

I still have questions. Where can I go for help?

- Call MAPS at 1-800-888-1965, fax MAPS at 866-379-4357 or go to <http://www.maps-md.com> for a full list of benefits.

I am having trouble getting the benefits and services my child needs. What can I do?

- You can change providers at any time. Call your CSA for help.
- If you or your child's provider does not agree with a MAPS decision about your child's care, you may appeal within certain timeframes. Call 1-800-888-1965 to request an appeal.
- You have a right to appeal denials, reductions, or delays in obtaining benefits or services.
- You can request a fair hearing at any point during the appeal process. You have a right to get legal help for the fair hearing. Call 1-800-233-7201.

Where can I find information about other resources for my child?

- Call the Core Service Agency (CSA) or Local Health Department (LHD) in your area.

County	CSA	LHD	County	CSA	LHD
Allegany	301-777-5643	301-777-5600	Harford	410-803-8726	410-879-8322
Anne Arundel	410-222-7858	410-222-7095	Howard	410-313-7350	410-313-6300
Baltimore City	410-837-2647	410-396-4398	Kent	410-770-4801	410-778-1350
Baltimore County	410-887-2731	410-887-3740	Montgomery	240-777-1400	240-777-1245
Calvert	410-535-5400	410-535-5400	Prince George's	301-985-3890	301-883-7834
Caroline	410-770-4801	410-479-8030	Queen Anne's	410-770-4801	410-758-0720
Carroll	410-876-4440	410-876-2152	St. Mary's	301-475-4361	301-475-4330
Cecil	410-996-5112	410-996-5550	Somerset	443-523-1810	443-523-1700
Charles	301-396-5238	301-609-6900	Talbot	410-770-4801	410-819-5600
Dorchester	410-770-4801	410-228-3223	Washington	301-739-2490	240-313-3200
Frederick	301-682-6018	301-694-1029	Wicomico	410-543-6981	410-749-1244
Garrett	301-334-7440 or 1-877-286-8642	301-334-7777	Worcester	410-632-3366	410-632-1100

- Maryland Coalition for Children's Mental Health at www.mdcoalition.org or 1-888-607-3637
- Maryland Disability Law Center at www.mdclbalto.org or call 410-727-6352 or 1-800-233-7201
- Baltimore Healthcare Access, Inc. at www.bhca.org or call 410-649-0521
- Parent's Place of Maryland at www.ppmmd.org or call 1-800-394-5694

All children in Medical Assistance/Medicaid and the Maryland Children's Health Program (MCHP) can get approved for specialty mental health services from MAPS. For help, call MAPS' 24-hour line at 1-800-888-1965.

How can MAPS help my child?

- MAPS is a private organization that administers specialty mental health services for the Department of Health and Mental Hygiene (DHMH).
- MAPS identifies providers and approves services.
- Call MAPS or your local Core Service Agency (CSA) for a list of participating providers (phone numbers are on the back).
- You do not need approval from MAPS for your child's first 12 outpatient visits. However, call MAPS to register your child.
- Other services require approval from MAPS before the service begins. You may also need to have a plan of care in place.
- Any licensed mental health provider who treats your child can contact MAPS to recommend the services your child needs.

What are primary and specialty mental health services?

Primary mental health services are services received in the primary care doctor's office. Specialty mental health services are provided by licensed mental health professionals (such as psychiatrists, psychologists, nurse therapists, social workers, and counselors).

How can the Core Service Agency (CSA) help my child?

The CSA is the mental health agency in your community. Your CSA can tell you about 1) Providers in your area who can see your child right away and 2) How to address problems with providers or denials of services.

My child has private insurance. How does this work with Medical Assistance and MCHP?

Before starting treatment, try to identify a provider who accepts both your private insurance plan and Medical Assistance/Medicaid. Co-payments may be covered by Medicaid. Your child's mental health provider must bill the private insurance plan first. If your private insurance does not cover a service your child needs, then your child's mental health provider may bill MAPS.

All medically necessary mental health services are covered, even if not included on this list of services. Talk to your child's mental health provider about what services your child needs. Any licensed mental health provider who has treated your child can contact MAPS to begin the approval process. You can also contact MAPS.

SERVICE	WHAT IS THIS SERVICE?	HOW CAN MY CHILD GET THIS SERVICE? Call MAPS at 1-800-888-1965
Partial Hospitalization (Day Treatment)	Intensive psychiatric services similar in intensity to those provided in a psychiatric hospital. Services provided a minimum of 4 hours a day.	Contact MAPS. Call MAPS at 1-800-888-1965, fax MAPS at 301.576.5095 or go to www.maps-md.com .
Emergency Care	Crisis assessment and services for children experiencing severe emotional distress. Available 24 hours a day, 7 days a week.	For urgent care call MAPS or your child's mental health provider. If you believe your child has a real emergency call 911 or take your child to the nearest emergency room.
Home Health Care	Psychiatric services provided in the home for children who have physical health conditions that make it difficult to access mental health services outside of the home.	Contact MAPS.
Inpatient Hospitalization	Skilled 24-hour psychiatric care in a hospital setting. Psychological testing may be conducted as part of the hospitalization.	Contact MAPS. MAPS must approve prior to admission (except for emergencies). For emergencies MAPS must approve continued days.
Mental Health Targeted Case Management	Services include individualized needs assessment with planning and coordination of services, linking consumer to services, monitoring receipt of services and advocating on behalf of the consumer. Does <u>not</u> include direct therapy and is <u>not</u> authorized for the sole purpose of providing transportation to appointments.	Contact MAPS.
Mobile Treatment	Intensive community-based services providing outreach, treatment, and support to individuals with severe mental illness who may be homeless or for whom more traditional forms of outpatient treatment is ineffective. Service is provided by a multidisciplinary team, is mobile, and is provided in the individual's natural environment.	Contact MAPS.
Outpatient Mental Health Services	Psychological testing, medication management, individual therapy, group therapy, family therapy services provided by authorized and licensed mental health professionals.	First 12 visits with a participating provider do not require approval from MAPS. However, call MAPS to inform them that your child is receiving care. More than 12 visits must be approved by MAPS. Your child's licensed provider must send a plan of care to MAPS to request more visits.
Intensive Outpatient Mental Health Services	Program of intensive treatment involving multiple treatment services on multiple days provided by a multidisciplinary team. Provides a minimum of three hours of therapeutic activities a day and includes at least two group therapies.	Contact MAPS.
Psychiatric Rehabilitation Program (PRP)	Program that provides rehabilitation and support to develop and enhance community and independent living skills enabling and facilitating recovery or preventing relapse or hospitalization.	Contact MAPS.
Residential Treatment Center (RTC)	Mental health services in a 24-hour structured residential setting.	MAPS must approve prior to admission. Your child's provider should contact MAPS and your local Core Service Agency. Seek approval for non-public school placement through the local school system to help facilitate admission.
Specialty Mental Health Drugs	Medications used in the treatment of mental illnesses.	Obtain with a prescription from any Medical Assistance/Medicaid participating pharmacy.
Substance Abuse Treatment	Outpatient, inpatient, and residential care services (including Intermediate Care Facilities) for the treatment of substance abuse.	Covered by HealthChoice health plans (also called MCOs), or in FFS if your child is not in a HealthChoice health plan. If your child is in a HealthChoice health plan call your child's health plan or the HealthChoice Enrollee Action Line at 1-800-284-4510. If your child is not in a HealthChoice health plan call 1-800-492-5231 for a list of providers.
Therapeutic Behavioral Services (TBS)	One-to-one rehabilitative treatment provided in the home or other community settings. Not a child care or respite service.	MAPS must approve. Your child's licensed provider must send a letter to MAPS requesting TBS. Call MAPS for information on what to include in the letter.
Therapeutic Nursery	A structured, therapeutic program for preschoolers.	MAPS must approve. Talk to your child's provider to find out if your child might qualify.
Transportation	Transportation for children to mental health appointments or for parents to family therapy.	CSAs and/or Local Health Departments (LHD) coordinate or provide this service. Call your CSA and/or LHD. Numbers are listed on the back. Some providers may offer transportation. Ask your provider or call your CSA to inquire.