



THE HSC HEALTH CARE SYSTEM  
Health Services for Children  
with Special Needs, Inc.

# Harvesting a Season of Health, Healing and Wellbeing



# President's Corner

## A Message From the President

---

As we welcome the fall season, a time of harvest and reflection, it's a perfect opportunity to celebrate the growth and progress we've achieved together in advancing the health and wellbeing of the families and communities we serve. This season reminds us that just like a harvest, good health outcomes are the result of consistent care, strong partnerships, and a shared commitment to nurturing whole-person wellness.



In this edition of our provider newsletter, themed “Harvesting a Season of Health, Healing, and Wellbeing,” we’re excited to share several initiatives that are helping Health Services for Children with Special Needs (HSCSN) build a stronger, more connected care ecosystem.

You’ll find a spotlight on the importance of Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Well-Child Visits and Immunizations, a vital part of ensuring our youngest enrollees get the strong start they deserve. We’re also thrilled to introduce Availity, our provider portal, and our Authorization Portal, in partnership with HealthEdge, designed to make your day-to-day work easier and more efficient. These tools reflect our commitment to reducing administrative burden so you can focus on what matters most – delivering high-quality care to our enrollees.

Thank you for the essential role you play in this shared journey. We are grateful for your dedication, partnership, and tireless efforts to support healthier tomorrows for our enrollees. As we continue this season of growth and transformation, let’s keep nurturing a system rooted in healing, collaboration, and care.

A handwritten signature in black ink, reading "Anna Dunn".

Anna (Pilskaya) Dunn  
President

Health Services for Children with Special Needs/Children's National

### What's Inside:

- ◆ Provider Spotlight
- ◆ New Faces: New Executive Leadership Team
- ◆ Metabolic Monitoring Initiative for Enrollees on Antipsychotic Medications
- ◆ HSCSN Provider Partnerships in 2025
- ◆ The HSCSN Quality Department
- ◆ HSCSN's Provider Portal Is LIVE!



# PROVIDER SPOTLIGHT



Deborah Wilson, Senior Manager of Provider Relations at HSCSN, recaps her interview with Marilyn McPherson-Corder, M.D., an independent practitioner located in Washington, D.C.

## **Clinical Background and Specialization in Genetics**

Dr. McPherson-Corder completed her pediatric residency and 2-year genetics fellowship at Howard University, which led to her role as a geneticist focused on children with special needs.

Dr. McPherson-Corder shared that her work as a geneticist involved diagnosing a wide range of genetic syndromes, including Down syndrome, and supporting families through the diagnostic process, education, and referral to wraparound services such as occupational therapy, physical therapy, and nutritional support.

Dr. McPherson-Corder, alongside Dr. Barbara Quinton, covered all District-wide clinics, providing genetics expertise during designated clinic days. They were recognized as the go-to genetics team for the Washington, D.C., area in the 1980s, assisting families with expectations and care planning.

She highlighted their role in community education on genetics and their responsibility for running metabolic heel stick tests for newborns across 11 hospitals, ensuring early detection of conditions like thyroid disorders, sickle cell disease, and cystic fibrosis.

## **Challenges and Rewards of Working With Special Needs Children**

Dr. McPherson-Corder discussed some of the complexities of caring for children with special needs, including the emotional impact and practical challenges faced by families, the need for patience, and specialized care. She described the emotional toll on families receiving a diagnosis for their child, including parental distress and, in some cases, family separation.

The assessments for children with special needs often require significantly more time and effort, as these children may have difficulty cooperating and their parents may be overwhelmed. She highlighted the importance of a collaborative medical team to support both the children and their caregivers, especially in challenging cases.



**Marilyn McPherson-Corder, M.D.**  
**Independent practitioner**

# PROVIDER SPOTLIGHT (Continued)

---



## **Long-Term Relationships and Generational Care**

Dr. McPherson-Corder finds personal fulfillment in supporting these children and their families. Her practice has cared for multiple generations of families, including children with severe disabilities who remain under her care into adulthood, emphasizing the continuity and depth of their commitment.

## **Impact of HSCSN and Care Coordination**

Dr. McPherson-Corder explained how the partnership with HSCSN has been very rewarding, especially the effective communication of HSCSN's care managers and clinical coordination teams to facilitate comprehensive care for enrollees with special needs and to ensure that all aspects of a child's needs are addressed, including wraparound services, such as dental care, occupational therapy, home services, and medical supplies like diapers and feeding tubes.

She emphasized the necessity for continued and expanded support for HSCSN and similar programs, especially as experienced providers retire and the need for specialized care persists.

## **Provider Shortage and Training Needs in Genetics and Special Needs Care**

Although there is a shortage of providers specializing in genetics and special needs care, Dr. McPherson-Corder is an advocate for introducing genetics and special needs care earlier in medical education, including preceptorships for medical and high school students to foster interest and awareness of the specialty's importance. Many medical professionals avoid genetics and special needs care due to the time-intensive nature of the work, despite the significant impact on patients' lives.

Dr. McPherson-Corder shared examples of patients who defied all medical expectations. She uses these stories to inspire trainees and demonstrate the meaningful outcomes possible in the field.

## **Personal Motivation and Practice Philosophy**

Dr. McPherson-Corder's daily work is led by her faith. She considers her medical practice a ministry. Each positive outcome is a significant achievement and cause to celebrate making a tangible difference in the lives of children and families.

Dr. McPherson-Corder emphasized the importance of not just observing patient progress, but actively contributing to positive change, which she considers the greatest reward of her career.

Thanks Dr. McPherson-Corder for your commitment, passion, and servant heart to our most vulnerable enrollees.

# New Faces

## New Executive Leadership Team

We are pleased to announce the newest additions to our executive leadership team at Health Services for Children with Special Needs (HSCSN). Please join us in giving a warm welcome to Dr. Paul Manicone, our new Chief Quality Officer (CQO), Leslie Lyles Smith, our new Chief Operating Officer (COO), and Dr. Michael Bogrov, our new Chief Psychiatric Medical Officer.



**Dr. Paul Manicone** comes to us from Children's National Hospital, where he served as Medical Director of Patient Flow and a senior faculty member of the Hospital Medicine Division. He is a board-certified pediatrician with more than 20 years of clinical experience and a strong academic background, including leadership in quality improvement, organizational change, and medical education. As CQO, Dr. Manicone will oversee the Quality Management and Quality Improvement strategy for HSCSN, the Pediatric Health Network, and community/population health entities.



**Leslie Lyles Smith** brings more than 20 years of leadership in managed care and health care operations. She joins us from MedStar Family Choice, where she served as Vice President and Executive Director, overseeing a \$400-million Medicaid health plan serving nearly 70,000 members in Washington, D.C. Her deep expertise in Medicaid and Medicare program administration, value-based care, and strategic operations will greatly enhance our capacity to deliver high-quality care. As COO, Leslie will lead several strategic departments, including provider network services, contracting, marketing and communications, claims, enrollment, and enrollee services.



**Dr. Michael Bogrov**, a Board-Certified Child and Adolescent Psychiatrist with more than 30 years of experience, has joined HSCSN as Chief Psychiatric Medical Officer. Dr. Bogrov trained at Emory University, the University of Maryland, and Johns Hopkins University, and holds a Master's in Clinical and Humanistic Psychology from Wayne State University. He has held key leadership roles at Sheppard Pratt Hospital, the Psychiatric Institute of Washington, and Inova Health Systems, with expertise in all levels of mental health care for children, adolescents, and adults. Dr. Bogrov is known for his holistic, strength-based, and patient- and family-centered approach, emphasizing evidence-based, individualized treatment, and teamwork within multidisciplinary teams.





## Metabolic Monitoring Initiative for Enrollees on Antipsychotic Medications

HSCSN is looking to improve health outcomes by ensuring timely metabolic screening for children and adolescents on antipsychotic therapy.

Once a year, for antipsychotic medications, HSCSN encourages the prescriber to conduct annual metabolic screening by December 31.

Annual metabolic monitoring matters for children and adolescents prescribed antipsychotic medications who are at increased risk of developing weight gain, type 2 diabetes, and high cholesterol. These risks can develop silently and progress over time, which is why annual metabolic monitoring is critical. By regularly checking fasting glucose, HbA1c, and lipid panels, providers can:

- ◆ Detect early signs of metabolic issues
- ◆ Adjust treatment plans to reduce risk
- ◆ Improve long-term health outcomes
- ◆ Contribute to key HEDIS quality standards

If you have any questions or need additional information, please contact Davina Green, Quality Management, at 202-476-3052 or Leslie Addison, Pharmacy Services, at 202-450-9678.

Pharmacy Services appreciates your commitment to our enrollees.

**DID  
YOU  
KNOW**

**that in  
Washington, D.C.,  
pharmacists  
received provider  
status?**

Effective July 19, 2024, pharmacists in Washington, D.C., are recognized as providers. According to B25-0545 – Health Occupations Revision General Amendment Act of 2023, it is “official law”: **Law Number L25-0191** makes pharmacists providers. Thanks to the Washington, D.C. Pharmacy Association for working diligently and successfully to get this law passed.

# HSCSN Provider Partnerships in 2025



**Dr. Marilyn McPherson-Corder**  
**August Clinic Day**



**LabCorp**  
**Screenings for Signature Events**



**Children's National**  
**Monthly Mobile Clinic Day**



**Howard University Hospital**  
**September Back to School Bash**

## **August Clinic Day**

HSCSN partnered with Dr. McPherson-Corder's office to host a special Clinic Day event filled with health services and family fun! Families enjoyed activities such as face painting, music, a moon bounce, delicious food, and more. Thanks to support from LabCorp, attendees also received important health screenings, including lead screenings, allergy testing, A1C, and cholesterol checks.

This event combined care and community, helping families stay healthy while enjoying a fun day together!



# The HSCSN Quality Department

At HSCSN, we remain committed to continuous quality improvement and ensuring that our enrollees receive the highest standard of care. Our team is actively working with providers to enhance Healthcare Effectiveness Data and Information Set (HEDIS) reporting, improve care coordination, streamline processes, and support data-driven decision-making. We appreciate your partnership and dedication to improving health outcomes for our community. If you have questions or ideas for collaboration, please reach out to the Quality Department HEDIS Manager Davina Green by email at [DGGreen@Hschealth.org](mailto:DGGreen@Hschealth.org) – we're here to support you!

## HEDIS Care Gap Reports

In our previous Provider Newsletter issue, we communicated that the HSCSN Quality Department has developed a HEDIS Care Gaps Dashboard. In this issue, we provide a little more information about the care gap reports.

## What Are Care Gap Reports?

These tools identify enrollees who are missing recommended preventive services, screenings, or chronic condition management. This report

is based on HEDIS measures, which track quality and performance across health plans and providers. Further, the reports provide actionable insights to improve enrollees' outcomes and close gaps in care.

## Why Are They Important?

- ✓ Improve quality outcomes (Health Plan HEDIS rates and NCQA Health Plan Rating<sup>1</sup>)
- ✓ Support value-based care contracts and financial performance
- ✓ Enhance population health management by ensuring timely, evidence-based care
- ✓ Reduce long-term costs through prevention and early detection
- ✓ Strengthen member satisfaction and trust with proactive outreach

## How Are They Used?

The HSCSN Quality Department and Provider Relations are using these reports to collaborate and meet with our network providers to proactively identify enrollees with a care gap for the purpose of targeted outreach efforts.

<sup>1</sup> [https://reportcards.ncqa.org/health-plan/Hp\\_2\\_1\\_001G000001uwsZDIAY\\_1715](https://reportcards.ncqa.org/health-plan/Hp_2_1_001G000001uwsZDIAY_1715)





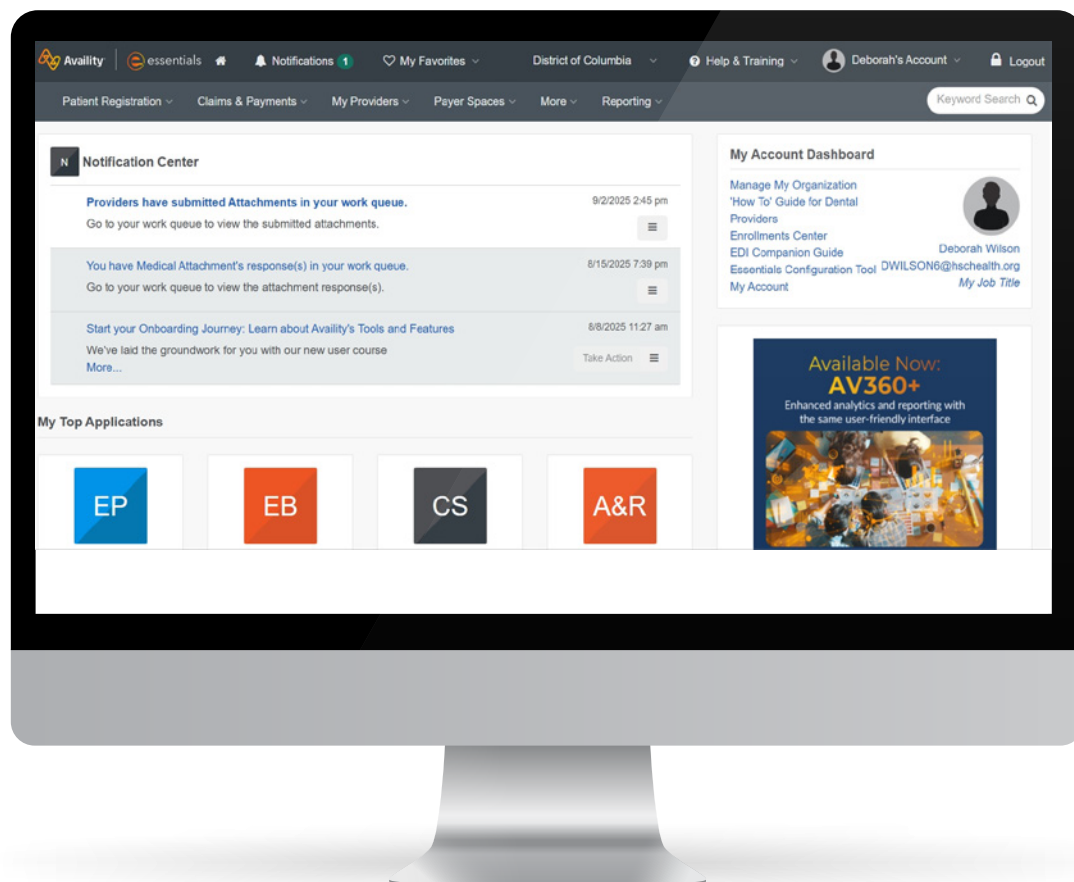
# HSCSN's Provider Portal is LIVE!

We're excited to announce that on Monday, September 15th, HSCSN launched a new provider portal experience, designed to make it easier and more secure for our providers to do business with us.

We partnered with Availity Essentials, a multi-payer provider portal, as the access point to the portal and selected HealthEdge as our partner for managing authorizations.

Through this new platform, providers will be able to:

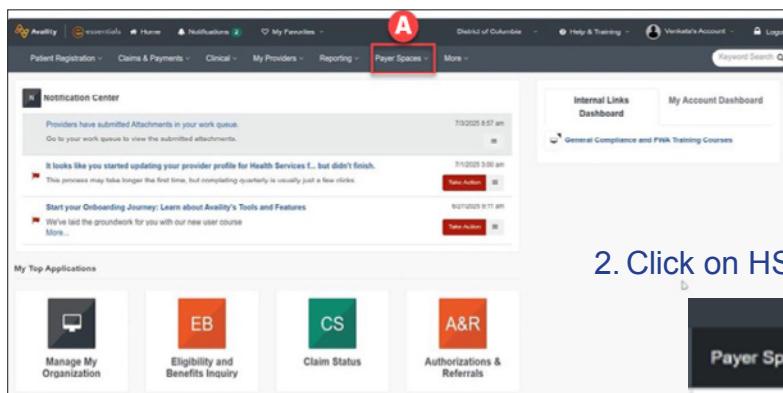
- ◆ Check claims status
- ◆ Verify real-time enrollee eligibility and benefits
- ◆ Submit authorizations online



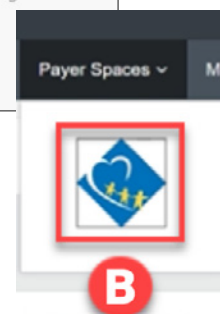
For technical issues,  
contact Help at  
[Availity.com](https://www.availity.com).

# How to Access the HSCSN Authorization Portal

## 1. Click Payer Spaces (A)

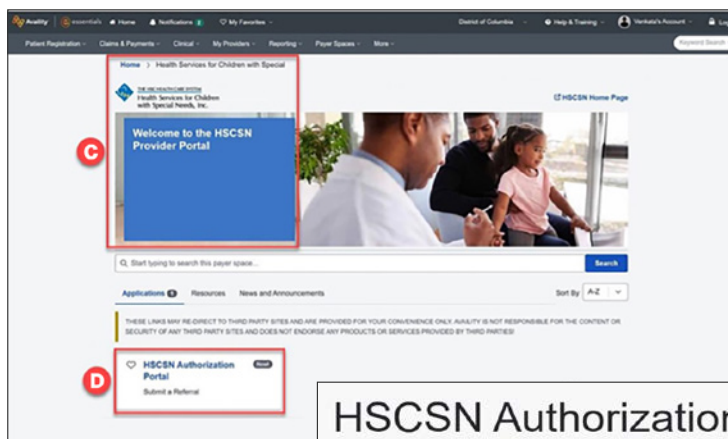


## 2. Click on HSCSN Logo (B)



## 3. You will be navigated to the HSCSN Provider Portal (C)

## 4. Click on HSCSN Authorization Portal to begin the authorization process (D)



## HSCSN Authorization Portal

Select an Organization

Health Services for Special Needs Children (Tax ID: 521862406) X

Select a Provider

Select... V

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

Cancel

Submit

**For Authorization  
Portal Questions:  
Customer Service  
202-467-2737**



## Upcoming Provider Satisfaction Survey

HSCSN will be conducting a Provider Satisfaction Survey from October to December 2025. If your office is contacted regarding the Provider Satisfaction Survey, we kindly request that you take a moment and complete the survey. Your feedback is crucial in helping us enhance our services. Thank you in advance for your continued support.

**WE WANT  
TO HEAR  
FROM YOU**

**TAKE OUR  
SURVEY**

## Highlights From the Certified Business Enterprise (CBE) Matchmaking Event

HSCSN, in partnership with the Department of Small and Local Business Development (DSLBD), recently hosted a successful CBE Matchmaking Event to connect with vendors that support its strategic and operational objectives. The event drew 32 vendor groups, with 35 participants engaging across five interactive stations: Information Technology, Communications, Provider Affairs, Vendor Contracts, and Administrative Services. Vendors had the opportunity to present their services directly to HSCSN departments, resulting in strong engagement and numerous connections. This initiative fosters and strengthens HSCSN's commitment to supporting local businesses within the community. HSCSN will continue its ongoing partnership with DSLBD to further expand outreach and identify vendor opportunities for future collaborations.







# Anna Dunn

Congratulations on your leadership, vision, and accomplishments at HSCSN!

## Reflections on Anna's Leadership

Anna leads with purpose and authenticity. She embodies our mission: Caring. Serving. Empowering!

In the 5 years that Anna has been with HSCSN, she has demonstrated unwavering commitment to the enrollees and their families. She never stops thinking about innovative ways to provide the best service to those we serve. She truly embodies the HSCSN mission.

In the past 5 years, Anna's visionary leadership has not only guided us through change but inspired growth, resilience, and innovation at every turn. Her unwavering commitment to excellence has shaped our culture and our future – and we are stronger because of it.

## Just a Reminder!



**We need your help in reaching our target goals for HSCSN enrollee Well Care Visits (WCV) and Immunizations before the end of the year.**

The following are included in a Well Care Visit and a part of the EPSDT benefit for preventive health services:

- ◆ Comprehensive health and developmental history
- ◆ Comprehensive unclothed exam
- ◆ D.C. Medicaid HealthCheck Periodicity Schedule – Go to the Department of Health Care Finance's website at <https://dhcf.dc.gov> and search Periodicity Schedule
- ◆ Laboratory tests, including mandatory lead screening
- ◆ Health education and anticipatory guidance
- ◆ Vision, hearing, and dental screenings

Let's get our school kiddos immunized! For Vaccination Locations, go to D.C. Health's website at <https://dchealth.dc.gov/immunization> and click on Pediatric Vaccinations for a list of 2025 District Pediatric Vaccine Locations by Ward.

If you need to check on your provider certification status or want more information about EPSDT benefits, please check out [www.dchealthcheck.net](http://www.dchealthcheck.net).

# HSCSN CONTACTS

Health Services for Children with Special Needs



## Authorizations

(Utilization Management)

202-467-2737

202-721-7190 (Fax)

[UM@hschealth.org](mailto:UM@hschealth.org)

## Care Management

202-467-2737

202-636-5382 (Direct)

[hscsncremanagement@hschealth.org](mailto:hscsncremanagement@hschealth.org)

## Claims Inquiry/Claims Appeals

202-467-2737

P.O. Box 29055

Washington, DC 20017

## Contracting

202-467-2737

[contractingdepartment@hschealth.org](mailto:contractingdepartment@hschealth.org)

## Credentialing

202-467-2737

[C6@Hschealth.org](mailto:C6@Hschealth.org)

## Customer Services

202-467-2737

## Electronic Payment Enrollment

Optum Relay Exchange

1-800-543-4997

## Member Inquiry

202-467-2737

## Provider Relations

202-467-2737

[hscsn-provideraffair@hschealth.org](mailto:hscsn-provideraffair@hschealth.org)

## 24-Hours DME/DMS Delivery Notification; 24-Hours Newborn Delivery Notification; 24-Hours Inpatient Admission Delivery Notification

202-467-2737

202-721-7190 (Fax)



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**



HSCSN Wellness Center provides a community of creating opportunities to take control of your health and well-being. Through our care coordination services, our new center offers the very best health and wellness resources. Located at 3400 Martin Luther King, Jr. Ave. SE, Washington, DC 20032.

For more information, visit our website at <https://hscsnhealthplan.org/enrollees/hscsn-wellness-center>