

DISTRICT OF COLUMBIA RESOURCE CONTACTS

Agency on Aging:

- Department of Aging and Community Living (DACL) – 202.724.5626 / <https://dacl.dc.gov/>

Center for Independent Living:

- The DC Center for Independent Living (DCCIL) – 202.388.0033 / <https://dccil.org/>

Protection and Advocacy:

- Child and Family Services Agency (CFSA) – 202.671.SAFE (7233) / <https://cfsa.dc.gov/service/report-child-abuse-and-neglect>
- DAACL Adult Protective Services – 202.541.3950 / <https://dacl.dc.gov/service/adult-protective-services-0>

Aging and Disability Resource Center:

- Aging and Disability Resource Center (ADRC) – 202.724.5622 / <https://odr.dc.gov/book/Path/ADRC>

Quality Improvement Organization:

- DC Health Facility Complaints – online and mailed complaint forms available here: <https://dchealth.dc.gov/node/1588621/> handwritten complaints may be sent to:
 - Health Regulation and Licensing Administration - Facility Complaints
 - 899 North Capitol Street, NE, Second Floor
 - Washington, DC 20002
 - D.C. Complaint Hotline: 202.442.4779
- DC Health Professional Complaints – online and mailed complaint forms available here: <https://dchealth.dc.gov/node/145702/> / [877.672.2174](https://dchealth.dc.gov/node/145702/) / handwritten complaints may be sent to:
 - Board of [Insert Nursing, Physical Therapy, Occupational Therapy, or Speech Pathology]
 - 899 North Capitol Street, NE, Second Floor
 - Washington, DC 20002
- Health Care Ombudsman – 202.724.7491 / website: <https://healthcareombudsman.dc.gov/> healthcareombudsman@dc.gov
- Community Healthcare Accreditation Partners (CHAP): 800.656.9656 / complaints@chapinc.org
- Livanta: Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO): www.livantaqui.com.gov / 888-396-4646

CURRENT PATIENT INFORMATION

Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- Authorizations@KidsCareHH.com

Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 262
- InsuranceVerification@KidsCareHH.com



D.C. LEADERSHIP

Administrator/Regional Director
of Therapy

Bethany Chandonais, SLP
866.919.3240, ext. 267

Alternate
Administrator/Director of
Nursing

Dustin Reeves, RN
866.919.3240, ext. 325

AGENCY RESOURCES

Quality Assurance
Department
(Concerns/Complaints)
866.919.3240, ext 375

QualityAssurance@KidsCareHH.com



24/7 Nurse On-Call Line
866.449.7692