

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

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
Wes Moore, Governor
Aruna Miller, Lt. Governor
Laura Herrera Scott, 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

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

CAREFIRST COMMUNITY HEALTH PLAN

website: 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

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

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

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

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

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.uhcommunityplan.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

WELLPOINT MARYLAND website:
www.wellpoint.com/md/medicaid

7550 Teague Road, Suite 500 Hanover, MD
21076
Telephone Number: 833-707-0867

HealthChoice Member Services	833-707-0867
Provider Relations	800-454-3730
Provider Claims	800-454-3730
Special Needs Coordinator	833-969-1046
Newborn Coordinator	833-969-1046

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.