

The C.A.R.E. Program is Baltimore Health Care Access' health assistance program providing ombudsman and short term case management services to Baltimore City residents enrolled in HealthChoice.



HealthChoice is the managed care program for Maryland Medicaid and the Maryland Children's Health Program.

Participating health plans include Amerigroup, Diamond Plan, Helix Family Care, Jai Medical Systems, Maryland Physician's Care, Priority Partners, and United HealthCare.

At **Baltimore HealthCare Access** we know that getting the health care services you need can sometimes be difficult. That's why we are here to help!

If you have questions or problems getting the care you feel that you or a family member needs, there are easy ways to get help. Call us! We want you and your children to get the health care you need. The services below are free of charge:

 **FIRST - Call your health plan**

See your health plan member card for the number or look on this brochure. Your Enrollee Handbook from the health plan explains the complaint procedure. Your health plan will be able to help you with many of your problems and questions.

**You are not required to call the health plan first.
You can call the State at any time.**

 **SECOND - Call the State at the HealthChoice Enrollee Action Line at 1-800-284-4510**

A HealthChoice specialist can help you with any problem that your health plan has not been able to solve to your satisfaction. They may also work together with your Local Health Department's **Ombudsman** Program. It's an Ombudsman's job to investigate problems and help find solutions.

Providers who are concerned that enrollees are not receiving the services they need from their health plan should call the Provider Hotline at 1-800-766-8692.



Baltimore City residents can contact Baltimore HealthCare Access directly at anytime by calling (410) 649-0500.

**Our hours are 8:00am - 4:30pm
Monday through Friday**

**Visit our website at
www.bhca.org**

- ★ Home and telephonic client/family-focused assessments
- ★ Assistance for enrollees that have a complaint about their health care and/or plan
- ★ Help navigating the State and health plan complaint systems
- ★ Education on HealthChoice and the importance of preventive health care
- ★ Linkage to health plan, PCP, transportation, or other appropriate community or Baltimore City Health Department services (Healthy Start, Success by 6, WIC, Personal Care, and other programs)
- ★ Referral to services and resources (Housing, DSS, BGE, etc.) to assist with removal of barriers to care
- ★ Linking the uninsured with health insurance programs and health care services.



**Baltimore
HealthCare
Access, Inc.**

HealthChoice provides a full benefit package and help if problems occur...

With HealthChoice you have a right to:

- ★ Medically necessary care
- ★ Authorization of needed covered services within 72 hours
- ★ Not be billed for services authorized by your health plan
- ★ An explanation, in writing, if you are denied care, with clear instructions about how to appeal
- ★ Be notified, in writing, 10 days before services are stopped or reduced
- ★ Have complaints resolved by your health plan within 24 hours when it's an emergency and within 5 days for non-emergency medically related complaints
- ★ Request a Fair Hearing with the State to appeal health plan decisions
- ★ Reasonable accommodations to access services if you have a disability or need translation services

HealthChoice Health Plans

The following are participating health plans with HealthChoice.

Health Plan	Customer Service Number
Amerigroup	(800) 600-4441
Diamond Plan from Coventry	(866) 533-5154
Helix Family Choice	(888) 404-3549
JAI Medical Systems	(888) 524-1999
Maryland Physicians Care	(800) 953-8852
Priority Partners	(800) 654-9728
United Health Care	(800) 318-8821



Do you need more information about the benefits and services available through HealthChoice?

Call us at 410-649-0500

Baltimore HealthCare Access
Suite 1000
201 East Baltimore Street
Baltimore, Maryland 21202

Maryland Department of Health and Mental Hygiene

201 West Preston Street
Baltimore Maryland 21201
www.dhmv.state.md.us/mma

Maryland Relay Services for people with disabilities
1-800-735-2258

Martin O'Malley, Governor
Anthony G. Brown, Lt. Governor



Connecting patients to their doctors....people to CARE

Coordination
Assistance
Referral
Education

Do you need help understanding Medicaid, MCHP, or your HealthChoice health plan?



Are you a provider whose patient needs help following medical recommendations?

C.A.R.E. can help!