

# HealthChoice

MARYLAND'S MEDICAID MANAGED HEALTH CARE PROGRAM

## You need to pick your MCO

HealthChoice provides health care to people in the State of Maryland's Medicaid managed care program. In HealthChoice, you get your health care services through a managed health care organization called an MCO (also called a health plan).

You have the right to pick the MCO you want to use. There are several different MCOs you can join.

In HealthChoice, you also have your own personal doctor. This doctor is called your PCP, or Primary Care Provider. You need to choose a PCP in the MCO you pick.

This brochure is a guide to help you choose an MCO and PCP.



### Here's what you need to do:

#### TIME IS LIMITED!

You need to pick your MCO by the date in the HealthChoice letter sent with this brochure. If you do not, the state will choose one for you.

- Step 1** **Pick your MCO**  
Learn more about MCOs on page 2.
- Step 2** **Choose your doctor**  
Find out more about choosing a doctor to be your PCP on page 3.
- Step 3** **Sign-up with the MCO you pick**  
It's easy to do...see page 3.

**Start now** 

**Questions? Need Help?**

**Call HealthChoice at 1-800-977-7388**

TDD line for hearing impaired people ONLY at 1-800-977-7389

# Step 1 Pick your MCO

In Maryland there are a number of different MCOs you can join. You need to decide which one will be best for you and your family.

## To find out more about the MCOs you can join:

Read the HealthChoice MCO Comparison Chart;

or

Go to [www.MDHealthChoice.org](http://www.MDHealthChoice.org)

Click on Compare Plans

then click on MCO Comparison Chart;

or

Talk with a Health Benefits Consultant at HealthChoice, call 1-800-977-7388;



# MCO

stands for Managed Care Organization.

In an MCO you get your medical care through the doctors, clinics, hospitals, drug stores, and other providers who work with that MCO. Most MCOs are run by insurance companies.

All of your MCO providers work together to take care of your health care needs. In an MCO you also have a personal doctor called a PCP, or Primary Care Provider.

When you have a PCP you always have a way to get health care services. Help is just a phone call away.

## Here are some questions to ask before you pick an MCO:

### Which MCOs can I join?

Look inside the MCO Comparison Chart to find out which MCOs are available in the county where you live.

### Can I keep using the doctors I see now?

If you want to stay with your current doctor, you need to choose an MCO that works with that doctor. Call your doctor's office and ask the staff which MCOs your doctor works with or call HealthChoice at **1-800-977-7388**. You can also look up your doctors on the HealthChoice Enrollment Website @ [www.MDHealthChoice.org](http://www.MDHealthChoice.org) or in a HealthChoice Provider Listing (return the enclosed Doctor/Clinic Request Card to get a copy).

### Which MCOs will let me use my neighborhood drug store and hospital?

Call HealthChoice at 1-800-977-7388 and ask a Health Benefits Consultant. Or look up the facility you are interested in on the HealthChoice Enrollment website @ [www.MDHealthChoice.org](http://www.MDHealthChoice.org) or in a HealthChoice Provider Listing (return the enclosed Doctor/Clinic Request Card to get a copy).

### Do any of the MCOs offer extra benefits or services?

Look inside the MCO Comparison Chart for more information on what benefits each MCO offers.

### Before you pick your MCO, be sure to get all your questions answered.

**Call HealthChoice at 1-800-977-7388**

**TDD line for hearing impaired people ONLY at 1-800-977-7389**

A Health Benefits Consultant is waiting to help. The information and the call are free.

## Step 2 Choose your doctor

When you sign-up with your MCO you also need to choose a personal doctor. This doctor is called your PCP, or Primary Care Provider.

You can also choose a clinic in your area to serve as your PCP. Call HealthChoice at 1-800-977-7388 to find out more about this option.

Your PCP looks out for your health. When you are sick, need a check-up, or a lab test, you will see your PCP. If you need other medical services, your PCP will help you get that care, too.

### Can I stay with my current doctor?

Many Maryland doctors work with the HealthChoice program. Call your doctor's office and ask the staff which MCOs your doctor works with or call HealthChoice at **1-800-977-7388**.

You can also look up your doctors on the HealthChoice Enrollment Website @ [www.MDHealthChoice.org](http://www.MDHealthChoice.org) or in a HealthChoice Provider Listing (return the enclosed Doctor/Clinic Request Card to get a copy).

**When choosing a PCP, here are some questions to think about:**

- Can I find a doctor who is close to my house?
- What type of doctor do I need?
- Can I find a doctor who speaks my language?

You may not be able to go to every specialist in some MCOs. It can depend on the personal doctor (PCP) you choose. Ask the PCP you pick if you can go to the specialists you want.

**It is easy to get help.**

- Call HealthChoice and talk with a Health Benefits Consultant

**HealthChoice**  
**1-800-977-7388**

**TDD line for hearing impaired ONLY**  
**1-800-977-7389**



## Step 3 Sign-up with the MCO you pick

There are three different ways you can sign-up. You can:



**Enroll online** by going to [www.MDHealthChoice.org](http://www.MDHealthChoice.org).

or



**Call** HealthChoice, 1-800-977-7388, and sign-up over the phone with a Health Benefits Consultant;

or



**Send** back your completed MCO enrollment form in the postage-paid envelope provided (both came with this brochure in your HealthChoice packet);

**Do you have more questions? Call 1-800-977-7388 for the answers.**



## How do I find out more about my MCO?

After you sign-up, your MCO will mail you a handbook that gives you information on getting care in the MCO. You will learn about:

- getting emergency care
- seeing a specialist
- getting care from your doctor 24 hours a day
- solving problems with your plan or doctor

## What health care services are covered by my HealthChoice MCO?

All basic medical services are covered by each MCO. For more information, read the MCO Comparison Chart sent with this brochure.

## Can I see a different doctor than my children?

Yes, each person in your family can have a different doctor, one to meet their medical needs. For example, you can see a family doctor and your child can see a children's doctor called a pediatrician.

## Can I see a specialist?

Yes. If you need to see a specialist or need a special medical service, your doctor will help you get that care. In most cases, you will be sent to a specialist who also works with your doctor and MCO. This is called a referral.

## How do I get transportation for medical appointments?

Contact your local health department for help. Your MCO may also provide some transportation, call them for more information — the MCO phone number is listed in the MCO Comparison Chart.

## Can I change to another MCO?

You may change MCOs within the first 90 days of your initial enrollment for any reason. This is called your 90-day change period.

Once your 90-day change period ends, you must remain with your MCO for 12 months before you will be allowed to change. There are some special reasons that may allow you to change before 12 months.

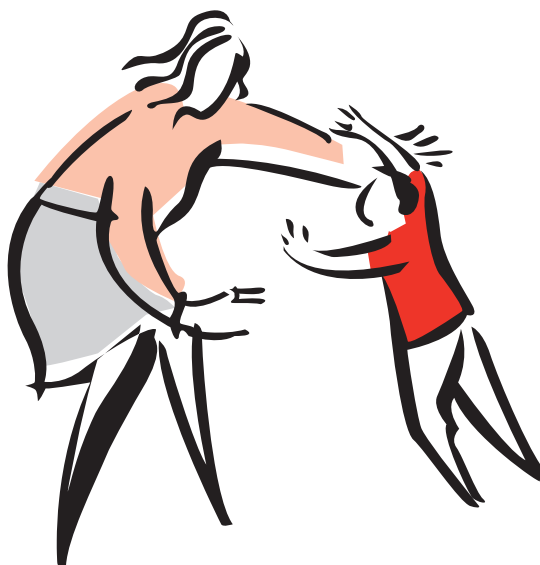
One example of a special reason is you move out of the area that your current MCO serves. You can call HealthChoice and talk with a Health Benefits Consultant if you need more information.

## Can I change my doctor?

You can change to another doctor in your MCO anytime. You just need to call your MCO.

## What can I do if I have a problem with my MCO?

Start by calling your MCO's Member Services Department, but if they can't help you can call the HealthChoice HelpLine at 1-800-284-4510. You will get more information about this service and your rights to file a grievance from your MCO.



**Remember...  
to get the answers  
you need**

**Call  
HealthChoice  
1-800-977-7388**

**Monday – Friday  
7am – 7pm**

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