

Medicaid Benefits Information and Community Resources

- MCO (Managed Care Organization)** selection is very important and must be completed in order for you to access medical, vision and dental care. **Before you select an MCO, please confirm with your preferred or current providers including your Primary Care Provider, Pediatrician and all other specialists.** Find out which ones they accept. Once you have made your decision, please call Maryland Health Connection at 855-642-8572 and make the selection. ****NEWBORN Babies will have the SAME MCO as their mother had during her pregnancy and this cannot be changed. Please make sure your provider of choice accepts your MCO****

***Note** If you are a Medicare recipient through Social Security, you are not eligible for MCO coverage*
- Medical Assistance Coverage and Access to Care** – Adults 21 and older will receive **TWO** medical assistance cards needed to access care: the Red/White Medical Care Program card and your MCO card. Children will receive **THREE** cards: the Red/White Medical Care Program card, MCO card and Healthy Smiles Dental Card. Adults who receive Medicare through Social Security will receive **TWO** cards. The Red/White Medical Care Program card and your Healthy Smiles Dental card. Medicare is your primary and Medical Assistance is your secondary. Please present all insurance cards to all providers and health care facilities to access care. **IF YOU HAVE PRIVATE INSURANCE AND MEDICAL ASSISTANCE IS SECONDARY: YOU MUST NOTIFY YOUR MCO; submit both insurance cards to your participating providers for claims.**
- IMPORTANT** – If you have a change of address and/or phone number, please promptly update your account with both Maryland Health Connection (www.marylandhealthconnection.gov) and your MCO. For newborns, mark your calendar to renew insurance benefits before 1 year old. Make sure you have the baby's Social Security number when you renew as you will need to provide this information to continue coverage. **This is to avoid any lapse in coverage.**

To renew your coverage yearly, you may do so by:

-- Contacting the Anne Arundel County Department of Health at 443-510-7784

-- Logging into your account at www.marylandhealthconnection.gov or by calling 1-855-642-8572
- PRIMARY CARE** – Once you receive your MCO card, verify that your **Primary Care Provider's** name is correct on the card. You will need to schedule an appointment with your provider within 90 days of enrollment. **Be sure to visit your PCP for regular routine preventative and wellness services.** You may also need them to refer you to specialty care or assistance with obtaining medical supplies.
- DENTAL** – Effective January 1, 2023 you will have more dental services covered under the Maryland Healthy Smiles Dental Program! **More dental benefits with the new adult dental plan and no more maximum benefit amount each year.** Contact 855-934-9812 to obtain a Healthy Smiles Dental Card and obtain a list of providers in your area.
- VISION** – Adults and children are now eligible for Vision coverage and benefits through your MCO plan. Please call to locate a provider who participates with your MCO and get details on what you are eligible to receive.

<u>What MCO do you have?</u>	<u>Who to contact for Vision Coverage:</u>
Aetna Better Health, CareFirst Community Health Plan, JAI, Maryland Physicians Care, Medstar, Priority Partners, & WellPoint	Superior Vision 800-879-6901 www.superiorvision.com
Kaiser Permanente	Kaiser Permanente 888-493-4070
United Healthcare	March Vision 443-663-6340 www.marchvisioncare.com

- **MENTAL/BEHAVIORAL HEALTH and SUBSTANCE ABUSE TREATMENT SERVICES** – These services are included as a part of your Medical Assistance Benefits and are managed by **The Maryland Public Behavioral Health System** at 800-888-1965. You may also contact the **Anne Arundel County Mental Health Agency** at 410-222-7858 for assistance locating a provider and the **Anne Arundel County Department of Health Substance Abuse Treatment Referral and Information** line at 410-222-0117 for assistance.
- **WARMLINE** – Free, confidential access to trained and licensed counselors. They are available to speak with you at 410-768-5522. All Anne Arundel County residents may access the **Warmline** 24 hours a day, 7 days a week and 365 days a year.
- To obtain a **BIRTH CERTIFICATE**, call **410-222-4462** to schedule a birth certificate appointment. Information is also available online: <https://health.maryland.gov/vsa/Pages/home.aspx>
<https://www.vitalchek.com>
By mail to: Division of Vital Records, P.O. Box 68760, Baltimore, MD 21215
MDH Vital Records at 410-764-3038, push 1
- **WIC - Women, Infants and Children** -- If you are enrolled in Medical Assistance you may be eligible to receive WIC services. WIC provides free nutritious foods, nutrition education, breastfeeding peer counselors and lactation consultation for pregnant/postpartum women and children up to 5. Please call 410-222-6797 to schedule an appointment.
- **MAT --Medical Assistance Transportation** -- Medical Assistance Enrollees who have active coverage may be eligible to receive a free ride to their medical appointments through the Anne Arundel County Medical Assistance Transportation at 410-222-7152. You will need to call at least **48 hours** before your scheduled appointment.
- **Car Seat Safety Check** – Kids in Safety Seats (KISS Program) offers car seat safety checks, tips & resources to ensure your baby is safe when traveling in a properly installed car seat. 1-800-370-SEAT
<https://health.maryland.gov/phpa/oeftp/kiss/Pages/Home.aspx>
- **MARYLAND TOBACCO QUITLINE** – If you want to stop smoking, please call the **Maryland Tobacco Quitline** at 800-784-8669. All services are private, free and available 24/7. www.quitnow.net/Maryland or text **Text2Quit**.
- **ABC's of SAFE SLEEP** – Please remember the **ABCs** of safe sleep. Baby sleeps **A**lone on their **B**ack either in a bassinet, **C**rib, or Pack & Play to greatly reduce the risk of SIDS (sudden infant death syndrome).
- **HEALTHCHOICE HELP LINE** – If you need help or have a complaint about your care, call the **HealthChoice Help Line** at 800-284-4510 or call the **Anne Arundel County Department of Health ACC/Ombudsman Program** at 410-222-4380 or 410-222-7541.
- **MARYLAND ACCESS POINT** – Anne Arundel County Information and Resources for Seniors and Adults with Disabilities. Please call 410-222-4257 or visit www.aacounty.org/aging for information about Department of Social Services, Caregiver support and education programs, Kinship families, Long-term care options, In-Home Assessment, Nurse Monitoring, Home Health and other resources.
- **Resources for Free Cell Phones and Internet Capable Devices** – This is a federally funded program for individuals receiving Medical Assistance. Assurance Wireless <https://www.assurancewireless.com/lifeline-services/states/maryland-lifeline-free-government-phone-service>
SafeLink Wireless –
<https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>

To protect and ensure the highest confidentiality of your information, please do not email the ACC Care Coordination program any personal information. You can fax your information to 410-222-4150 or mail information to 3 Harry S. Truman Parkway, HD#8, Annapolis, MD 21401