please do not send payments, claims issues, or other documentation to this office.

Civil Rights Coordinator, Corporate Office of Civil Rights

Mailing Address P.O. Box 14858
Lexington, KY 40512

Email Address civilrightscordinator@carefirst.com

Telephone Number 410-528-7820

Fax Number 410-505-2011

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



CareFirst BlueCross BlueShield Community Health Plan District of Columbia is the business name of Trusted Health Plan (District of Columbia), Inc., an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.