

## Helpful Websites and Telephone Numbers

### Maryland Medicaid Eligibility Verification System (EVS)

<https://encrypt.emdhealthchoice.org/emedicaid>

Toll Free: 866-710-1447

*Remember to check EVS for every Medicaid patient before each visit to see if s/he has active coverage.*

### Maryland HealthChoice Program

<http://mmcp.health.maryland.gov/HealthChoice>

### Maryland MCO Updates – Provider Transmittals

<http://mmcp.health.maryland.gov/MCOupdates>

### Maryland Medical Programs

<http://mmcp.health.maryland.gov>

### Behavioral Health Services

<http://bha.health.maryland.gov>

Toll Free : 800-888-1965

### Maryland Health Smiles Dental Program

<http://phpa.health.maryland.gov/oralhealth/SitePages/healthy-smiles.aspx>

### Maryland Department of Health

<http://www.health.maryland.gov>

*Refer to your copy of the MCO's Provider Manual for additional information.*

If you have additional questions you can call the HealthChoice Provider Helpline at 800-766-8692

or

Email: [mdh.healthchoiceprovider@maryland.gov](mailto:mdh.healthchoiceprovider@maryland.gov)

In addition to the above resources, the Administrative Care Coordinator at your Local Health Department (LHD) can be a valuable resource. Call your LHD to find out more information.

Help is available to you in your language free of charge.

Español/Spanish

Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al.

中文/Chinese

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電



**MARYLAND**

Department of Health

Larry Hogan, Governor

Boyd K. Rutherford, Lt. Governor

Robert R. Neall, Secretary

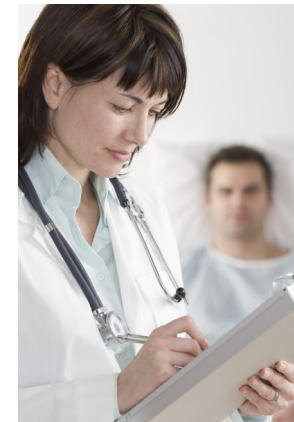
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The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, benefits, and employment opportunities.

# HealthChoice Providers



Are you having trouble getting services for a patient in a **HealthChoice** Managed Care Organization?



Call the Provider Helpline at

**800-766-8692**

8:00 am to 5:00 pm  
Monday through Friday

You can also call Provider Services at each MCO when you have questions or a problem. The telephone numbers for each MCO are listed in this brochure.

# HealthChoice Managed Care Organizations (MCOs)

## AETNA BETTER HEALTH

website: [www.aetnabetterhealth.com/maryland](http://www.aetnabetterhealth.com/maryland)

509 Progress Dr. Suite 117  
Linthicum, MD 21090  
Telephone Number: 866-827-2710

**HealthChoice  
Member Services** 866-827-2710

Provider Relations 866-827-2710  
Provider Claims 866-827-2710  
Special Needs Coordinator 866-827-2710  
Newborn Coordinator 866-827-2710

## AMERIGROUP COMMUNITY CARE

website: [www.amerigroupcorp.com](http://www.amerigroupcorp.com)

7550 Teague Road, Suite 500  
Hanover, MD 21076  
Telephone Number: 410-859-5800

**HealthChoice  
Member Services** 800-600-4441

Provider Relations 800-454-3730  
Provider Claims 800-454-3730  
Special Needs Coordinator 410-981-4060  
Newborn Coordinator 410-981-4586

## JAI MEDICAL SYSTEMS, INC.

website: [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)

301 International Circle  
Hunt Valley, MD 21030  
Telephone Number: 888-524-1999

**HealthChoice  
Member Services** 888-524-1999

Provider Relations 888-524-1999  
Provider Claims 888-524-1999  
Special Needs Coordinator 888-524-1999  
Newborn Coordinator 888-524-1999

## KAISER PERMANENTE

website: [kp.org/medicaid/md](http://kp.org/medicaid/md)

2101 East Jefferson Street  
Rockville, MD 20852  
Telephone Number: 301-816-2424

**HealthChoice  
Member Services** 855-249-5025

Provider Relations 301-816-6564  
Provider Claims 301-625-2207  
Special Needs Coordinator 301-625-6216  
Newborn Coordinator 301-625-6215

## MARYLAND PHYSICIANS CARE

website: [www.marylandphysicianscare.com](http://www.marylandphysicianscare.com)

1201 Winterson Road, Suite 170  
Linthicum, MD 21090  
Telephone Number: 800-953-8854

**HealthChoice  
Member Services** 800-953-8854

Provider Relations 410-401-9504  
Provider Claims 800-953-8854  
Special Needs Coordinator 410-401-9443  
Newborn Coordinator 410-401-9608

## MEDSTAR FAMILY CHOICE

website: [www.medstarfamilychoice.net](http://www.medstarfamilychoice.net)

5233 King Ave, Suite 400  
Baltimore, MD 21237  
Telephone Number: 800-905-1722

**HealthChoice  
Member Services** 888-404-3549

Provider Relations 800-905-1722  
Option #6

Provider Claims 800-261-3371  
Special Needs Coordinator 800-905-1722  
Newborn Coordinator 800-905-1722  
Option #5

## PRIORITY PARTNERS

website: [www.ppmco.org](http://www.ppmco.org)

6704 Curtis Court  
Glen Burnie, MD 21060  
Telephone Number: 410-424-4500

**HealthChoice  
Member Services** 800-654-9728

Provider Relations 888-895-4998  
Provider Claims 888-819-1043  
Special Needs Coordinator 410-424-4965  
Newborn Coordinator 800-261-2396

## UM Health Partners (formerly Riverside)

website: [www.umhealthpartners.com](http://www.umhealthpartners.com)

1966 Greenspring Dr., 6th Floor  
Timonium, MD 21093

Telephone Number 410-878-7709

**HealthChoice  
Member Services** 800-730-8530  
410-799-9369

Provider Relations 443-552-3263  
Provider Claims 443-552-3264  
Special Needs Coordinator 443-552-3243  
Newborn Coordinator 443-779-9371

## UNITEDHEALTHCARE

website: [www.uhcommunityplan.com](http://www.uhcommunityplan.com)

6220 Old Dobbin Lane  
Columbia, MD 21046  
Telephone Number: 800-487-7391

**HealthChoice  
Member Services** 800-318-8821

Provider Relations 877-842-3210  
Provider Claims 877-842-3210  
Special Needs Coordinator 443-896-9081  
Newborn Coordinator 443-896-9078

**Have a question about HealthChoice referral, billing or payment policies?**

- First contact your MCO representative.
- Refer to your MCO contract.
- Refer to in-network providers.
- Never bill patients enrolled in Medicaid.