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.

brochure revised May, 2012

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

*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
PAC Member Services 866-651-7835

*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

MEDSTAR FAMILY CHOICE (continued)

*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

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

UNITEDHEALTHCARE
website: www.uhccommunityplan.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