

**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

## Voicing Your Concerns & Getting Answers

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**

#### HealthChoice Health Plans

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

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

### **SECOND - Call 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) 649-0507**  
**Our hours are 8:00am - 4:30pm Monday through Friday**

**Visit our website at [www.bhca.org](http://www.bhca.org)**

## Managed Care Terms

**Annual Right to Change (ARC)** – the one time each year that you can change your health plan without any special conditions

*Know the date you can change and be sure to renew your health insurance every year. Call 1-800-492-5231 for your ARC or renewal date.*

**Appeal** – the formal process of disagreement with the decision of your health plan  
*Use the word “appeal” when asking for a change in decision.*

**Complaint or grievance** – the formal notification to your health plan of a concern regarding access to care or other problems you may have  
*When you call your health plan with a concern make sure you use the word “complaint” or “grievance”.*

**In-network** – providers who have agreed to participate in your health plan and provide your regular and specialty care  
*You must use providers - doctors, hospitals, pharmacies, etc. - that are in-network.*

**Medically Necessary** – the rules your doctor and your health plan use to determine if health care or services are needed

**Referral** – the recommendation (usually in writing) from your primary care physician to see another provider for specialty care, to be hospitalized, or to get equipment  
*Remember: A “referral” is not an authorization for service. An “authorization” is the health plan’s approval of the referral for payment.*

## Other BHCA Services ...

If a City resident is pregnant and/or has a child age 18 or younger who needs health insurance, we can determine whether they are eligible for the Maryland Children’s Health Program (MCHP) or MCHP Premium.

**For our Eligibility Program, call  
(410) 649-0512**

We are available to discuss HealthChoice and MCHP related topics with enrollees and provider groups in Baltimore. We also participate in Baltimore community events.

**For Community Health  
Education Services,  
call (410) 649-0515**

We assist HealthChoice enrollees and providers by finding enrollees “lost” to care and assisting with problems that may be preventing them from keeping their appointments.

**For our Care Coordination Program,  
call (410) 649-0500**

**For our Consumer Ombudsman &  
Assistance Program, call  
(410) 649-0507**

**BALTIMORE HEALTHCARE ACCESS, INC.  
201 EAST BALTIMORE STREET, SUITE 1000  
BALTIMORE, MARYLAND 21202  
TTY (410) 649-1226**

**Your Voice in HealthChoice**



# How To Get Help When Using HealthChoice

The Managed Care Program for Maryland’s  
Medical Assistance and the  
Maryland Children’s Health Program



**A Consumer & Provider Guide  
from**



**See inside for participating health plans**