



# Washington County Health Department

1302 Pennsylvania Avenue, Hagerstown, MD 21742

[washcohealth.org](http://washcohealth.org)

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## Important information regarding your Medical Assistance

- Maintaining Eligibility is important. It will be helpful for you to remember the following:
  - your renewal date
  - what Managed Care Organization (MCO) you have (Examples are Maryland's Physician's Care, Priority Partners, Aetna Better Health, Amerigroup, etc.).
- If you have questions, please call the WCHD MCHP Office at 240-313-3330 (open Monday-Friday 8AM-3PM), a staff member will be glad to assist you. You may also call Maryland Health Connection at 1-855-642-8572.
- MA Fee for Service (Red and White card) is through the State. Services such as mental health, substance use disorders and certain drugs are covered by the State and not your MCO. Beacon Health (1-800-888-1965) can assist you with these services.
- You will receive a Red and White card prior to receiving a MCO card. Keep both cards and present them to your doctors since some services must be billed under the Red and White Card. If you have Medicare, you may only receive a Red and White card.
- It is important to get established with your PCP as soon as possible. Preventative health visits are important to maintain good health, prevent problems for adults, and maintain growth and development for children.
  - You may change your Primary Care Provider (PCP) at any time by simply calling the customer service number on the back of your card and letting the MCO know who you are planning on using. You will be mailed a new card in about 2 weeks. This change cannot be done by the Health Department.
  - If you forget your insurance card and a doctor's office refuses to see you. Ask them to EVS (Eligibility Verification Service) using your Social Security Card and you may still be seen. This allow the doctor's office to confirm your insurance.
  - Keep all scheduled appointments, failure to do so could result in losing the provider you have.
- If you are in need of transportation assistance to get to your provider appointments, please contact the WCHD for information regarding resources at 240-313-3264.
- Some visits, especially to specialists, require a referral by your PCP before you can be seen. The following services DO NOT require a referral:
  - gynecologist for a Pap smear and contraception or
  - for "Carve out Services" such as dental, mental health, and substance abuse.
  - Prenatal care also does not need a referral to access care.
  - A self-referral for Family Planning services is also available. Family Planning is available at 240-313-3296.

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- Some medications may require a preauthorization in order to be filled, please check with your prescribing provider. All prescriptions must be written by a participating Maryland Medicaid provider to be filled by the pharmacy. If problems arise, call the Health Choice Enrollee Help Line at 1-800-284-4510 for assistance. If you **only** have a “Red and White” Card: Call 1-800-492-5231 for prescription help.
- Dental and vision benefits for adults vary depending on MCO. Children and pregnant women dental services are covered under the Healthy Smiles Program at 1-855-934-9812.
- Your MCO can be changed once you are enrolled for one full year by calling Maryland Health Connection (1-855-642-8572). **If it is the first time you have had medical assistance you have 90 days to change your MCO.** Contact your MCO for **Case Manager** assistance if you have special health care needs or problems. Check your MCO Handbook for information regarding benefits.
- Pregnant Women and children under age 5 may be eligible for the WIC Program. Call 240-313-3335 to find out more.
- You have the right to appeal any decisions made by your MCO regarding your care. If you disagree with that decision, you may call the Health Choice Enrollee Help Line at 1-800-284-4510 for assistance.
- **It is important to inform Eligibility at the WCHD (240-313-3330) or Maryland Health Connection (1-855-642-8572) of any change in income, family size (including reporting the birth of your baby and providing their social security number), address or phone number so the State has correct information for you. The post office is not allowed to forward mailings. IF a mailing is returned to the state due to incorrect address as this shows possible non residency. You may report changes in the following ways:**
  - Please call the Health Department at 240-313-3330 to speak with an MCHP employee
  - Call Maryland Health Connection (1-855-642-8572)
  - Report changes on-line at [www.maylandhealthconnections.gov](http://www.maylandhealthconnections.gov) (It is VERY important to ensure the information you enter is saved to ensure the change has been made).
  - **If you move from Maryland to another state:** Please Call Maryland Health Connections (1-855-642-8572) to close your case. You will be mailed a letter which you can take to the new state Medical Assistance Office to re-apply.
- Please respond to any communication from the state requesting a response.

We are always available to answer questions or assist you with obtaining services.

To speak with a Washington County Health Department ACCU staff member

**Call 240-313-3229 8am-4:30pm Monday through Friday.**

Or, for the most current list of Provider Participation and MCO Information

Go to: [washcohealth.org](http://washcohealth.org)

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