



How to Reach Maryland Medicaid

For Members

To enroll in Medicaid:

- Call the Maryland Health Connection call center: **855-642-8572**
- Hours: Monday through Friday, 8 a.m. to 6 p.m.

To alert the Maryland Department of Health of potential Medicaid fraud:

- Call the Office of Inspector General (OIG) hotline: **866-770-7175**

For issues with your HealthChoice plan:

- Call the HealthChoice helpline: **800-284-4510**
- Hours: Monday through Friday, 8 a.m. to 5 p.m.

For fee-for-service Medicaid assistance (if you have Medicaid but are not in a HealthChoice plan):

- Call the Medicaid fee-for-service helpline: **800-492-5231**
- Press Option 2
- Hours: Monday through Friday, 8 a.m. to 5 p.m.

For questions about Medicaid long-term services and supports (including Medicaid Home and Community Based Waiver programs and institutional services):

- Call **410-767-1739**
- Hours: Monday through Friday, 8 a.m. to 5 p.m.

For questions about the Maryland Healthy Smiles Dental Program through SKYGEN (available 24/7):

- Call **844-275-8753**

For questions about Maryland Medicaid fee-for-service pharmacy services:

- Call **833-325-0105**
- Hours: Monday through Friday, 8 a.m. to 5 p.m.

For behavioral health services and support through Carelon (available 24/7):

- Call the toll-free number for all behavioral health needs: **800-888-1965**
- If you are having a behavioral health crisis, go to the nearest emergency room or call **988**
- If you have a medical or life-threatening emergency, go to the nearest emergency room or call **911**

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For questions about Medicaid coverage during pregnancy:

- Call the Medicaid hotline for pregnant women: **800-456-8900**
- Hours: Monday through Friday, 8 a.m. to 5 p.m.
- Apply at your local health department or visit <https://www.marylandhealthconnection.gov/find-help/>

For Providers

For Maryland Medicaid professional provider relations assistance:

- Call **410-767-5503** or **800-445-1159**
- Press Option 2 for Professional Billing (CMS 1500)
 - or email mdh.providerrelations@maryland.gov
- Press Option 3 for Institutional Billing (UB04)
 - or email mdh.institutionalpru@maryland.gov
- Hours: Monday through Friday, 8:30 a.m. to 4 p.m.

For Maryland Medicaid provider enrollment (ePREP) assistance:

- Call **844-463-7768**
- Email mdh.providerenrollment@maryland.gov
- Hours: Monday through Friday, 9 a.m. to 5 p.m.

For Maryland Medicaid provider check tracing:

- Email mdh.medicaidchecktracing@maryland.gov

For technical assistance and prior authorizations related to behavioral health claims (available 24/7):

- Call **800-888-1965**

For questions about the Maryland Healthy Smiles Dental Program through SKYGEN (available 24/7):

- Call **855-934-9812**
- Email mdh.dentalgroup@maryland.gov

For technical assistance and prior authorizations related to fee-for-service pharmacy claims (available 24/7):

- Call **800-932-3918**