

# Your HealthChoice Rights

HealthChoice provides a full benefit package and help if problems occur.

## With HealthChoice you have a right to:

- medically necessary care.
- authorization of needed covered services within 72 hours.
- not be billed for services authorized by your health plan.
- an explanation, in writing, if you are denied care, with clear instructions about how to appeal.
- be notified in writing 10 days before services are stopped or reduced.
- have complaints resolved by your health plan within 24 hours when it's an emergency and within 5 days for non-emergency medically related complaints.
- request a fair hearing with the State to appeal health plan decisions.
- reasonable accommodations to access services if you have a disability or need translation services.

If you have questions or problems getting the care you feel you or a family member needs, there are easy ways to get help.

## → Step One—Call your plan:

<b>Amerigroup</b> .....	800-600-4441
<b>Riverside Health of Maryland</b> .....	800-730-8530
<b>Jai Medical Systems</b> .....	888-524-1999
<b>Medstar Family Choice</b> .....	866-404-3549
<b>Maryland Physicians Care</b> .....	800-953-8852
<b>Priority Partners</b> .....	800-654-9728
<b>United Health Care Family First</b> .....	800-318-8821
<b>Kaiser Permanente Mid-Atlantic States</b> .....	800-777-7902

## → Step Two—Call the HealthChoice Help Line: 1-800-284-4510

A HealthChoice specialist can help you with any problem that your health plan has not been able to solve to your satisfaction. The specialist may also work with an HCAM ombudsman to investigate problems and help find solutions.

Health Insurance Programs  
201 E. Baltimore St., 15th floor  
Baltimore, MD 21202  
Phone: 410-649-0512  
[www.HCAMaryland.org](http://www.HCAMaryland.org)



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