

Section 1 Introduction - Maryland Healthy Kids/ Early Periodic Screening, Diagnosis and Treatment (EPSDT) Program

D. LOCAL HEALTH DEPARTMENTS, HEALTHCHOICE AND HEALTHY KIDS PROGRAMS*

Each local health department receives direct funding from the Medical Assistance Program to perform a wide range of administrative functions for the Program such as:

- Conduct Medical Assistance eligibility determinations for children and pregnant women applying for the Maryland Children’s Health Program
- Provide assistance to families when children under 21 years of age need to access follow-up treatment services resulting from a Healthy Kids preventive care screen
- Assist high risk recipients to access necessary health care services
- Educate recipients about EPSDT, the health care delivery systems, including HealthChoice, and the Maryland Public Behavioral Health System
- Serve as ombudsman between recipients and MCOs
- Provide transportation assistance to medically necessary health care services covered by Medicaid

**Availability of these services varies according to program priorities established by individual local health departments.*

Eligibility Determination Units - Maryland Children’s Health Program (MCHP)

Families with children can apply for MCHP through the *Maryland Health Connection*.

Applications can be submitted:

- Online at [Maryland Health Connection](#). To apply, customers have to create a user account, then go to the “Start New Application” from the Quick Links on the Account Home page.
- By calling the **Maryland Health Connection Call Center at 1-855-642-8572**.
- In-person at the *recipient’s* [Local Health Department](#), or [Local Department of Human Services](#).

LHD Administrative Care Coordination Units (ACCUs)

The [Local Health Department Administrative Care Coordinators Unit](#) is the single point of entry for referrals to the local health department (Refer to Section 8). The ACCU coordinates efforts

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with the MCOs in providing outreach and education to Medicaid recipients (Refer to Section 5). The ACCU can be contacted by calling the [Local Health Department](#) where the child resides (Refer to Section 8). The ACCU accepts referrals from primary care providers and the MCOs for assistance with bringing non-compliant and high-risk recipients into care according to the following criteria:

- Children, 0-2 years of age, who have missed two consecutive Healthy Kids appointments
- Any child/adolescent under 21 years of age with an identified health problem who has missed two consecutive appointments for follow-up treatment
- Pregnant women who have missed two consecutive prenatal appointments

Refer to the Managed Care Organization's (MCO's) Provider Manual for specific instructions on how and when to make referrals to the ACCU or the MCO. Regarding pregnant women, contact the MCO outreach and/or case management department to initiate follow-up and outreach efforts after the recipient has missed two consecutive appointments within a 60-day period. Follow-up and outreach can be in the form of a letter, email, text, postcard or phone call to the recipient. The date and method should be documented in the child's record.

Ombudsman Program The HealthChoice Program is required to provide an Ombudsman to assist members who are experiencing a dispute or dissatisfaction with their MCO regarding medical services. The local health departments operate the local component of this Program under the direction of the HealthChoice Complaint Resolution Unit (CRU) or LHD Ombudsman when contacted for specific information about a particular issue.

The **Medicaid HealthChoice Help Line** at **1-800-284-4510** is available for members to call for education, inquires, or to request assistance with resolving problems with their MCO. Providers may call this number to resolve problems related to access to care on behalf of enrollees. Providers with billing or claim issues please email mdh.healthchoiceprovider@maryland.gov.

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Transportation Services

The Medicaid Program provides transportation grants to each local jurisdiction to assist clients with transportation to Medicaid covered services. Contact information can be found in the [Local Transportation Contacts List](#) (Refer to Section 8). The MCO may also provide limited transportation assistance.