

## ▶▶▶ You need to choose an MCO now!

### Services covered by Managed Care Organizations (MCOs)

All HealthChoice MCOs must cover basic health services including:

- ✓ Visits to the doctor, including regular check-ups
- ✓ Healthy Kids check-ups including immunizations
- ✓ Prescription drugs (No pharmacy copays for children under 21 & pregnant women)
- ✓ X-ray and lab services
- ✓ Urgent care center services
- ✓ Emergency services (also covered when out of state)
- ✓ Hospital services
- ✓ Well women care
- ✓ Prenatal and postpartum care
- ✓ Family planning and birth control (No pharmacy copays)
- ✓ Home health services
- ✓ Vision exam & glasses for children under 21

See chart inside for adult pharmacy copays and adult vision – These vary by MCO.

### Behavioral Health Services in Maryland (800) 888-1965

- ✓ Specialty mental health services (like counselors, psychologists, psychiatrists)
- ✓ Substance use disorder treatment and recovery services

### Pregnant? Call (800) 456-8900

### Dental Care

- ✓ All HealthChoice enrollees (including adults) are now covered under the Maryland Healthy Smiles Dental Program. Call (855) 934-9812 for more information.

Transportation services may be arranged through the local health department. MCOs may also offer bus tokens, taxis and van services to medical appointments.

## MCO Comparison Chart

In Maryland's HealthChoice program, health care services are provided through managed health care organizations, called MCOs.

Use the chart to help pick your MCO.

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

- Which MCOs provide services in my area?
- Which MCOs include my doctor and the hospital, specialists, and pharmacies I want to use?
- What additional services does each MCO offer?

\* HealthChoice does not cover you when you are out of State except for emergencies.

## Look inside to get answers to these questions ▶▶▶



**Enrollment & Eligibility Contact – Maryland Health Connection 1-855-642-8572**

**Deaf and hard of hearing use relay service**

Name of MCO	Aetna Better Health	CareFirst BlueCross Blue Shield Community Health Plan Maryland	Jai Medical Systems	Kaiser Permanente	Maryland Physicians Care	MedStar Family Choice	Priority Partners	United Healthcare Community Plan	Wellpoint Maryland (formerly Amerigroup Community Care)
<b>Customer Service Numbers</b> <b>Hours of Operations</b>	(866) 827-2710 24 hours a day / 7 days a week	(800) 730-8530 Monday - Friday, 8 a.m. - 5 p.m.	(888) 524-1999 Monday - Friday, 9 a.m. - 6 p.m.	(855) 249-5019 Monday - Friday, 7:30 a.m. - 9:00 p.m.	(800) 953-8854 Monday - Friday, 8 a.m. - 5 p.m.	(888) 404-3549 Monday - Friday, 8:30 a.m. - 5 p.m.	(800) 654-9728 Monday - Friday, 8 a.m. - 5 p.m.	(800) 318-8821 Monday - Friday, 8 a.m. - 7 p.m.	(833) 707-0867 (TTY 711) Monday - Friday, 8 a.m. - 6 p.m.
<b>Doctors, Hospitals, Labs</b> Which doctors, hospitals and labs are in the MCO's network? Go to <a href="http://marylandhealthconnection.gov">marylandhealthconnection.gov</a> or check the MCO's website listed here.	<a href="http://www.aetnabetterhealth.com/maryland">www.aetnabetterhealth.com/maryland</a>	<a href="http://www.carefirstchpmd.com">www.carefirstchpmd.com</a>	<a href="http://www.jaimedicalsystems.com">www.jaimedicalsystems.com</a>	<a href="http://www.kp.org/medicaid/md">www.kp.org/medicaid/md</a>	<a href="http://www.marylandphysicianscare.com">www.marylandphysicianscare.com</a>	<a href="http://www.medstarfamilychoice.com">www.medstarfamilychoice.com</a>	<a href="http://www.ppmco.org">www.ppmco.org</a>	<a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a>	<a href="http://wellpoint.com/md/medicaid">wellpoint.com/md/medicaid</a>
<b>Open Areas</b> The MCO is open for new enrollments if you live in these counties.	STATEWIDE	STATEWIDE	Baltimore City, Anne Arundel, Baltimore, Carroll, Harford, Howard and Prince George's counties	Baltimore City, Anne Arundel, Baltimore county, Calvert, Charles, Harford, Howard, Montgomery and Prince George's counties	STATEWIDE	Baltimore City, Anne Arundel, Baltimore, Calvert, Charles, Harford, Montgomery, Prince George's and St. Mary's counties	STATEWIDE	Baltimore City, Anne Arundel, Baltimore, Calvert, Caroline, Carroll, Cecil, Charles, Dorchester, Frederick, Harford, Howard, Kent, Montgomery, Prince George's, Queen Anne's, Somerset, St. Mary's, Talbot, Washington, Wicomico and Worcester counties	STATEWIDE
<b>Accepts out of area enrollments</b> The MCO may allow you to choose them even if you do not live in their open service areas. However, you may have to travel further distances for care and provide your own transportation. For details, call Maryland Health Connection at (855) 642-8572.	YES	YES	YES	NO	YES	NO	YES	YES	YES
<b>Which major pharmacies can you use?</b> Go to the MCO's website listed above for a complete list or call MCO customer service numbers.	CVS, Epic, Giant, K-Mart, Safeway, Target, Walgreens, Walmart, Weis  Albertsons, Costco, Harris Teeter, Medcap, Rite Aid, ShopRite, Stop & Shop, SuperValue, The Medicine Shoppe, Wakefern, Wegmans	CVS, Epic, Giant, K-Mart, Safeway, Target, Walgreens, Walmart, Weis  Apple Discount Drug, Baltimore Medical System Inc., Costco, Food Lion, Good Neighbor, Harris Teeter, Leader, Martin's, NeighborCare, Rite Aid, Sam's Club, Shoppers, ShopRite, SuperFresh, The Medicine Shoppe, Total Health Care, Wegmans	CVS, Epic, Giant, K-Mart, Safeway, Target, Walmart, Weis  Central Avenue, Costco, Eckerd, Govans, Harris Teeter, Keystone, NeighborCare, Park Lane, Rite Aid, Sam's Club, Shoppers, ShopRite, SuperFresh, The Medicine Shoppe, Walgreens, Wegmans	CVS, Giant, Safeway, Target, Walgreens, Walmart, Weis  Any Kaiser Permanente Medical Center Pharmacy, Kaiser Permanente Mail Delivery Pharmacy, Costco, Food Lion, Harris Teeter, Sam's Club, The Medicine Shoppe, Wegmans	CVS, Epic, Giant, K-Mart, Safeway, Target, Walgreens, Walmart, Weis  Apple Discount Drug, Baltimore Medical System Inc., Costco, Food Lion, Good Neighbor, Harris Teeter, Leader, Martin's, NeighborCare, Rite Aid, Sam's Club, Shoppers, ShopRite, The Medicine Shoppe, Total Health Care, Wegmans	CVS, Epic, Giant, K-Mart, Safeway, Target, Walgreens, Walmart, Weis  Costco, Klein's, MedStar, Rite Aid, Sam's Club, Shoppers, ShopRite, The Medicine Shoppe	CVS, Epic, Giant, K-Mart, Safeway, Target, Walgreens, Walmart, Weis  Eckerd, Food Lion, Happy Harry's Discount, NeighborCare, Rite Aid, Sam's Club, Shoppers, SuperFresh, The Medicine Shoppe	CVS, Epic, Giant, K-Mart, Safeway, Target, Walmart  Albertsons, Apple Discount Drugs, Baltimore Medical System Inc., Chase Brexton, Harris Teeter, Klein's, Martin's, MedStar, Omnicare, Optum Home Delivery, Rite Aid, Sam's Club, ShopRite, The Medicine Shoppe, Total Health Care, Wegmans	CVS, Epic, Giant, Safeway, Target, Walmart, Weis  Costco, Harris Teeter, Food City, Food Lion, Giant Eagle, K-Mart, Kroger, Martins, Medcap, Sam's Club, Sav-On, Shoppers, ShopRite, The Medicine Shoppe, Total Health Care, Wegmans
<b>Pharmacy Co-Pays for Adults</b> *If the MCO waives adult copays, the fees will be waived through 3/31/22. MCOs may also offer some over the counter drugs. Go to the MCO's website for details.	No Copays	Brand name \$3 / Generic drugs \$0	No Copays	No Copays	No Copays	No Copays	Brand name \$3 / Generic drugs \$1	Brand name \$3 / Generic drugs \$1	Brand name \$3 / Generic drugs \$0
<b>Adult Vision Services</b> <u>Required:</u> 1 eye exam every 2 years/no glasses *If the MCO offers additional services they are listed here. These listed services can be changed or discontinued at the beginning of each year.	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses a year</li> <li>• Maximum benefit for frames: \$200</li> <li>• Maximum benefit for contact lenses: \$200</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses every 2 years</li> <li>• Maximum benefit for frames: \$150</li> <li>• Maximum benefit for contact lenses: \$150</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses a year</li> <li>• Contact lenses when medically necessary</li> <li>• Maximum benefit for frames: \$25</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses every 2 years</li> <li>• No contact lenses</li> <li>• Maximum benefit for frames: \$150</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses every 2 years</li> <li>• 1 pair of lenses every year if needed</li> <li>• Maximum benefit for frames: \$50</li> <li>• Maximum benefit for contact lenses: \$100</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses every year</li> <li>• 1 pair of contact lenses, in lieu of glasses, if medically needed</li> <li>• Maximum benefit for frames: \$25</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses every 2 years</li> <li>• Maximum benefit for frames: \$19</li> <li>• Maximum benefit for contact lenses: \$100</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses every 2 years</li> <li>• Maximum benefit for frames: \$150</li> <li>• Maximum benefit for contact lenses: \$200</li> </ul>	<ul style="list-style-type: none"> <li>• 1 eye exam per year</li> <li>• 1 pair of glasses OR contact lenses once a year</li> <li>• Maximum benefit for frames: \$100</li> <li>• Maximum benefit for contact lenses: \$100</li> </ul>
MCOs are required to be accredited by NCOA (National Committee for Quality Assurance).	Accredited	Accredited	Accredited	Accredited	Accredited	Accredited	Accredited	Accredited	Accredited