



MedStar Health



**D.C. Safe Babies
Safe Moms.**

Renewing Medicaid coverage: navigating the District Direct mobile app

If you receive benefits through Medicaid, you may be required to go through the Medicaid Redetermination process to renew your coverage from time to time. This guide to walk you through the process to renew your Medicaid coverage using the District Direct mobile app or website, particularly if your care team has identified that you are up for renewal within the next 90 days.

The **District Direct** is online portal/mobile app allow DC Residents to manage public benefits such as Medicaid, SNAP, and TANF. With District Direct you can:

- Reapply for or renew benefits.
- Check the status of applications.
- Upload verification documents.
- Report changes to existing cases.

All patients with the **Straight DC Medicaid, Amerihealth, WellPoint and Alliance** can renew their insurance on the app.



Important note:

You risk losing your Medicaid coverage if you do not renew your Medicaid coverage for yourself and/or family members by the provided deadline. If you think you missed this date, please log in to District Direct to check your eligibility or call **202-727-5355**.

Getting started

1. Access District Direct:

You can download District Direct from your phone's App Store or go to **districtdirect.dc.gov**.

If you **do not** already have a District Direct account, click "Create Account" and enter your first name, last name, and email address, then create a username and password.

NOTE: Entering an email is optional but will make it easier to recover your account if you get locked out.

If you already have a District Direct account, please follow the steps under "How do I connect an existing account?"

NOTE: If you are unable to do this, please call the DHS Call Center at **202-727-5355**.

2. Gather important documents:

Renewing your Medicaid coverage will require you to submit documentation about your current employment status and income, as well as your residency status.

What verification forms are needed for renewal?

Acceptable verifications income:

- Recent paystubs (from the last 30 days)
- Self-employment: most recent tax return form
- Statement showing retirement income
- Disability income

Workers' Compensation

- Pension or annuity statement
- Unemployment benefit statements

Residency (only one form of verification is required):

- DC driver's license, identification card, or DC One Card
- Active lease, rental agreement, or rent receipt
- Utility or telephone bill
- Pay stub or earning statement issued within the previous 30 days with the individual's name and District of Columbia address
- Property tax bill issued within the last 60 days for property located in the District of Columbia
- Completed Residency Form

3. Follow the steps in District Direct:

In the District Direct app, you should be able to access the More Options dashboard and navigate to the option to "Report a Change." Once you are viewing the "Report a Change" screen, you can click the Plus (+) icon to begin a new form. You should select the "Recertification Application" report and go from there. For more information on navigating District Direct, scan the QR code to be directed to a detailed how-to guide.



4. Confirm your submission:

You'll receive a letter at the mailing address on file confirming whether your coverage was renewed. You can also log in to **District Direct** anytime to view your application or renewal status.

5. Seek additional support:

If you are unsuccessful with renewing your Medicaid after following these steps, please contact your MedStar Health WIS healthcare team so we can assist you or connect you with additional resources.



Additional resources

Here are some places in your neighborhood with people who can help you navigate Medicaid renewals and other challenges with insurance coverage:

Columbia Heights Family Success Center

1722 7th Street NW
Washington, DC 20001
202-560-2378

Washington Seniors Wellness Center

3001 Alabama Avenue, SE
Washington, DC 20020
202-581-6010

Martha's Table

2371 Elvans Rd
Washington, DC 20020
202-846-1537

Brightwood Family Success Center

6203 12th Street NW
Washington, DC 20011
771-200-6670

Carver-Langston Family Success Center

667 24th Street NE
Washington, DC 20002
202-520-0728

Congress Heights Family Success Center

1345 Savannah Street SE
Washington, DC 20032
202-855-0234

Marshall Heights Family Success Center

5219 Call Place SE
Washington, DC 20019
202-591-5851

Congress Heights Senior Wellness Center

3500 Martin Luther King Avenue,
SE Washington, DC 20032
202-563-7225

Deanwood Family Success Center

1008 45th Street NE
Washington, DC 20019
202-998-1030

Bellevue Family Success Center

4 Atlantic Street SE
Washington, DC 20032
202-984-1970

Senior Center for the Blind

1901 Evarts Street, NE
Washington, DC 20018
202-635-1900

Bernice Fonteneau Senior Wellness Center

3531 Georgia Avenue, NW
Washington, DC 20011
202-727-0338

For more information, contact: SBSMMWHC@medstar.net

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