

COVERAGE. CARE. CONNECTIONS.

HealthCare Access Maryland, Inc. (HCAM), formerly Baltimore HealthCare Access, is a nonprofit organization that plays a critical role in strengthening Maryland's health care delivery system. With both government and private sector support, HCAM helps residents enroll in public health care coverage and navigate the complex health care system.

Background: Established in 1997 to aid with the Medicaid transition to managed care, HealthCare Access Maryland (HCAM) is overseen by a committed board of directors from both the public and private sector. HCAM has nearly 200 employees and works closely with a range of community and government agencies and health care insurers.

As a 501(C) not-for-profit organization, HCAM is supported by public and private sector grants, as well as corporate and individual donations. This unique funding allows for a variety of specialized services for the residents of Maryland in our four areas of expertise: *eligibility/enrollment, system navigation, care coordination and education/advocacy.*

Today: In 2011, HCAM connected more than 100,000 clients to health care and vital community resources through a variety of programs serving the uninsured, under-insured and vulnerable populations of the state. While HCAM specializes in health care access, we serve all the needs of our clients, beyond just an insurance card. Our clients include children, pregnant women, parents, childless adults, and youth in foster care, as well as those with addiction issues, individuals recently released from jail, and the homeless. In Baltimore City, we have served one out of every six residents, and have the expertise and capacity to serve the rest of the state's uninsured and under-insured populations.

With Health Care reform on the horizon, we hope to play an even larger role once it is fully implemented in 2014. In the current difficult economic climate, HealthCare Access Maryland provides care beyond just insurance coverage for people who have lost their job or who need temporary assistance due to short-term problems. Our new name and logo mark the beginning of our expansion of these services to other parts of the state.

Vision: We envision Maryland as a place where all people have equal access to health care and where there are no disparities in health outcomes based on income or race. HealthCare Access Maryland will be a state and national leader in reforming the health care system.

Mission: We are making Maryland healthier by connecting residents to insurance and care, educating the community about healthier living and advocating for a more equitable health care system.

Not sure which program best meets your health care needs?

Call our hotline at 410-649-0525

Addiction Outreach Services connects Baltimore City residents who are suffering from substance use disorders with needed health care coverage including the PAC program. Our team is outsourced to several drug treatment and community sites providing linkages to community resources. **AOS** programs include the Treatment Intake and Referral Line for those seeking drug treatment, the Buprenorphine Initiative, the Hope Project, the Access to Recovery program, Drug Court Enhancement project, and the Second Chance Jail Project.

Care Coordination Services provides short-term case management to enrollees who are “lost” to care, particularly those who are at high risk or have special needs. We find these individuals in their communities, assist in removing barriers to care, educate about health care benefits and provide referrals to community based resources.

Ombudsman Services assists public program enrollees who have a complaint about their health plan or have been denied medical care services.

School Health Program works to ensure that every eligible school-aged child has access to health insurance through MCHP and to health care services once enrolled.

Eligibility Services provides enrollment services for the Maryland Children’s Health Program, Medical Assistance for Families, and the Primary Adult Care program to Baltimore City residents.

The Got Health Care Hotline links Baltimore City residents to health insurance coverage and available low-cost and no-cost health care services in their community.

Homeless Outreach Services links Baltimore’s homeless population with medical care, housing, nutrition, and other needed resources. The program co-leads Hands in Partnership, a coalition of homeless outreach advocates across the city.

Special Initiatives focuses on new and evolving projects at HCAM to make sure they get the oversight and care they need to thrive. We’re currently working with inmates being released from BCDP to help them get access to health care, providing support to patients in treatment through care coordination, and helping reduce costs to insurance companies through case management of their high cost patients.

Operation Care works with individuals who utilize the Emergency 911 System for non-emergency purposes. Case managers provide care coordination to clients to help them address a myriad of needs, both medical and social in nature so they may receive care in the community.

Immigrant Services Our advocates assist Baltimore City’s immigrant population by providing linguistically and culturally appropriate services for residents seeking health care services and/or help applying for Maryland medical care programs.

MATCH (Making All The Children Healthy) is a collaborative program with the Baltimore City Department of Social Services (BCDSS) that provides health care coordination and medical case management to Baltimore City children in foster care. MATCH staff support the BCDSS caseworkers and the caregivers to assure that children in foster care get the health care services they need.

Maternal Child Health serves as the single point of entry for identifying Baltimore City’s high-risk pregnant women and infants. We refer eligible clients to long-term case management programs that provide home visiting to ensure healthy families.