

Helpful Websites and Telephone Numbers

Maryland HealthChoice Program
<http://mmcp.dhmh.maryland.gov/HealthChoice/SitePages/Home.aspx>

Maryland PAC Program
<http://mmcp.dhmh.maryland.gov/mpac/SitePages/Home.aspx>

Maryland MCO Updates – Provider Transmittals
<http://mmcp.dhmh.maryland.gov/MCOupdates/>

Maryland Medical Programs
<http://mmcp.dhmh.maryland.gov>

Maryland Medicaid Eligibility Verification System (EVS) - Online Provider Web Services
<https://encrypt.emdhealthchoice.org/emedicaid/>

Maryland Medicaid Eligibility Verification System (EVS) - Telephone
Toll Free 1-866-710-1447

Specialty Mental Health Care
<http://dhmh.maryland.gov/mha/>
Toll Free 1-800-888-1965

Maryland Department of Health & Mental Hygiene
<http://www.dhmh.maryland.gov>

**** Always remember to refer to your copy of the MCO's Provider Handbook for additional information**

Helpful Information

HealthChoice is the State of Maryland's managed health care system for Medicaid and the Maryland Children's Health Program (MCHP).

Maryland Children's Health Program (MCHP) is a Maryland Medicaid program that gives full health benefits for children up to age 19, and pregnant women of any age who meet the income guidelines. MCHP enrollees obtain care from a variety of Managed Care Organizations (MCOs) through the Maryland HealthChoice system.

Primary Adult Care (PAC) is a Maryland Medicaid program that offers limited benefits to eligible low income adults who are age 19 and over and who do not qualify for other medical assistance programs. PAC recipients must be enrolled in a **PAC MCO** to access primary care services.



STATE OF MARYLAND
DHMH

Maryland Department of Health and Mental Hygiene

Martin O'Malley, Governor
Anthony G. Brown, Lt. Governor
Joshua M. Sharfstein, M.D., Secretary

The services and facilities of the Maryland Department of Health and Mental Hygiene (DHMH) are operated on a nondiscriminatory 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, benefits, and employment opportunities.

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Attention **HealthChoice / PAC Providers!**



Are you having trouble getting services for a patient in a **HealthChoice** or **PAC MCO**?

Call the Provider Helpline

1-800-766-8692

8:00 am to 5:00 pm
Monday through Friday

If you call after-hours, you can leave a message and a representative will call you back.

You can also call Provider Services at each MCO when you have questions or a problem. The telephone numbers for each MCO are listed in this brochure.

HealthChoice and PAC

Managed Care Organizations

† Indicates MCO is not a PAC provider

AMERIGROUP COMMUNITY CARE

website: www.amerigroupcorp.com/

7550 Teague Road, Suite 500
Hanover, MD 21076
Telephone Number: 410-859-5800

HealthChoice & PAC Member Services 800-600-4441

*Provider Relations 800-454-3730
*Provider Claims 800-454-3730
*Substance Abuse Services 800-454-3730
*Special Needs Coordinator 410-981-4060
*Newborn Coordinator 410-981-4586

† DIAMOND PLAN

website: www.chcde.com/

Coventry Health Care of Delaware, Inc.
6310 Hillside Court, Suite 100
Columbia, MD 21046
Telephone Number: 866-212-5305

HealthChoice Member Services 866-533-5154

*Provider Relations 866-533-5154
*Provider Claims 866-533-5154
*Substance Abuse Services 800-454-0740
*Special Needs Coordinator 800-727-9951
Ext.203-1551
*Newborn Coordinator 410-910-7304

JAI MEDICAL SYSTEMS, INC.

website: www.jaimedicalsystems.com/

5010 York Road
Baltimore, MD 21212
Telephone Number: 888-524-1999

HealthChoice & PAC Member Services 888-524-1999

JAI MEDICAL SYSTEMS, INC. (continued)

*Provider Relations 888-524-1999
*Provider Claims 888-524-1999
*Substance Abuse Services 888-524-1999
*Special Needs Coordinator 888-524-1999
*Newborn Coordinator 888-524-1999

† MARYLAND PHYSICIANS CARE

website: www.marylandphysicianscare.com/

509 Progress Drive
Linthicum, MD 21090-2256
Telephone Number: 800-953-8854

HealthChoice 800-953-8854

*Provider Relations 410-401-9504
*Provider Claims 800-953-8854
*Substance Abuse Services 800-953-8854
Option #5
*Special Needs Coordinator 410-401-9443
*Newborn Coordinator 410-401-9608

† MEDSTAR FAMILY CHOICE

website: www.medstarfamilychoice.net

8094 Sandpiper Circle, Suite O
Baltimore, MD 21236
Telephone Number: 800-905-1722

HealthChoice Member Services 888-404-3549

*Provider Relations 800-905-1722
Option #6
*Provider Claims 800-261-3371
*Substance Abuse Services 800-496-5849
*Special Needs Coordinator 800-905-1722
*Newborn Coordinator 800-905-1722
Option #5

PRIORITY PARTNERS

website: www.ppmco.org/

6704 Curtis Court
Glen Burnie, MD 21060
Telephone Number: 410-424-4500

PRIORITY PARTNERS (continued)

HealthChoice & PAC Member Services 800-654-9728

*Provider Relations 888-895-4998
*Provider Claims 888-819-1043
*Substance Abuse Services 800-261-2429
Option #2
*Special Needs Coordinator 410-424-4906
*Newborn Coordinator 888-819-1043

† RIVERSIDE HEALTH of MARYLAND

website: www.myriversidehealth.com

7001 Johnnycake Rd., Suite 203
Windsor Mill, MD 21244
Telephone Number: 410-878-7709

HealthChoice Member Services 800-730-8530 410-799-9369

*Provider Relations 443-552-3263
*Provider Claims 443-552-3264
*Substance Abuse Services 443-552-3249
*Special Needs Coordinator 443-552-3249
*Newborn Coordinator 443-552-3249

UNITEDHEALTHCARE

website: www.uhcommunityplan.com/

Lyndwood Executive Center
6095 Marshalee Drive, Suite 200
Elkridge, MD 21075
Telephone Number: 800-487-7391
410-379-3400

HealthChoice & PAC Member Services 800-318-8821

*Provider Relations 877-842-3210
*Provider Claims 877-842-3210
*Substance Abuse Services 888-291-2507
*Special Needs Coordinator 410-379-3434
*Newborn Coordinator 410-379-3467