

## 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

Dennis R. Schrader, Secretary

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# 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

## CAREFIRST COMMUNITY HEALTH PLAN

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

P.O. Box 915  
Owings Mills, MD 21117  
Telephone Number: 410-779-9369

**HealthChoice Member Services 800-730-8530**

Provider Relations 800-730-8530  
Provider Claims 800-730-8530  
Special Needs Coordinator 410-202-3033 ext. 2650  
Newborn Coordinator 410-998-5476

## 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

## UNITEDHEALTHCARE

website: [www.uhccommunityplan.com](http://www.uhccommunityplan.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.