

I still have questions. Who can I call to get answers now?

Call 1-800-492-5231.

I can't find a provider who accepts Fee-For-Service. What should I do?

Call 1-800-492-5231 and ask for a list of providers in your area. Get a list of more than one provider in case some don't take Medicaid. Call the providers on the list to check.

I am having trouble getting the services my child needs. What can I do?

- You have a right to appeal denials, reductions, or delays in getting benefits or services.
- Call 1-800-492-5231 to file a complaint or appeal.
- You are entitled to a fair hearing to settle the dispute. You have a right to get legal help for the fair hearing. Call 1-800-233-7201.

Where can I find information on other resources for my child?

- **Family Networks** at www.family-networks.org
- **Baltimore HealthCare Access (BHCA)** at www.bhca.org or 410-649-0521 for statewide publications
- **The Children's Resource Line** at 1-800-638-8864
- **Your Local Health Department** Find the number in the blue government pages of your phone book. In Baltimore City, call BHCA at 410-649-0521
- **Maryland Disability Law Center** at www.mdldcalto.org or 410-727-6352 or 1-800-233-7201
- **Parents' Place of Maryland** at www.ppmmd.org or 1-800-394-5694

Most children enrolled in Medical Assistance/Medicaid or the Maryland Children's Health Program (MCHP) are in HealthChoice health plans (also called MCOs). Some children are not in HealthChoice and receive all their services in the fee-for service system (FFS). Children in HealthChoice get a small number of their health services in FFS.

Children who receive all services in FFS are:

- Waiting to enroll in a HealthChoice health plan;
- Receiving Medicare benefits;
- Eligible for Medicaid for only a short time;
- Eligible for Maryland coverage but not federal coverage;
- Enrolled in the Rare and Expensive Case Management Program (REM). For information on REM call 410-767-1930 to request the REM brochure; or
- Enrolled in the Model Waiver. For information on the Model Waiver call 1-800-296-2242 or 410-987-1048 and see the Waiver Programs brochure.

How do I get the services my child needs in FFS?

You will need your child's "Red and White" card.

You can choose all of your child's doctors, therapists, and other providers. They must take Medicaid. If you are unsure about whether the doctor takes Medicaid, talk to the doctor's office staff or call 1-800-492-5231 before making an appointment.

Some services may require an approval (also called an authorization) from the Department of Health and Mental Hygiene (DHMH).

| SERVICE | WHAT IS THIS SERVICE? | HOW CAN MY CHILD GET THIS SERVICE? Call 1-800-492-5231 for more information and for lists of providers. |
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| Audiology, Hearing Aids, and Other Assistive Listening Devices | Instruments or devices to improve or correct hearing impairments. | Talk to your child's audiologist for more information. You may make an appointment with any doctor who takes Medicaid. You may need approval from DHMH for instruments or devices. |
| Case Management Services | Case managers help coordinate care between your child's providers and you. This may include help getting approvals, transportation, and non-medical services for your child. | Children in REM and Model Waiver are assigned case managers. If your child is not in REM or Model Waiver and you need case management, call 1-800-492-5231 or your Local Health Department for more information. |
| Dental Services | Covered services include teeth cleaning (twice a year), fluoride treatment, exams, emergency care, preventive services, sealants, orthodontic care in some cases, general anesthesia when needed, and other treatment. | Call 1-800-492-5231 for a list of dentists. Get a list of more than one provider because some may no longer take Medicaid. Ask the dentist's office staff if they have experience treating children with special health care needs. If your child needs special care during dental visits, such as anesthesia, talk to the dentist about this before making the appointment. |
| Doctor Visits/Primary Care | Comprehensive Healthy Kids exam (including immunizations), well-child care, family planning services, and sick care or treatment. | Call 1-800-492-5231 for a list of doctors. Talk to other families of children with special health needs for a doctor recommendation. Or call a local support or advocacy group for a recommendation (some numbers are listed on the back of this brochure). |
| Drugs/Medications | Drugs/medications prescribed by a doctor or nurse practitioner. | Your child's prescription can be filled at any pharmacy that takes Medicaid. Call 1-800-492-5231 to find out which pharmacy you can use. |
| Durable Medical Equipment (DME) and Disposable Medical Supplies (DMS) | DME includes augmentative communication devices, wheelchairs, ankle-foot orthoses (AFOs), monitors, orthotics, prosthetics, seating and positioning devices, transfer equipment, and more. DMS includes diapers for children with incontinence, diabetic supplies, enteral/parenteral nutritional formula, formula for PKU and feeding disorders, and more. | Your child's doctor should ask for approval from DHMH. The doctor usually must send paperwork to DHMH. Try to plan on what your child will need so you can call the doctor before you run out. |
| Emergency Services/ Ambulance Services | Emergency services and ambulance transportation to address urgent medical conditions. | No referral is needed for emergency care or emergency ambulance services. If you believe your child has a medical emergency, call an ambulance or take your child to the nearest emergency room. |
| Eye Exams, Glasses, and Low Vision Aids | One eye exam and one pair of glasses per year. If the glasses are lost, stolen, broken, or if the prescription changes significantly, your child can get a new pair of glasses. | Call 1-800-492-5231 for a list of eye doctors and glasses providers. If your child needs more than one pair of new glasses in a year the provider will need to get approval from DHMH. |
| Home Health | Skilled nursing services and assistance with activities of daily living provided in the home. | You may need approval from DHMH. Your child's doctor and the nursing agency will help get approval from DHMH. |
| Hospice Care | Care provided to children who are terminally ill. | Your child's doctor or the hospital recommending the care can help coordinate this. |
| Hospital Care | Inpatient, inpatient rehabilitation, surgery, and outpatient hospital visits. | Your child's doctor can help coordinate inpatient care. No approval is needed for outpatient hospital visits. |
| ICF-MR | Intermediate care facility for persons with mental retardation or another developmental disability that provides 24-hour institutional care. | Institutional care is considered the most restrictive placement for individuals and may only be approved if there is no less restrictive setting in which services can be provided within a reasonable time. Talk to your child's provider to find out if your child needs ICF-MR placement, or if less restrictive options are available. Call 1-800-492-5231 if you have questions about ICF-MR. |
| Lab Tests and X-Rays | Examples are: blood work, lead testing, MRI and CT scans, EKG, and EEG. | Your child's doctor can help link you to a place where the test can be done. |
| Medical Day Care | Medically supervised, health-related services provided in a medical day care setting. | Call the Division of Children's Services at 410-767-1485. |
| Mental Health Services and Drugs/ Medications | Outpatient care such as counseling, more intensive outpatient care including therapeutic nursery, and inpatient care. | Talk to your child's doctor or call MAPS at 1-800-888-1965. See the Mental Health brochure. |
| Nursing Facility | Nursing care or rehabilitation provided at institutions. | Talk to your child's doctor. The doctor and nursing facility can help get a nursing facility level of care assessment. |
| Personal Care Services | Help with daily living (bathing, mobility, eating, toileting). | Call your Local Health Department. Find the number in the blue government pages of your phone book. No referrals are needed. |
| Private Duty Nursing | Skilled nursing services provided in the home or when normal life activities take the child outside the home. Care that is more individual and continuous care than that available under home health | You need a doctor's referral. Your child's doctor and the nursing agency will help get approval from DHMH. |
| Specialty Doctor Visits | Includes specialists such as neurologists, cardiologists, urologists. These doctors should specialize in pediatric care. Other specialty providers such as nutritionists, podiatrists, or chiropractors are also available. | Call 1-800-492-5231 for a list of providers. No referral or approval is needed. |
| Substance Abuse Treatment | Outpatient, inpatient, and residential care services (including Intermediate Care Facilities) for the treatment of substance abuse. | Call 1-800-492-5231 for a list of providers. No referral or approval is needed. |
| Therapeutic Behavioral Services | One-to-one rehabilitative treatment provided in the home or other community settings. Not a child care or respite service. | MAPS must approve. Your child's licensed provider must send a letter to MAPS requesting TBS. Call MAPS for information on what to include in the letter. Call MAPS at 1-800-888-1965. |
| Therapies | Occupational therapy, physical therapy, and speech/language/audiology therapy. | Talk to your child's doctor about what services your child needs. No referrals or approvals are needed. Call and make an appointment with a participating provider. Call 1-800-492-5231 for a list of providers or ask your child's doctor. You may want to contact your local hospital about available services. |
| Transportation | Transportation to and from medical appointments | Local Health Departments usually provide this service. Find the number in the blue government pages of your phone book. Some health care providers have their own transportation systems for patients. If your child needs to ride in an ambulance for non-emergency appointments talk with your child's doctor about getting approval from DHMH. |

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 and benefit from DHMH services, programs, benefits, and employment opportunities.