

**Managed Care Organizations
Member Services**

**Amerigroup Community Care
1-800-454-3730**

Kaiser Permanente 1-855-249-5019

**Maryland Physicians Care
1-800-953-8854**

**Medstar Family Choice
1-888-404-3549**

Priority Partners 1-800-654-9728

**University of Maryland Health
Partners (U MHP) 1-800-730-8530**

United Health Care 1-800-318-8821

Aetna 1-866-827-2710

**If you need help or have a
complaint about your care, call
the HealthChoice Help Line at
1- 800-284-4510 or call your
Local Health Department Acc/
Ombudsman Program**

**Deaf or hard-of-hearing call
Maryland Relay at 711 or
1-800-735-2258**

**The Administrative Care
Coordination/Ombudsman Program
is funded by the Maryland
Medicaid Program**

**The services and facilities of the
Maryland Department of Health
are operated on a
non-discriminatory basis. This
policy prohibits discrimination on
the basis of race, color, sex, or
national origin and applies to the
provision of employment and
granting of advantages, privileges
and accommodations.**

**The Department, in compliance
with the Americans With
Disabilities Act, ensures that
qualified individuals with
disabilities are given an opportunity
to participate in the benefit from
MDH services, programs, benefits,
and employment opportunities.**



**Dianna E. Abney, MD
Health Officer**

**Maryland Medicaid
Health Choice
Program**

**Administrative
Care Coordination/
Ombudsman
Services**

**Need help understanding your
Medicaid benefits?**



**Charles County
Department of Health
301-609-6900 ext. 6803
4545 Crain Highway
White Plains, MD 20695**

What is HealthChoice?

HealthChoice is Maryland's Medicaid managed care program. Most people who qualify for Medicaid are required to enroll in a Managed Care Organization (MCO).

It is best to select an MCO that your doctor participates with. If your doctor does not participate in the MCO you select or are assigned to, you will need to choose another primary care doctor (PCP) to oversee your medical care.

What is a HealthChoice MCO?

An MCO is a group of doctors, clinics, and other health care providers who work together to take care of HealthChoice members health care needs.

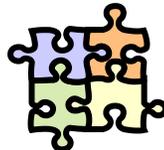
MCOs are responsible to provide or arrange for most of your health care services including most pharmacy services.

Some services such as mental health and substance use disorder services and certain drugs are covered by the State and not your MCO.

Administrative Care Coordinator

The ACC serves as a local resource for all HealthChoice members. The ACC can:

- Help you understand your HealthChoice benefits and how to access services
- Explain your MCO choices
- Help you find a primary care doctor or specialist in your MCO's network (*you can change PCPs at any time.*)
- Help you find a dentist for your child (*MCOs are not required to cover dental services for adults.*)
- Help link you to Medicaid transportation services (*MCOs are not required to provide transportation.*)
- Help you get your prescriptions filled.
- Explain the health care services you can get out of network and without a referral, like prenatal care (*if you already started prenatal care*) and family planning services.
- Explain your annual right to change MCOs



More examples of help that is only a phone call away:

- Explain how to renew your Medicaid benefits through the Maryland Health Connection.
- Explain how to keep your information updated and how to get a new Medicaid card if your card is lost or stolen.
- Help you resolve a billing issue.
- Explain your appeal and grievance rights.

Target populations include children, pregnant and postpartum women, individual with disabilities (physical, mental, or developmental), and homeless individuals. The ACC can help anyone who is eligible for HealthChoice.

Ombudsman

The local Ombudsman acts as an advocate for your health care needs. An Ombudsman may contact you when there are complex medical issues involving care coordination with the MCO.

The HealthChoice Program may also request that an Ombudsman contact you to ensure that any complaints that you have about your health care or MCO have been resolved.