

## **MCO RECIPIENT ADDRESS CHANGE FORM**

### **(HEALTHCHOICE)**

#### **INSTRUCTIONS FOR MCOS**

1. The MCO representative should complete the Address Change form when the MCO receives information that a recipient has changed his address.
2. All sections of the Address Change form must be completed by the MCO representative who will be the contact for DHMH.
3. Make sure the information on the person who reported the address change is completely filled in.
4. DHMH will compare the information with MMIS and CARES. If MMIS is showing the same information, nothing further needs to be done.
5. If CARES has the reported address and MMIS does not, the HealthChoice Enrollment Unit will notify the Division of Recipient Eligibility to change the address in MMIS.
6. If neither MMIS nor CARES are showing the reported information, the HealthChoice Enrollment Unit will send a Conflict Data Report to the Division of Recipient Eligibility. They will then forward the Report to the Local Department of Social Services notifying DSS of the change. Once DSS has verified the change in address and updates CARES, DHMH will receive an electronic transmission to update MMIS.

Mail forms to: HealthChoice Enrollment Unit  
DHMH  
201 W. Preston Street  
Room L9  
Baltimore, Maryland 21201  
Phone: 410-767-5460