



**Baltimore
HealthCare
Access, Inc.**
www.bhca.org

Directory of Services

Established in 1997, **Baltimore HealthCare Access, Inc. (BHCA)** provides health education, care coordination outreach, eligibility determination for the Maryland Children's Health Program (MCHP) and the Primary Adult Care Program (PAC), and ombudsman services to HealthChoice enrollees. BHCA has expanded its services to Baltimore to include outreach to at-risk pregnant women and their families along with addiction support services and assistance to Baltimore's homeless.

Addiction Outreach Services

410-649-0529

Addiction Outreach Services connects Baltimore City residents who have addiction concerns with needed health care coverage including the PAC program. Our outreach staff are outsourced to several drug treatment sites and provide linkages to community resources. **Addiction Outreach Services** operates the Buprenorphine Initiative and the Methadone Project.

CARE (Coordination, Assistance, Referral, and Education) Program

410-649-0500

Care Coordination Services

We provide short-term care management to enrollees who are "lost" to care, particularly those who are high risk or have special needs. We find these individuals in their community, assist in removing barriers to care, and provide community-based assessments and education.

Ombudsman Services

We assist enrollees who have a complaint about their health plan or have been denied medical care services.

School Health Program

School Health works to ensure that every eligible school-aged child has access to health insurance through MCHP and to health care services once enrolled.

Eligibility Services

410-649-0512

We provide eligibility services for the Maryland Children's Health Program, Medical Assistance for Families, and the Primary Adult Care program to Baltimore City residents.

Get Health Care Insurance Hotline

311 or 410-649-0500

The **Get Health Care Hotline** links Baltimore residents to health insurance coverage and connects the uninsured with community resources to link them to available health care services.

Homeless Outreach Services

410-649-0501

Homeless Outreach Services links Baltimore's homeless population with medical care, housing, nutrition, and other needed resources. The program co-leads Hands in Partnership, a coalition of homeless outreach advocates across the city.

Immigrant Resources and Services

410-649-0515

Our Immigrant Advocates assist Baltimore City's immigrant population by providing interpretation services, MCHP, Medicaid, Emergency Medical Assistance information, and local resource referrals.

Maternal and Child Health Programs

410-649-0526

Maternal and Infant Health Improvement Program (MIHIP)

MIHIP is the single point of entry for identifying Baltimore City's high risk pregnant women and infants for referral to a variety of long term case management programs including Baltimore City's Maternal and Infant Nursing Program. All referrals are provided with needed local resources including cribs through our Crib Project.

Project HEALTH

410-649-0524

Project HEALTH recruits, trains, and mobilizes college students to provide on-site resource referral and case management services at clinical sites around Baltimore City. This student run program called the Family Help Desk is also active in advocating for needed health care reform and other social issues that impact low-income children and families.

