

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

- Call your child's health plan customer service number (listed below)
- Call the HealthChoice Enrollee Action Line at 1-800-284-4510
- For help getting a provider for self-referred services (for example, therapies) call 1-800-492-5231

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

- Call your child's health plan customer service number (listed below) or the HealthChoice Enrollee Action Line at 1-800-284-4510 to file a complaint
- Call the HealthChoice Enrollee Action Line at 1-800-284-4510 to file an appeal
- You have a right to appeal denials, reductions, or delays in obtaining benefits or services.
- 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.mdclbalto.org or 410-727-6352 or 1-800-233-7201
- **Parents' Place of Maryland** at www.ppmmd.org or 1-800-394-5694

Who can I call for help at my child's health plan?

Health Plan	Customer Service	Special Needs Coordinator
Amerigroup	1-800-600-4441	1-800-964-2112 ext. 4060 or 410-981-4060
Diamond Plan	1-866-533-5154	1-800-727-9951 ext. 1551
Helix Family Choice, Inc.	1-888-404-3549	1-800-905-1722 ext. 2226 or 410-933-2226
JAI Medical Systems	1-888-524-1999	1-888-524-1999 ext. 42 or 410-433-2200
Maryland Physicians Care	1-800-953-8852	1-800-953-8854 ext. 3202
Priority Partners	1-800-654-9728	1-800-654-9728 ext. 4906 or 410-762-5263
UnitedHealthcare	1-800-318-8821	1-800-318-8821 or 410-379-3479

What is HealthChoice?

HealthChoice is Maryland's managed care program for people in Medical Assistance/Medicaid and the Maryland Children's Health Program (MCHP).

People enrolled in HealthChoice sign up for one of the seven Managed Care Organizations (MCOs) or health plans:

Amerigroup, Maryland Inc.
Diamond Plan from Coventry
Helix Family Choice, Inc.
Jai Medical Systems

Maryland Physicians Care
Priority Partners
UnitedHealthcare

When your child enrolls in one of these health plans you get a member card and other information about the health plan. Listed on the card is the primary care provider (PCP) or pediatrician you chose for your child. The PCP must provide a referral for most of the specialty care, equipment, and supplies your child needs.

The health plan may need to approve (or authorize) the service. Remember that for most* services you must use only your health plan's doctors, dentists, pharmacies, equipment suppliers, hospitals, and other providers.

Here are some tips for getting care:

- Talk to your child's PCP
- Talk to your health plan's Special Needs Coordinator (phone numbers are on the back)
- Always take your child's "red and white" card and health plan member card to appointments
- Organize all of your child's medical records
- Plan for your child's care by checking if you need referrals from the PCP or approvals from the health plan

*Some services, like therapies, may be accessed directly with your child's "red and white" card.

Robert L. Ehrlich, Jr.
 Governor

Michael S. Steele
 Lt. Governor

S. Anthony McCann
 Secretary



Maryland Department of Health
 and Mental Hygiene
 May 2005

Services for children and youth in HealthChoice:

SERVICE	WHAT IS THIS SERVICE?	HOW CAN MY CHILD GET THIS SERVICE? Call your health plan (also called an MCO) for more information. Numbers are on the back.
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.	If you need assistance with coordinating care, call your health plan's Special Needs Coordinator (numbers are on the back) to request a case manager.
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 your health plan to get a list of dentists. The health plan may contract with another company for dental care. Call customer service at your child's health plan to ask how it works.
Doctor Visits/Primary Care	Comprehensive Healthy Kids exams (including immunizations), well-child care, family planning services, and sick care or treatment.	If you are new to the health plan, select a PCP from the available list. You can ask the health plan's Special Needs Coordinator for a recommendation. If you don't choose, the health plan will choose for you.
Drugs/Medications	Drugs/medications prescribed by a doctor or nurse practitioner.	Fill the prescription at an in-network pharmacy. Call your child's health plan for a list of pharmacies. Most prescriptions do not require an approval. Ask your child's doctor if the prescription requires an approval or call the health plan's customer service number.
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.	Get a referral from your child's doctor. Approval is often needed from your child's health plan. Your health plan should let you know within 72 hours if the equipment or supplies are approved. If approved, your child should receive the equipment or supplies within 7 days. If there is an emergency need, your child should receive the equipment or supplies within 24 hours. Try to plan on what your child will need so you can call the doctor before you run out.
Emergency Room/Ambulance Services	Services and transportation for emergency 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.	Get a referral from your child's doctor for specialty eye care. Most health plans have separate companies for eye services. Call customer service at your child's health plan to ask how it works.
Home Health	Skilled nursing services and assistance with activities of daily living provided in the home.	Get a referral from your child's doctor. A separate approval may be needed from your child's health plan.
Hospice Care	Care provided to children who are terminally ill.	Get a referral from your child's doctor. A separate approval is needed from your child's health plan.
Hospital Care	Inpatient, inpatient rehabilitation, surgery, and outpatient hospital visits.	Get a referral from your child's doctor. A separate approval is needed from your child's health plan. Ask for a case manager if you don't have one.
Lab Tests and X-Rays	Examples are: blood work, lead testing, MRI and CT scans, EKG, and EEG.	Get a referral from your child's doctor. A separate approval is often needed from your child's health plan.
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. HealthChoice covers the first 30 days of a nursing facility stay. After 30 days it is covered under fee-for-service.
Private Duty Nursing	Skilled nursing services provided in or outside of the home. Care that is more individual and continuous care than that available under home health.	Get a referral from your child's doctor. A separate approval is needed from your child's health plan. Your child's doctor and the nursing agency will help get approval.
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.	Get a referral from your child's doctor. A separate approval may be needed from your child's health plan.
Substance Abuse Treatment	Outpatient, inpatient, and residential care services (including Intermediate Care Facilities) for the treatment of substance abuse.	Approval from your child's health plan is needed after the first visit. Talk to your child's doctor about the best provider for your child.

Children and youth in HealthChoice may get the services listed below in Fee-for-Service (outside of HealthChoice):

SERVICE	WHAT IS THIS SERVICE?	HOW CAN MY CHILD GET THIS SERVICE?
Audiology Services, 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. Your child will need an exam from your child's doctor in order to get approval for hearing aids or other listening devices.
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.
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	Care such as counseling, more intensive outpatient care, inpatient care, therapeutic nursery, and drugs/medications.	Talk to your child's doctor or call MAPS at 1-800-888-1965. See the Mental Health brochure for more information.
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.
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 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.	Call your Local Health Department. 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 to your child's doctor about getting approval.

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