

## Managed Care Organizations Member Services

Amerigroup Community Care 800-600-4441

Jai Medical Systems 888-524-1999

Kaiser Permanente 855-249-5019

Maryland Physicians Care 800-953-8854

MedStar Family Choice 888-404-3549

Priority Partners 800-654-9728

Riverside Health 800-730-8530

UnitedHealthCare 800-318-8821

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

Deaf or hard-of-hearing call Maryland Relay at 711 or 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 and Mental Hygiene (DHMH) 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 provisions 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 DHMH services, programs, benefits, and employment opportunities.



Larry Hogan, Governor  
Boyd Rutherford, Lt. Governor  
Van Mitchell, Secretary

## Maryland Medicaid HealthChoice Program

### Administrative Care Coordination/ Ombudsman Services

*Need help understanding  
your Medicaid benefits?*



## 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.

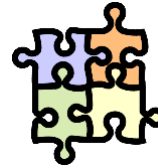
MCOs are responsible to provide or arrange for most of your health care services including most pharmacy services.

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 & grievance rights

Target populations include children, pregnant and postpartum women, individuals 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.