

The Maryland Department of Health knows people in Maryland want to understand more about health care providers in their area and how licensing works. This guide gives a simple overview of the types of programs the Department licenses or certifies, especially those that offer places to live. There are two main ways to get licensed through the Department: the Office of Health Care Quality (OHCQ) or the Behavioral Health Administration (BHA). Below is some general information about both.

Office of Health Care Quality (OHCQ)

OHCQ checks the quality of care in Maryland's health care facilities and community-based programs. As of July 1, 2023, OHCQ oversees 21,221 providers in 47 different fields, including:

- **Assisted Living Programs:** These programs offer a place to live, support and health services to people who need help with **activities of daily living**. Activities of daily living are basic daily tasks like eating, grooming, dressing and bathing. Contact information for all licensed assisted living programs is in the OHCQ [Licensee Directory](#).
- **Comprehensive Outpatient Rehabilitation Facilities (CORFs):** These facilities provide outpatient care to help people recover from injuries, disabilities or illnesses. CORFs offer medical care, therapy and some mental health services. Contact details for licensed CORFs are in the OHCQ [Licensee Directory](#).
- **Community Mental Health Centers (CMHCs):** These centers offer mental health care without needing patients to stay overnight. CMHCs are certified by the Centers for Medicare and Medicaid Services (CMS). OHCQ helps with CMS certification, like giving new certifications, renewing them and looking into complaints. OHCQ does not license these centers, but some programs inside them may need a state license from the [Behavioral Health Administration](#).
- **Limited Private Inpatient Facilities (LPIFs):** LPIFs are private centers offering mental health care to adults, 24 hours a day. People go there by choice for mental health treatment. LPIFs cannot serve people if they: 1) only have a diagnosis of substance abuse, intellectual disability or dementia; 2) need care in a hospital for mental health issues; or 3) are not medically stable, as decided by a qualified doctor under Maryland law. OHCQ licenses, inspects and investigates these centers. LPIF contact information is in the OHCQ [Licensee Directory](#).
- **Residential Service Agencies (RSAs):** RSAs provide home health care for people who are sick or disabled. They hire people to provide services, and the caregivers are paid for their work. People can get help from an RSA for as many hours as they need, either just a few hours a day or 24 hours a day. Contact details for licensed RSAs are in the OHCQ [Licensee Directory](#).
- **Residential Treatment Centers (RTCs):** RTCs are for children and teens who have serious emotional and mental health needs. They are not hospitals, but young people may stay there full time for care. RTCs offer therapy, counseling and other types of mental health support. They are also certified by CMS. You can find RTC contact information in the OHCQ [Licensee Directory](#).

OHCQ Complaint Process

You can file a complaint about a facility or program using the [Online Complaint Form](#). All complaints are reviewed and investigated as needed. By law, information about complaints cannot be shared while they are being investigated.

Behavioral Health Administration (BHA)

BHA oversees community-based residential and outpatient behavioral health services in Maryland. They regulate and license public and private behavioral health programs, including:

- **Recovery Residences:** These are safe, drug- and alcohol-free homes for people recovering from addiction or with mental health issues. Not all recovery residences need to be certified by the state. They must be certified if they get money from the state or if they claim they are certified. A list of certified recovery residences is available online: [List of Certified Recovery Residences in Maryland](#). **Note: BHA is not allowed to give out the addresses of these homes to the public.**
- **Behavioral Health Providers:** Programs that help people with mental health or substance use disorder needs must have a license from BHA, except for group practices. Most need to be accredited before they can get a license. Information about licensed programs and providers can be found [online](#).

Under Maryland law, the Department **cannot confirm or give out the addresses** of licensed residential providers or certified recovery residences.

BHA Complaint Process

You can file a complaint about a licensed behavioral health program or provider by emailing bha.complaints@maryland.gov, calling **410-402-8198**, or using the [Online Complaint Form](#) (preferred). BHA does not share investigation reports but will follow up if more information is needed.

Frequently Asked Questions

1. I think a provider is breaking zoning rules in my area. What can I do?

You can look up licensed providers [here](#). The Department cannot confirm the addresses of residential providers. You can file a complaint if you think a provider is breaking the rules.

If you are worried about public safety, contact your local police department. For health concerns, contact your [local health department](#).

2. A building on my street isn't being taken care of. Who do I contact?

Contact your local city or county officials for property issues. Zoning and property concerns are handled by your local government.

3. I filed a complaint but haven't heard back. What can I do?

BHA does not provide investigation updates but will contact you if more information is needed. You can submit a Public Information Act (PIA) request to learn more about the outcome of an investigation.

4. A new behavioral health clinic is opening near me. Why would another clinic be licensed?

There is no limit to the number of licensed outpatient behavioral health providers in an area. Not licensing providers because of competition may break federal laws like the Americans with Disabilities Act or the Fair Housing Act.