



Local Health Department Medicaid Newborn Enrollment Portal Manual

Volume 1.1

2/27/2024

Office of Eligibility Services

Maryland Medicaid Administration

Table of Contents

1. Intro.....	3
2. Medicaid Newborn Enrollment Portal.....	4
2.1. Medicaid Newborn Portal Links.....	4
2.2. Medicaid Newborn Enrollment Portal Access.....	4
2.3. Medicaid Newborn Enrollment Log-on Screen.....	4
2.4. Change Password.....	5
2.5. Newborn Enrollment Dashboard.....	6
2.6. Search for Newborn Enrollment Applications.....	7
2.7. Search Results Screen.....	8
2.8. View or Download and Print an Application or Notice.....	8
2.9. Export a List.....	9
2.10. MMIS.....	10
3. Maryland Health Connection Newborn Worker Portal Process.....	11
3.1. Medicaid Newborn Enrollment Process.....	11
3.2. Medicaid Newborn Enrollment Work Pool.....	11
3.3. Medicaid Newborn Enrollment LHD Work Item.....	12
3.4. In-Process Application.....	14
3.5. Stillborns.....	16
3.6. Newborn Notice.....	17
3.7. Audit Trail.....	17
4. Workflow in Maryland Health Connection for Special Scenarios.....	18
4.1. Pregnant Women in the X11 Coverage Group.....	18
4.2. Newborn dies a few days after birth.....	18
5. Appendix.....	19
Sample Medicaid Newborn Enrollment Portal Approval Notice.....	19
Sample of Newborn Notice AH-1338.....	25

Record of Changes

Version #	Date	Author/Owner	Description of Changes
1.0	1/26/24	Lisa Oelfke	Initial version
1.1	2/27/24	Lisa Oelfke	Launch date changed from March to April

1. Intro

Beginning on or about April 1, 2024, a new portal - the Medicaid Newborn Enrollment Portal (MNE Portal) - opens for hospital workers to enroll deemed newborns into Medicaid. A deemed newborn is a newborn who is born to a mother who has active Medicaid at the time of the birth and is automatically eligible for Medicaid. Local Health Department workers will be able to search for deemed newborns, view newborn applications, download newborn notices and export search results to an Excel file.

The MNE Portal provides a new and improved process for deemed newborns. Once the deemed newborn is entered into the MNE Portal, an in-process application and Newborn Enrollment LHD work item are created, so that the newborn can be added to the mother's application in MHC. Under the current 1184 process, the newborn is not added to the application in MHC. A newborn enrollment LHD work item for local health department workers will be generated to prompt outreach to households to obtain the information needed to complete the in-process deemed newborn applications. An add transaction for the newborn is sent to MMIS. **The newborn will have the same MAID# in the MNE Portal and MHC, whereas in the past they were issued a temporary MAID and "CTADed -out" when entered into MHC, as eligibility already existed on MMIS. The MNE Portal will eventually replace the current 1184 newborn enrollment module in e-Medicaid after an initial crossover period. During the crossover period, newborn enrollment through e-Medicaid/1184 will continue to be operational.**

This Manual provides instructions for caseworkers at Local Health Departments to:

- Search for deemed newborn applications in the Medicaid Newborn Enrollment (MNE) Portal;
- Download lists of deemed newborn applications in their county;
- Complete in-process applications in Maryland Health Connection when Newborn Enrollment work items are generated after hospital workers create applications in the MNE portal.

Local Health Department workers, who have inquiries regarding the Medicaid Newborn Enrollment Portal, may contact the Office of Eligibility Services at 410-767-1463 or email mdh.mchppolicy@maryland.gov.

Hospital workers and MCOs should refer to the Newborn Enrollment Portal Manual for Hospitals and MCOs.

2. Medicaid Newborn Enrollment Portal

2.1. Medicaid Newborn Portal Links

LHD staff will be able to access the MNE portal through the same network that they use to access the Maryland Health Connection Worker Portal, such as the 'NetworkMaryland' network.

The internal link for LHD workers is:

<https://peinternal.marylandhealthconnection.gov>

The newborn portal is also accessible to external (hospital/MCO) users via the internet. No VPN will be required through the existing domain:

<https://pe.marylandhealthconnection.gov>

2.2. Medicaid Newborn Enrollment Portal Access

To access the MNE portal, users must first be provisioned with a user role in Sailpoint, MHBE's identity manager solution. The Sailpoint user role for LHDs is as follows:

PE_NB_MDHWorker - This role will be assigned to MDH and LHD workers so they may search and view completed Newborn Enrollment applications.

The PE_NB_MDHWorker user role has been added to certain existing LHD workers' Sailpoint accounts.

LHDs should send any questions or issues regarding the MNE portal, access, or provisioning to the MCHP Policy Box at mdh.mchppolicy@maryland.gov.

2.3. Medicaid Newborn Enrollment Log-on Screen

When LHD staff go to the Medicaid Newborn Enrollment Portal, they will first be taken to the Log-on screen. The login page for the MNE Portal will look the same as the Worker Portal Login screen.

LHD workers can use the same login and password that they use to access the Maryland Health Connection Worker Portal once they have been provisioned in

the Newborn Enrollment Portal.

To log out, users should go to the name button at the top right corner of the Newborn Enrollment Dashboard.

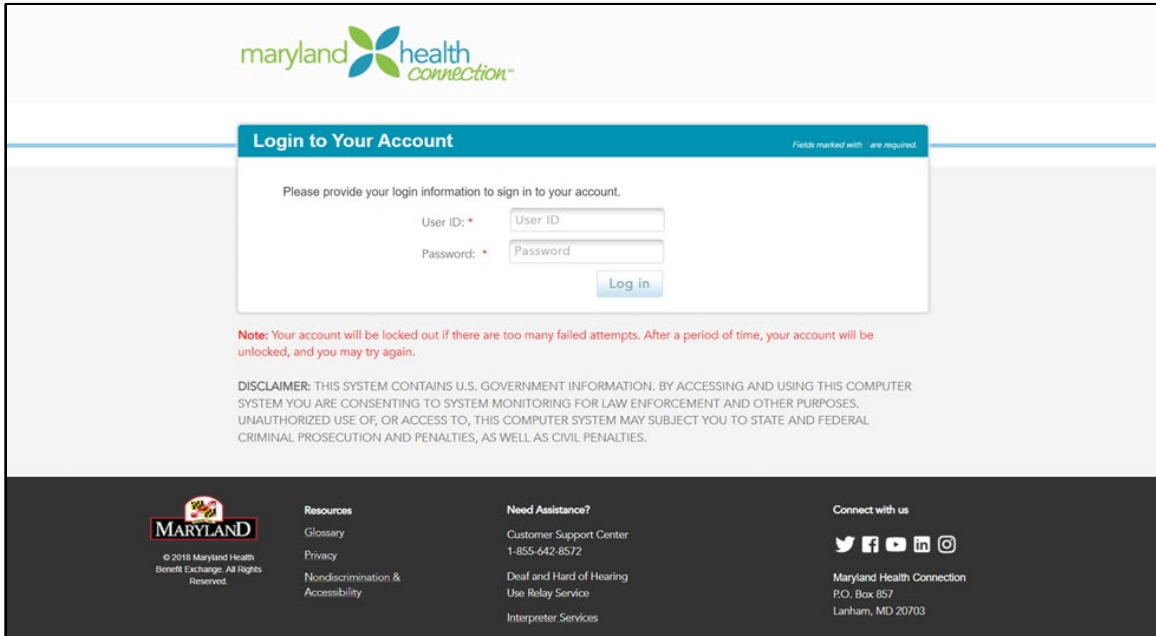


Figure 1. Internal User Logon Screen

2.4. Change Password

Users may change their password by clicking on their name button at the top right corner. When creating a new password, one should adhere to the standard MHBE Password policy of 9 to 15 characters with at least one number, one uppercase letter, one lowercase letter, and one special character.

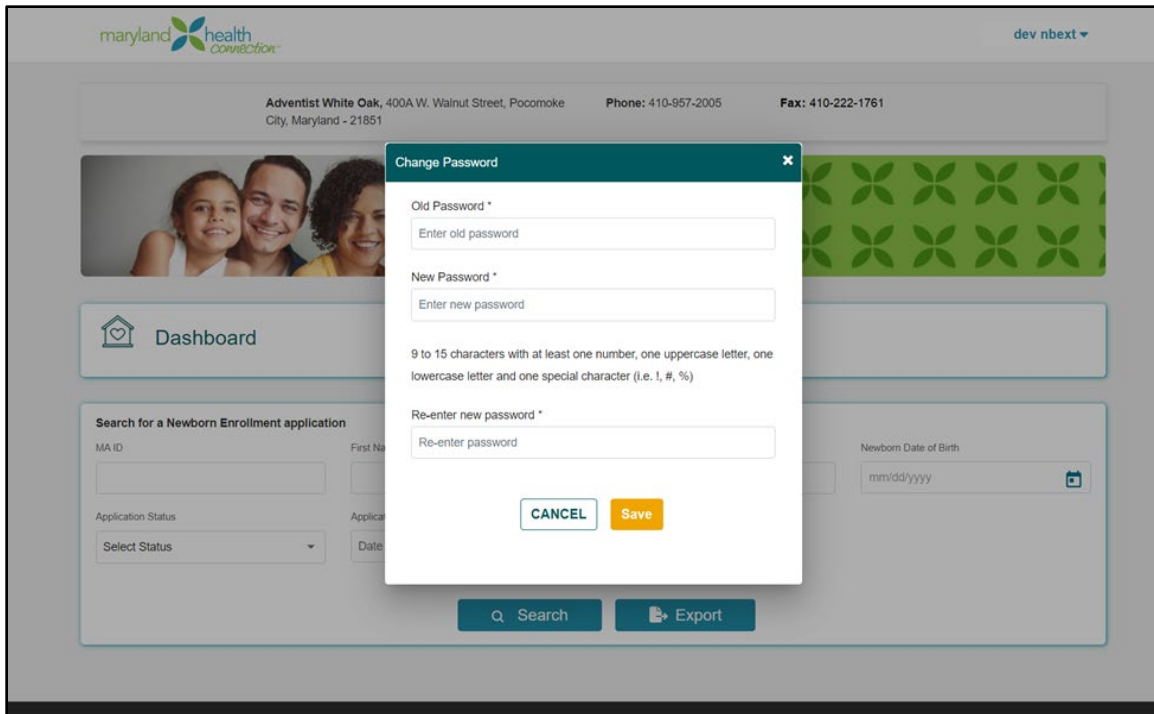


Figure 2. Password Change Screen

2.5. Newborn Enrollment Dashboard

After logging on, the system will navigate to the Newborn Enrollment Dashboard. LHD workers will be able to search and view applications within the portal and export a list of search results.

LHD workers will not be able to start or complete a new Medicaid Newborn Enrollment application. Only hospital and MCO users will be able to start and complete a newborn enrollment application in the MNE Portal.

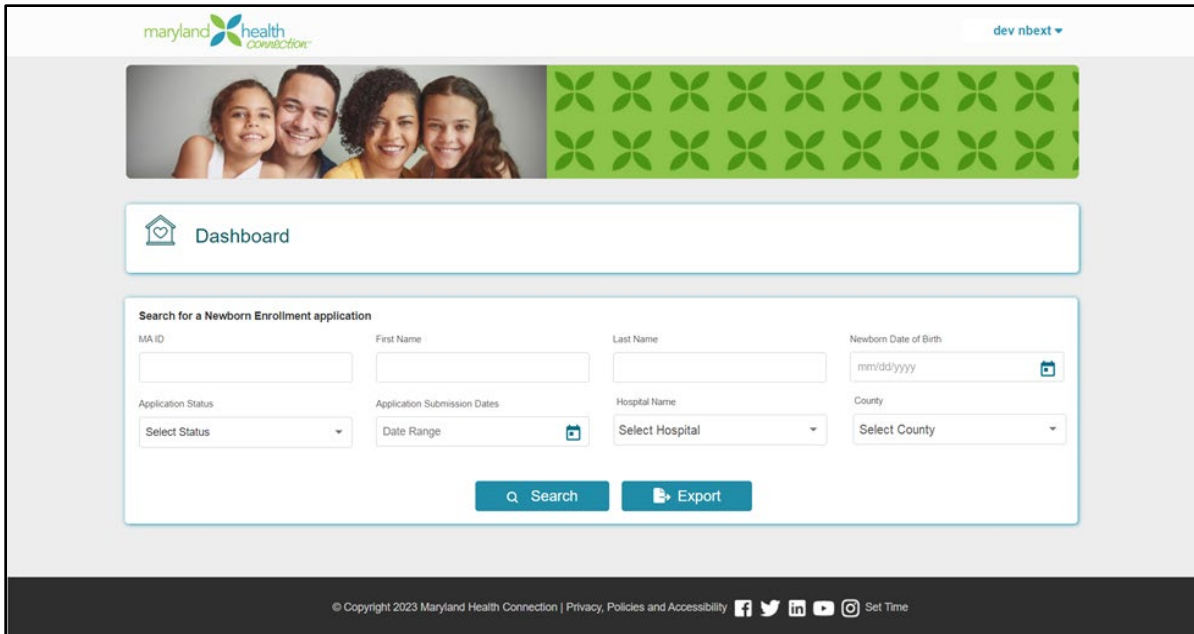


Figure 3. Newborn Enrollment Dashboard Screen for Internal Users

2.6. Search for Newborn Enrollment Applications

On the Newborn Enrollment Dashboard, LHD workers will be able to view and search for all applications from every hospital/facility in the newborn enrollment portal using several search filters.

The search filters are:

- MA ID
- First Name
- Last Name,
- Newborn Date of Birth
- Hospital Name
- Application Submission Date(range of from/to)
- Application Status(In Process/Approved)
- County

*At least **one** filter must be entered to complete a search.

2.7. Search Results Screen

Once the search fields are filled in, select the “Search” button to bring up the search results. If there are no results, an error message will display that reads “No records found.”

Mother's MA ID: 11135032940	Mother's Name: Both More	Application Status: Completed	
Newborn name	MA ID	DOB	Birth Weight (gms)
Both More	11135043000	12/31/2023	1000.0
Both More	11135042920	12/31/2023	1000.0

Mother's MA ID: 11134420100	Mother's Name: Warr Sap	Application Status: Completed	
Newborn name	MA ID	DOB	Birth Weight (gms)
Warrch Sap	11135042190	01/03/2024	1000.0

Mother's MA ID: 11135040290	Mother's Name: Ealat Gee	Application Status: Completed	
Newborn name	MA ID	DOB	Birth Weight (gms)
Ealat Gee	11135042010	01/01/2024	1000.0

Mother's MA ID: 11135040030	Mother's Name: Cal Lum	Application Status: Completed	
-----------------------------	------------------------	-------------------------------	--

Figure 4. Search Results Screen

2.8. View or Download and Print an Application or Notice

The worker may view a newborn application or download the newborn notice by clicking on the respective action icon displayed in the search results.

To view applications, click the Eye icon (👁️).

When the user clicks the view icon on a completed application, the pop-up below will display all the information entered in the application.

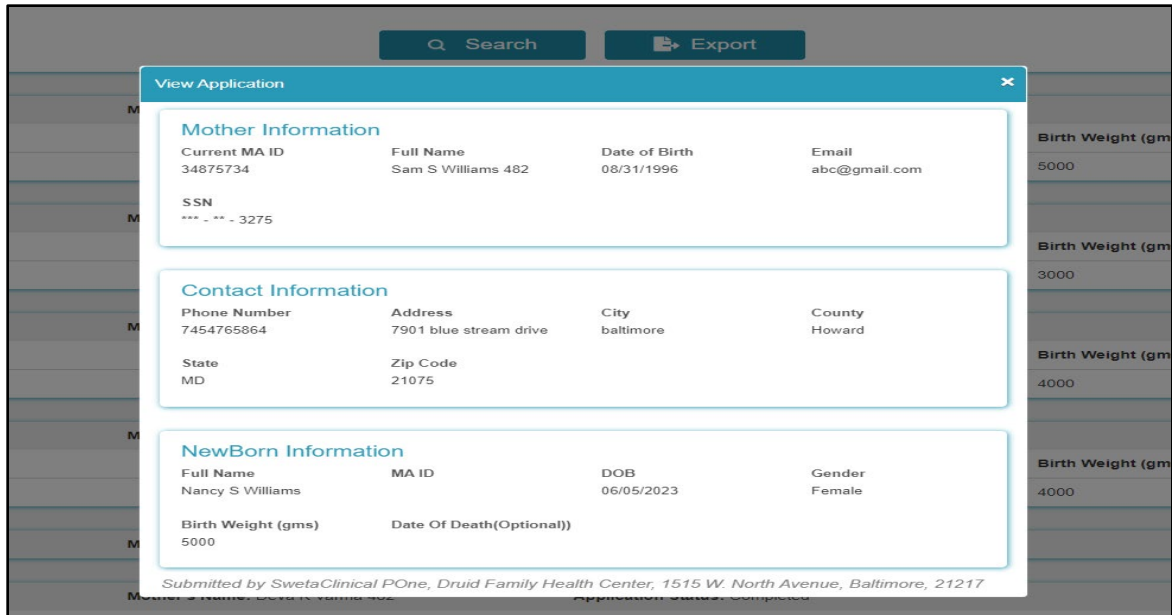


Figure 5. View Application Popup

To download and print the newborn notice, click on the download button (📄). This icon will appear only for completed applications. The approval notice from the newborn portal is not mailed to the household. The notice is in both English and Spanish. See the Appendix for a [sample newborn enrollment portal approval notice](#).

2.9. Export a List

LHD users can download an Excel spreadsheet with all of the search results by clicking the 'Export' button.

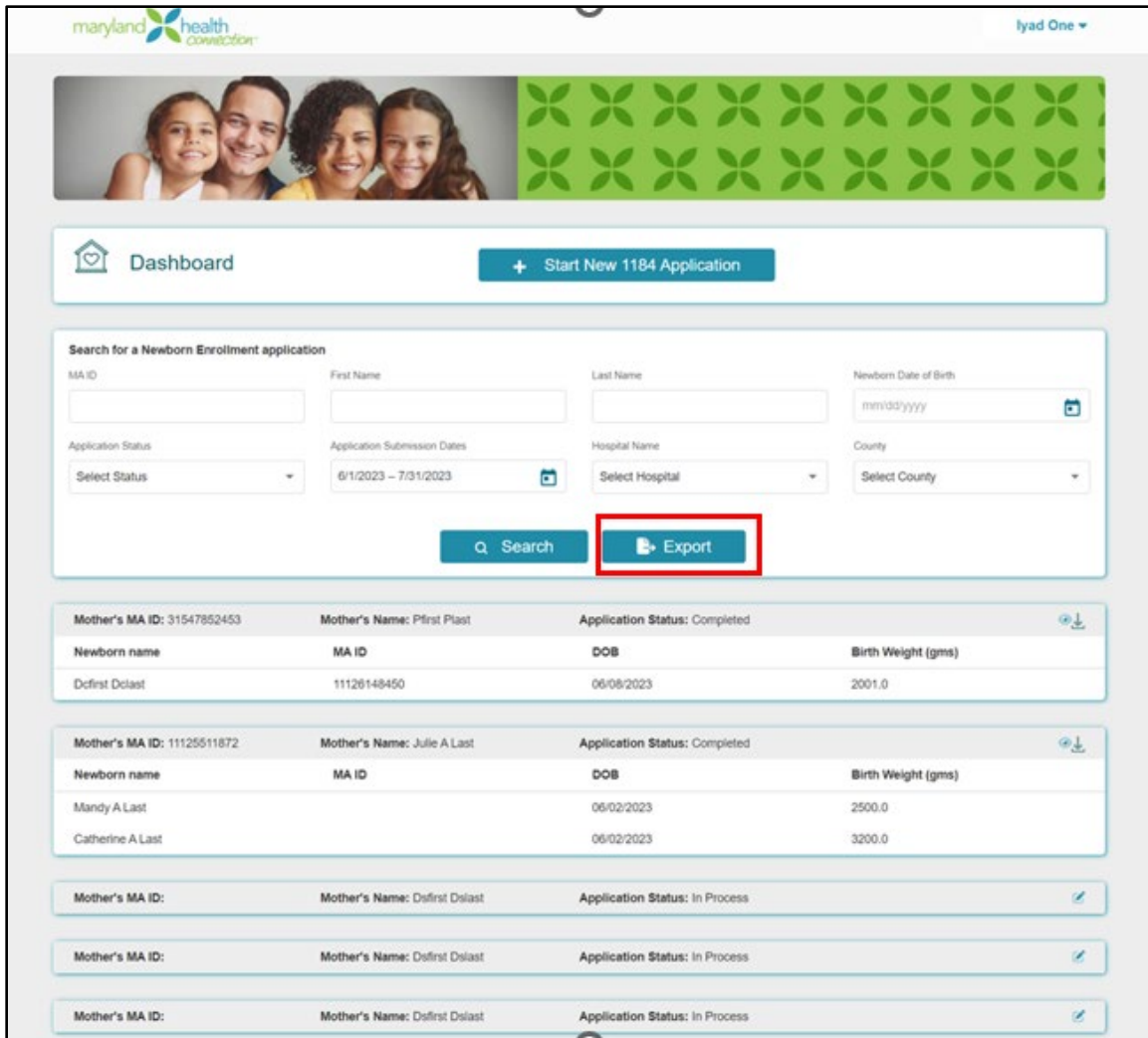


Figure 6. Export button

2.10. MMIS

A Newborn Enrollment 8001 file will be sent from the MNE Portal to MMIS daily with the newborn’s MAID#. The MAID# for the newborn will be the same in the MNE Portal and MHC.

3. Maryland Health Connection Newborn Worker Portal Process

3.1. Medicaid Newborn Enrollment Process

The following system processes will take place once hospital users complete newborn enrollment applications in the MNE Portal:

- An add transaction (HE03) will be sent for the deemed newborn from the MNE Portal to MMIS through the 8001 with their MAID and IRN. The MAID assigned to deemed newborns will be the same in the Newborn Enrollment Portal and MHC applications;
- A “Medicaid Newborn Enrollment LHD” work item will be created in the “Medicaid Newborn Enrollment Work Pool” in MHC. LHD workers should reach out to the household to obtain missing information for the in-process app. Once the in-process application is completed, the newborn enrollment work item will automatically close;
- The newborn’s information from the MNE portal will be transferred to a new in-process application in Maryland Health Connection that must be completed by the consumer or worker; and
- A newborn notice (1338) is sent to the household to instruct them to complete the in-process application in Maryland Health Connection, so that the newborn can be added to their household in MHC.

3.2. Medicaid Newborn Enrollment Work Pool

A new workpool in MHC will be created titled ‘Medicaid Newborn Enrollment.’ LHD workers with the HIX_LHDWorkItemAccess and HIX_LHDWorkItemAccessSupervisor roles will have exclusive access to this workpool and work items in the workpool.

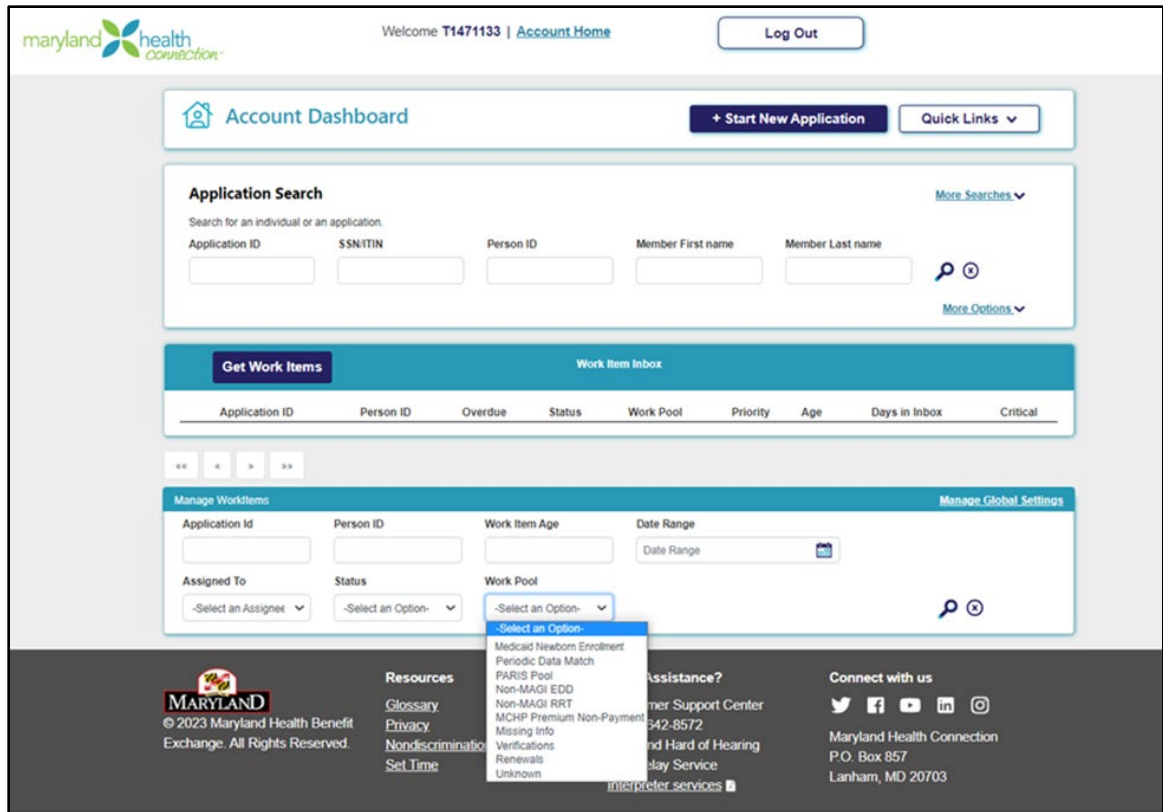


Figure 7. Medicaid Newborn Enrollment Work Pool on Manage Work Items

3.3. Medicaid Newborn Enrollment LHD Work Item

When the newborn is added to the HBX, the system will generate a new 'Medicaid Newborn Enrollment LHD' work item in the new 'Medicaid Newborn Enrollment' workpool. This work item will serve as a reminder for LHD workers and/or supervisors to perform outreach to the household to obtain information needed to complete their in-process applications with any missing information.

There will be a required section for comments and a required section to update the work item status.

This work item will close when the consumer or a worker completes the in-process application that the work item is for. If the work item has not been completed after 90 days, the system will automatically close the work item. These work items will have the highest priority, before 'verifications' work items.

Application ID: 339904 Work Item Status: Assigned

Note : Please update Application ID, Person ID and Document Type for all the documents before changing the workitem status to 'Return to pool'.

Medicaid Newborn Enrollment

Application ID: Select a Member:

Comments

Add your comments here * (Maximum 1000 characters per comment)

Comments History

Work Item Status

Update work item status *

Figure 8. Medicaid Newborn Enrollment LHD Work Item

The screenshot displays a dashboard with the following sections:

- Eligibility History:** Contains two items: '+ Holy Teat' and '+ Holych Teat'. A [More Details](#) link is located at the bottom right.
- Work Items:** A table with columns: Status, Work pool, Priority, Age, and Critical.

Status	Work pool	Priority	Age	Critical
Unassigned	Medicaid Newborn Enrollment	1	0	Yes

 A [More Details](#) link is at the bottom right.
- Open VCLs:** A table with columns: Consumer name, VCL type, VCL status, and VCL due date. It shows 'No Records Found!'. Links at the bottom include [Manage All Outstanding VCLs](#), [Manage VCLs](#), and [More Details](#).
- Notices:** A table with columns: Document number, Notice number, Type, and Date.

Document number	Notice number	Type	Date
743449	AH-1338	Medicaid Newborn Enrollment Notice	01/12/2024

 A [More Details](#) link is at the bottom right.
- Documents:** A table with columns: Document number, Type, Description, and Date. It shows 'No Records Found!'. Links at the bottom include [Generate Forms](#), [Consent Form1](#), [Upload Miscellaneous Documents](#), and [More Details](#).

Figure 9. Medicaid Newborn Enrollment Work Pool on 360 View

3.4. In-Process Application

The deemed newborn’s information from the MNE portal will be transferred to a new in-process application in Maryland Health Connection. The in-process MHC application must be completed by the consumer or worker so that the deemed newborn can be added to MHC.

To bring up the in-process application, LHD workers can search by the APP ID in the newborn enrollment LHD work item or search by the mother’s information.

1 Result(s) found for the search = 339904

Initial Application ID: 329801							View History
Application ID: 339904	App Type: CR	Health: In Process	Dental: In Process	X03: NA	Submitted date: 01/12/2024		View
Member name	Date of birth	SSN/ITIN	Person ID	IRN	Case number	Current MA ID	
Holy Teat	06/18/1974	366110207	259255	579062640	111350588	11135058850	
Holych Teat	06/18/2005	366110208	259256	563063104	111350588	11135058930	
Newhol Teat	12/30/2023		259545			11135088550	
							View Enrollment Details

<< < 1 > >>

Figure 10. In-Process Application in the Worker Portal

After the worker obtains the needed information from the consumer, they should complete the in-process app. Select “Continue Application” to enter the information into the in-process application.

360 Degree View [Back to Search Results](#)

Application Details [View App](#)

Application ID: 339904
 Application Status: In Process
 Application Filing Date: 01/12/2024
 Document ID:
 Application for: Health
 Application Type: Change Reporting
 Applying for Subsidy: Yes
 Channel: Online
 Transfer App: No

[Continue Application](#)

Contact Information

Home Address: 750 E Pratt St, Baltimore, Maryland 21202
 Email Address: [Edit](#)
 Phone Number(s): (444) 444-4444 (Work)
 Mailing Address: 750 E Pratt St, Baltimore, Maryland 21202
 Preferred Language: English
 User ID: [Link User Id](#)
 ASL: No
 Returned Mail: No

Authorized Representative [Add Authorized Representative](#)

[More Details](#)

Household Members

Name	DOB	Age	Person ID	MPI ID	Gender	SSN/ITIN	Relationship	Remarks
Holy Teat	06/18/1974	49	259255	1113505885	Female	***-0207	Self	
Holych Teat	06/18/2005	18	259256	1113505893	Female	***-0208	the Son/Daughter	
Newhol Teat	12/30/2023	0	259545	1113508855	Female		the Son/Daughter	Added member on 01/12/2024. Reason - Birth

[Request Medicaid Card](#) [Manage Missing Info](#) [More Details](#)

Figure 11. Continue Application link for the In Process Application

The worker will be prompted to select the 'Add, remove, or edit household member or member information' card on the Change Reason screen and go through all of the screens to complete the in-process app.

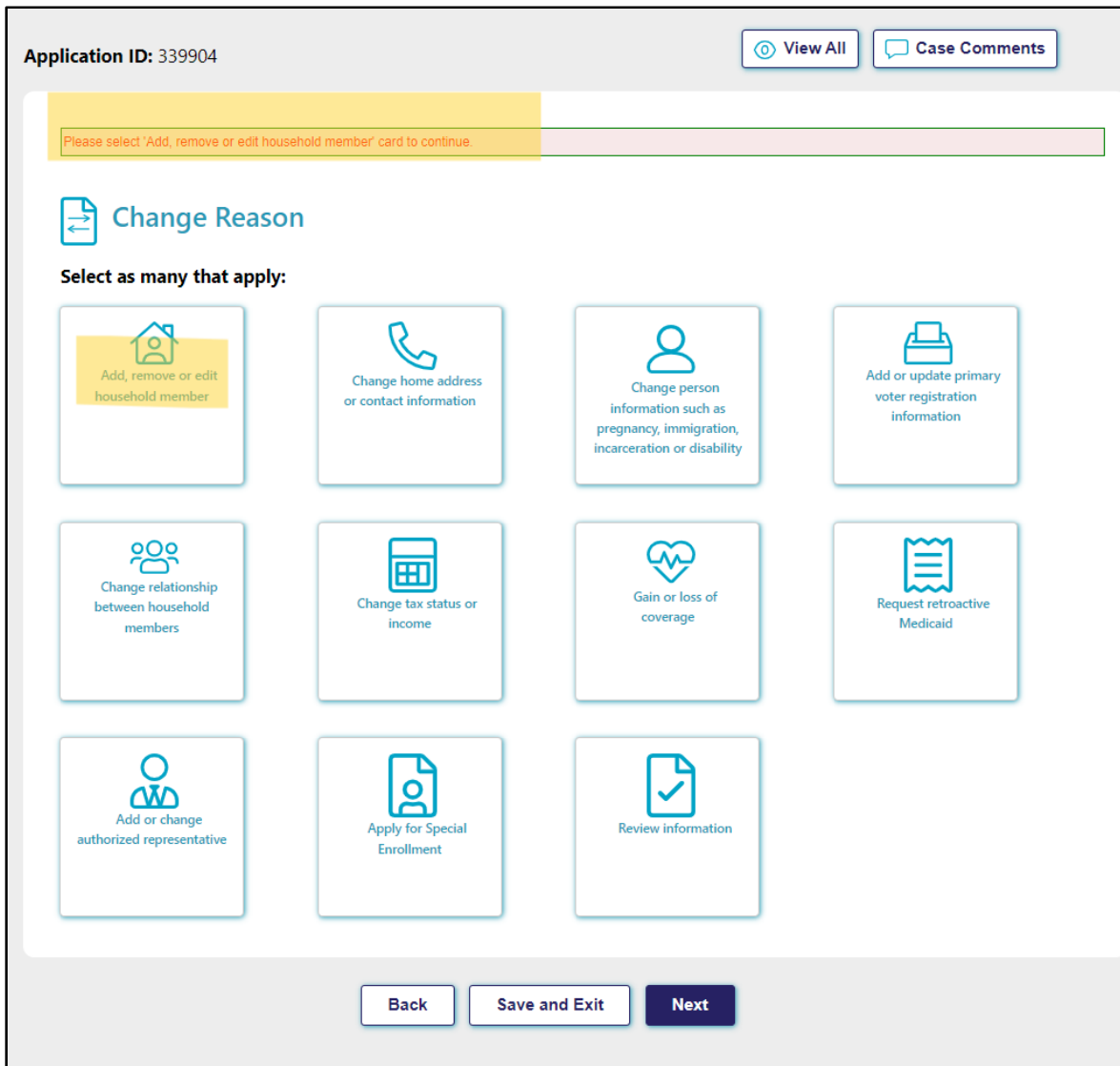


Figure 12. Change Reason Screen

LHD workers should go through all screens of the in-process application to update pregnancy information with an Actual Date of Delivery for the mother, enter the newborn's information, and enter any missing information, such as tax information to complete it fully.

3.5. Stillborns

In-process applications will not be created for newborn portal applications with only stillborn babies. Stillborns are entered into the newborn enrollment portal by hospital users with the date of birth and date of death as the same date. The newborn will not be added to the mother’s application in the MHC.

In the case where a newborn enrollment application has multiple births with one stillborn baby and another who is a live birth, an in-process application will be created.

For the stillborn baby, an add transaction with the same begin/end date (date of birth/death) will be sent to MMIS the day the newborn enrollment application is completed. A cancel transaction will be sent the next day with a begin date and end date which will be the date of birth, and cancel reason as 244. The cancel date will be the date of death (DOB).

3.6. Newborn Notice

A new notice (AH-1338) will be generated in MHC and sent to the deemed newborn's mother (or primary applicant) when the system creates an in-process application with the deemed newborn. See the Appendix for samples of the 1338 notice.

See the Appendix for a [sample of newborn notice \(AH-1338\)](#) in the MHC.

3.7. Audit Trail

The Audit trail in MHC will capture the date, time, and User that submitted the application in the MNE portal.

Consumer Name	User Id	User Name	User Type/ User Org	App Type	Change In Section	Updated Date	Change Details
Jo Smith		SYSTEM	MATERM	Change Reporting	1184 Application Submitted	10/09/2023 3:18:13	Newborn Added to Application
John Smith		SYSTEM	MATERM	Change Reporting	Verification Status Updated	09/28/2023 11:38:13	
John Smith		SYSTEM	MATERM	Change Reporting	Application Submitted	09/28/2023 11:38:13	

[More Details](#)

Figure 13. Audit Trail in the 360 View

4. Workflow in Maryland Health Connection for Special Scenarios

4.1. Pregnant Women in the X11 Coverage Group

When deemed newborns of pregnant women in the Medicaid/X11 coverage group are added to the Medicaid newborn enrollment portal, in-process applications are created in MHC, and newborn enrollment LHD work items are generated.

As MHC needs to convert individuals in the X11 coverage group to X12 for postpartum coverage 5 to 6 days before the end of the month of their expected due dates (EDDs), if the newborn isn't entered into the newborn portal before then by a hospital worker, or the in-process application has not been completed by the consumer or worker, the system will use the application associated with the mother's X11 coverage - which does not have the newborn - to transition the mother to the X12 coverage group.

If this happens, the newborn will not get added to the mother's application in MHC. As a result, LHD workers need to manually add the deemed newborn to the latest completed application. (The in-process app that was created will remain on the account). A report from MHC will be generated that identifies cases that need the deemed newborn added and will be sent to LHDs to process.

4.2. Newborn dies a few days after birth

For deemed newborns who are added to the newborn enrollment portal after they have become deceased (ex. born 2/2/2024, dies 2/7/2024, added 2/10/2024), an in-process application and work item will still be created in MHC for workers to complete.

A normal add transaction through the Newborn Enrollment 8001 file will be sent the day the application is completed in the MNE Portal with the coverage begin date as the first of the month of the newborn's DOB.

The newborn will be added to the in-process HBX application and a newborn enrollment LHD work item will be created.


As the MNE Portal only allows the date of death to be the same as the DOB (in the case of a stillborn), the hospital cannot enter the DOD for this scenario. An LHD worker will need to manually add the date of death and remove the deceased newborn once they

learn of the death via the consumer or an existing process, such as the 7210 Death Match Report Process.

Once the date of death is added in MHC, an 8001 cancel transaction (HE04) will be sent from the MHC to MMIS with the 244 cancel code and date of death cancel date.

5. Appendix

Sample Medicaid Newborn Enrollment Portal Approval Notice



01/03/2024

Application Date: 01/03/2024

Need answers or help?
Call us at 855-642-8572
Deaf and hard of hearing use Relay

Medicaid health coverage for your newborn

We have enrolled your newborn(s) in Medicaid, as our records show that you had Medicaid on their date of birth. Medicaid health coverage for your newborn(s) will last thirteen (13) months.

You will receive a separate notice in the mail with important information regarding Medicaid and your next steps.

Newborn Medicaid coverage

		Medical Assistance # : [REDACTED]	
Program	Status	Eligibility Begin Date	Eligibility End Date
Medicaid	Enrolled in Medicaid	11/01/2023	11/30/2024

		Medical Assistance # : [REDACTED]	
Program	Status	Eligibility Begin Date	Eligibility End Date
Medicaid	Enrolled in Medicaid	11/01/2023	11/30/2024








		Medical Assistance # : [REDACTED]	
Program	Status	Eligibility Begin Date	Eligibility End Date
Medicaid	Enrolled in Medicaid	11/01/2023	11/30/2024

Enrollment in a Health Plan

If you were enrolled in a Managed Care Organization (MCO) at the time of birth, then your newborn(s) will be automatically enrolled in your MCO as of their date of birth. There is no cost to you for Medicaid health coverage.



Need Answers or Help?

-  Read the FAQs www.MarylandHealthConnection.gov/faqs/
-  Get free help from an authorized insurance broker or certified navigator: www.MarylandHealthConnection.gov/find-help/
-  To get help with general questions or help with your account, use our virtual assistant, Flora, or live chat with a representative at MarylandHealthConnection.gov.
-  Call Maryland Health Connection at 855-642-8572. Deaf and hard of hearing use Relay.
-  Download our free mobile app. Go to the App Store on iOS devices or the Google Play Store on Android devices and search for "Enroll MHC" to find and download the app.
-  If you have a disability, you may request and receive a reasonable accommodation or special help to apply for and receive services through Maryland Health Connection.
-  If you have children under age 5 or you are pregnant, you may qualify for the Women, Infants, and Children (WIC) Program. Please call 1.800.242.4WIC to find a WIC clinic near you.
-  If you are an American Indian or Alaska Native you may not have to pay certain health care costs. Please call 855-642-8572 for more information.



Scan this to go to our website.

Free Navigator Services

Counties Served	Organization and Contact
Baltimore City, Anne Arundel, Baltimore, Carroll, Frederick, Howard	HealthCare Access Maryland Call 410-500-4710 or 855-288-3667 or visit www.healthcareaccessmaryland.org
Montgomery	Montgomery County Health Connection Call 240-777-1815 or visit www.montgomeryhealthconnection.org
Prince George's	Prince George's County Health Connect Call 301-927-4500 or visit www.PGHealthconnect.org
Caroline, Cecil, Dorchester, Harford, Kent, Queen Anne's, and Talbot	Seedco Call 1-866-492-6057 or visit https://www.seedco.org/marylandhealth
Calvert, Charles, and St. Mary's	Seedco Call 1-855-339-3007 or visit https://www.seedco.org/marylandhealth
	AHEC West Health Insurance Program



Allegany, Garrett, Washington	Call 1-888-202-0212 or visit www.ahecwest.org/wmic
Somerset, Wicomico, Worcester	Lower Shore Health Insurance Assistance Program Call 1-855-445-5540 or visit lowershorehealth.org

Nondiscrimination and Accessibility Requirements Notice

Maryland Health Connection complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Maryland Health Connection does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Maryland Health Connection:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, please call 855-642-8572 for assistance.

How to File a Discrimination Grievance

If you believe Maryland Health Connection has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance in writing by mail or email, or call:

Civil Rights Coordinator
 Phone: 410-547-6862
 Fax: 410-547-6805
 MD Relay 7-1-1 or 800-735-2258
 Email: MHCCivil.Rights@Maryland.gov
 Mail: 750 E. Pratt St., 6th Floor, Baltimore, MD 21202

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



¿Necesita respuestas o ayuda?
 Contáctenos al 855-642-8572
 Si es sordo o tiene problemas de audición, utilice la retransmisión

Fecha de Solicitud: 01/03/2024

Cobertura de salud de Medicaid para su recién nacido

Hemos inscrito a su(s) recién nacido(s) en Medicaid ya que nuestros registros muestran que usted tenía Medicaid en su fecha de nacimiento. La cobertura de salud de Medicaid para su(s) recién nacido(s) durará trece (13) meses.

Recibirá una notificación aparte por correo con información importante sobre Medicaid y sus próximos pasos.

Cobertura de Medicaid para recién nacidos

Nro. de Asistencia Médica: [REDACTED]			
Programa	Resultados	Fecha de inicio de elegibilidad	Fecha de finalización de elegibilidad
Medicaid	Inscrito en Medicaid	11/01/2023	11/30/2024
Nro. de Asistencia Médica: [REDACTED]			
Programa	Resultados	Fecha de inicio de elegibilidad	Fecha de finalización de elegibilidad
Medicaid	Inscrito en Medicaid	11/01/2023	11/30/2024
Nro. de Asistencia Médica: [REDACTED]			
Programa	Resultados	Fecha de inicio de elegibilidad	Fecha de finalización de elegibilidad
Medicaid	Inscrito en Medicaid	11/01/2023	11/30/2024

Inscripción en un plan de salud

Si usted estaba inscrito en una organización de atención administrada (MCO, por sus siglas en inglés) al momento del nacimiento, su(s) recién nacido(s) se inscribirá(n) automáticamente en su MCO a partir de su fecha de nacimiento. La cobertura de salud de Medicaid no tiene ningún costo para usted.



¿Necesita respuestas o ayuda?

Lea las Preguntas Frecuentes www.MarylandHealthConnection.gov/faqs/

Obtenga ayuda gratuita de un corredor de seguros autorizado o asesor certificado: www.MarylandHealthConnection.gov/find-help/



Escanee esto para dirigirse a nuestro sitio web

Para obtener ayuda con relación a preguntas generales o con su cuenta, utilice nuestra asistente virtual, Flora, o chatee en vivo con un representante en MarylandHealthConnection.gov.

Llame a Maryland Health Connection al 855-642-8572. Si es sordo o tiene problemas de audición, utilice la retransmisión.

Descargue nuestra aplicación móvil gratuita. Vaya al App Store en dispositivos iOS o Google Play Store en dispositivos Android y busque "Enroll MHC" para encontrar y descargar la aplicación.

Si tiene una discapacidad, puede solicitar y recibir acomodamiento razonable o ayuda especial para poder solicitar y recibir servicios a través de Maryland Health Connection.

Si tiene niños/as menores de 5 años o está embarazada, puede reunir los requisitos para el Programa de Mujeres, Bebés y Niños (WIC, Women, Infants and Children). Llame a 800-242-4WIC (4942) para encontrar una clínica WIC cerca suyo.

Si usted es indio estadounidense o nativo de Alaska, es posible que no tenga que pagar ciertos costos de atención médica. Llame al 855-642-8572 para obtener más información.

Servicios de Navegación gratuitos

Condados que reciben los servicios	Organización y contacto
Baltimore City, Anne Arundel, Baltimore, Carroll, Frederick, Howard	HealthCare Access Maryland Call 410-500-4710 or 855-288-3667 or visit www.healthcareaccessmaryland.org
Montgomery	Montgomery County Health Connection Call 240-777-1815 or visit www.montgomeryhealthconnection.org
Prince George's	Prince George's County Health Connect Call 301-927-4500 or visit www.PGHealthconnect.org
Caroline, Cecil, Dorchester, Harford, Kent, Queen Anne's, and Talbot	Seedco Call 1-866-492-6057 or visit https://www.seedco.org/marylandhealth
Calvert, Charles, and St. Mary's	Seedco



	Call 1-855-339-3007 or visit https://www.seedco.org/marylandhealth
Allegany, Garrett, Washington	AHEC West Health Insurance Program Call 1-888-202-0212 or visit www.ahecwest.org/wmic
Somerset, Wicomico, Worcester	Lower Shore Health Insurance Assistance Program Call 1-855-445-5540 or visit lowershorehealth.org

Aviso de no discriminación y requisitos de accesibilidad

Maryland Health Connection cumple con las leyes federales de derechos civiles vigentes y no discrimina por motivos de raza, color, nacionalidad de origen, edad, discapacidad o sexo. Maryland Health Connection no excluye a las personas ni las trata diferente por motivos de raza, color, nacionalidad de origen, edad, discapacidad o sexo.

Maryland Health Connection:

- Proporciona ayuda y servicios auxiliares gratuitos a personas con discapacidades para que se comuniquen eficazmente con nosotros, como intérpretes de lengua de señas calificados e información por escrito en otros formatos (letra grande, audios, formatos electrónicos accesibles, otros formatos)
- Proporciona servicios de asistencia lingüística gratuitos para personas cuyo idioma principal no sea el inglés, tales como intérpretes calificados e información por escrito en otros idiomas.

Si necesita estos servicios, llame al 855-642-8572 para recibir asistencia.

Cómo presentar un reclamo por discriminación

Si considera que Maryland Health Connection no le ha proporcionado estos servicios o lo ha discriminado por motivos de raza, color, nacionalidad de origen, edad, discapacidad o sexo, puede presentar un reclamo por escrito por correo o correo electrónico a:

Coordinador de Derechos Civiles
 Teléfono: 410-547-6862
 Fax: 410-547-6805
 Retransmisión MD 7-1-1 o 800-735-2258
 Correo electrónico: MHCCivil.Rights@Maryland.gov
 Correo: 750 E. Pratt St., 6th Floor, Baltimore, MD 21202

También puede presentar una queja de derechos civiles ante la Oficina de derechos civiles del Departamento de Salud y Servicios Humanos de EE. UU. de forma electrónica a través del Portal de quejas de la oficina de derechos civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo o teléfono: Departamento de Salud y Servicios Humanos de EE. UU., 200 Independence Ave. SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Los formularios de quejas están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.

Sample of Newborn Notice AH-1338



Go paperless!

Visit marylandhealthconnection.gov, verify your email address, and select paperless delivery. It's a fast, easy, and secure way to view and keep your important plan documents.



01/10/2024

Application Date: 01/10/2024
Application ID: [Redacted]

Need answers or help?
Call us at 855-642-8572
Deaf and hard of hearing use Relay

Medicaid health coverage for your newborn

We have enrolled your newborn(s) in Medicaid, as our records show that you had Medicaid on their date of birth. Medicaid health coverage for your newborn(s) will last thirteen (13) months.

Review and update your information with Maryland Health Connection.

This letter provides important information regarding Medicaid and your next steps.

Newborn Medicaid coverage

		Medical Assistance # : [Redacted]	
Program	Status	Eligibility Begin Date	Eligibility End Date
Medicaid	Enrolled in Medicaid	01/01/2024	01/31/2025

Enrollment in a Health Plan

If you were enrolled in a Managed Care Organization (MCO) at the time of birth, then your newborn(s) will be automatically enrolled in your MCO as of their date of birth. There is no cost to you for Medicaid health coverage.

Next Steps

Review and update your application in Maryland Health Connection, so that we have the most recent information for your household.

1338
Doc ID: [Redacted]












You can review and update your application in several ways:

- Online through MarylandHealthConnection.gov
 - Log into your account at MarylandHealthConnection.gov
 - Go to your most recent application and select the Continue Changing My Information link.
 - Review and update your application, including your pregnancy information. Your newborn(s) should already be added to the application.
- Call us at 1-855-642-8572. Deaf and hard of hearing use Relay.
- Find free, in-person help understanding this information and enrolling in coverage at MarylandHealthConnection.gov/find-help/

You can review and update your application in several ways:

- Online through MarylandHealthConnection.gov
 - Create an account in MarylandHealthConnection.gov
 - Select the Link Application button to link your account with the application that was started for your newborn(s). You will need to enter the application ID: 332466 that appears on the top of this notice.
 - Go to the application and select the Change My Information link.
 - Review and update your application, including your pregnancy information. Your newborn(s) should already be added to the application.
- Call us at 1-855-642-8572. Deaf and hard of hearing use Relay.
- Find free, in-person help understanding this information and enrolling in coverage at MarylandHealthConnection.gov/find-help/


Need Answers or Help?

-  Read the FAQs www.MarylandHealthConnection.gov/faqs/
-  Get free help from an authorized insurance broker or certified navigator: www.MarylandHealthConnection.gov/find-help/
-  To get help with general questions or help with your account, use our virtual assistant, Flora, or live chat with a representative at MarylandHealthConnection.gov.
-  Call Maryland Health Connection at 855-642-8572. Deaf and hard of hearing use Relay.
-  Download our free mobile app. Go to the App Store on iOS devices or the Google Play Store on Android devices and search for "Enroll MHC" to find and download the app.
-  If you have a disability, you may request and receive a reasonable accommodation or special help to apply for and receive services through Maryland Health Connection.
-  If you have children under age 5 or you are pregnant, you may qualify for the Women, Infants, and Children (WIC) Program. Please call 1.800.242.4WIC to find a WIC clinic near you.



Scan this to go to our website.

Free Navigator Services

1338
Doc ID: 





Counties Served	Organization and Contact
Baltimore City, Anne Arundel, Baltimore, Carroll, Frederick, Howard	HealthCare Access Maryland Call 410-500-4710 or 855-288-3667 or visit www.healthcareaccessmaryland.org
Montgomery	Montgomery County Health Connection Call 240-777-1815 or visit www.montgomeryhealthconnection.org
Prince George's	Prince George's County Health Connect Call 301-927-4500 or visit www.PGhealthconnect.org
Caroline, Cecil, Dorchester, Harford, Kent, Queen Anne's, and Talbot	Seedco Call 1-866-492-6057 or visit www.seedco.org/marylandhealth
Calvert, Charles, and St. Mary's	Seedco Call 1-855-339-3007 or visit www.seedco.org/marylandhealth
Allegany, Garrett, Washington	AHEC West Health Insurance Program Call 1-888-202-0212 or visit www.ahecwest.org/wmic
Somerset, Wicomico, Worcester	Lower Shore Health Insurance Assistance Program Call 1-855-445-5540 or visit lowershorehealth.org

Nondiscrimination and Accessibility Requirements Notice

Maryland Health Connection complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Maryland Health Connection does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Maryland Health Connection:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, please call 855-642-8572 for assistance.

How to File a Discrimination Grievance

1338
Doc ID: XXXXXXXXXX





If you believe Maryland Health Connection has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance in writing by mail or email, or call:

Civil Rights Coordinator
Phone: 410-547-6862
Fax: 410-547-6805
MD Relay 7-1-1 or 800-735-2258
Email: MHCCivil.Rights@Maryland.gov
Mail: 750 E. Pratt St., 6th Floor, Baltimore, MD 21202

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Sample of Newborn Notice AH-1338 - Page 4