April 29, 2022

On December 4, 2021, the Maryland Department of Health (MDH) experienced a network outage that impacted the MDH information technology systems, including the MADAP client database and network. Our resources continue to grow and we now have access to our client database in a limited capacity and continue to test the platform to ensure that all parts function properly.

We continue to use the solutions created to make eligibility determinations, and make adjustments as we gain access to resources for new and established MADAP clients. Please see links to previous updates under MADAP Historic News on the website for current operations.

MADAP fax lines are now operational and you may resume faxing to the fax lines listed here: 410-333-2608 and 410-244-8617.

For new and established clients:

- We have sent out recerts for clients that end in May. If you have already sent in your recertification application and supporting documents prior to receiving one in the mail, you do not have to return it. Please do not send duplicate copies of any document unless specifically requested. This slows our process down when sorting through and organizing our documents for processing.
- Please only send applications, recerts, and other supporting documents to the client services email address or through one of the fax lines. Please do not send to the specialists unless specifically requested to do so. This overloads their email box and makes it difficult to work through documents received.
- We can be reached via email at client.services@maryland.gov.
- We have been able to successfully create permanent MADAP ID numbers for brand new MADAP clients in our client database and therefore the temporary IDs will no longer be assigned for new applicants. Those new MADAP clients that are using temporary IDs should continue using that temporary ID until contacted by MADAP with the replacement permanent MADAP ID. As we establish functionality with other operations within our client database we will provide updates.
We remain unable to generate receipts of payments in our client database and are making phone calls to clients to notify them of their payment being made and posted to their account with their respective insurer.

We will begin sending out welcome letters with new MADAP ID cards within the next week.

The clients with terminated Aetna Silver Script policies that were reported to us have been reinstated. If you/your client’s Aetna Silver Script policy has been terminated, please contact us so that we may assist in the reinstatement of the policy.

Clients with John’s Hopkins Medicare Advantage plan that have received a termination notice, please contact us to provide a copy of that termination notice. Since the start of the pandemic, the Advantage MD plans have stopped all disenrollment even if a member is delinquent in payment of premium bills.

If you receive a refund check from your insurance plan, and you have not made any payments toward your premium, please contact MADAP before you cash the check so that we can reconcile the check appropriately.

Our office phone numbers have been forwarded to our cell phones. It is not necessary to call both lines, as they will only ring to one phone.

Find network incident and restoration updates here. You may also refer to our website for access to current applications, a copy of this notice (and previous notices), and other program details.

We know that this is a difficult time for you, as it is for us as well. We have more resources now and are coming back slowly but surely. We are still requesting your patience and help in sharing information with those who may or may not have email communication. We appreciate your patience and understanding in advance. Please continue to check our website for the most current information on MADAP operations.

For any questions or concerns that you may have, please contact the MADAP office at 410-767-6535 or send us an email to client.services@maryland.gov.

Thank you,

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