

# HEALTHCARE ACCESS MARYLAND

Care Coordination Program

410-649-0500

HealthCare Access Maryland is a nonprofit agency that connects residents to public health care coverage and helps them use services effectively. We work with individuals, hospitals, policymakers, and social services organizations to strengthen Maryland's health care delivery system and make Maryland healthier.

 **HealthCare  
Access  
MARYLAND**  
COVERAGE. CARE. CONNECTIONS.  
[www.HCAMaryland.org](http://www.HCAMaryland.org)

The Care Coordination Program is an outreach program that provides short-term care coordination services to Baltimore City residents who are covered by Maryland's Medicaid Managed Care Program, HealthChoice. We educate clients about health benefits, help them resolve issues with their providers, link them to their HealthChoice managed care organization and primary or specialty care providers, and refer them to long-term case management services.

Among our services, we

- assess client needs during home visits and telephone interviews by registered nurses, licensed social workers, community ombudsmen, or care coordination associates.
- investigate and resolve access-to-care complaints on behalf of Medicaid enrollees.
- link clients to primary care, prenatal care, newborn care, chronic disease management, specialty care, dental care, and preventive health screenings, such as mammograms, lead screenings, and immunizations.
- coordinate care for pregnant women and infants in Baltimore City, and make referrals to Baltimore City's home visiting programs, WIC, the Infants and Toddlers Program.
- coordinate chronic disease case management through managed care organizations and community resources.
- connect women and families that experienced a fetal, infant, or child loss to grief and bereavement services.
- assist with removing barriers to healthcare by linking clients to services for housing, addiction treatment, domestic violence, Energy Assistance, and Medical Assistance Transportation.
- educate clients on access to low-cost/no-cost health care services in Baltimore City.
- link clients to Maryland Medical Programs.

**Have problems and complaints about Medicaid access, the enrollment process, and quality of care?**

Call the Maryland Department of Health and Mental Hygiene  
HealthChoice Help Line:  
**1-800-284-4510**

We serve pregnant and postpartum women and their newborns, Medicaid recipients who are "lost to care," children and adults with special health care needs and chronic illnesses, and family planning recipients, among others.