Most children enrolled in Medical Assistance/Medicaid or the Maryland Children’s Health Program (MCHP) are in HealthChoice health plans (also called MCOs). Some children are not in HealthChoice and receive all their services in the fee-for-service system (FFS). Children in HealthChoice get a small number of their health services in FFS.

Children who receive all services in FFS are:
- Waiting to enroll in a HealthChoice health plan;
- Receiving Medicare benefits;
- Eligible for Medicaid for only a short time;
- Eligible for Maryland coverage but not federal coverage;
- Enrolled in the Rare and Expensive Case Management Program (REM). For information on REM call 410-767-1930 to request the REM brochure; or
- Enrolled in the Model Waiver. For information on the Model Waiver call 1-800-296-2242 or 410-987-1048 and see the Waiver Programs brochure.

How do I get the services my child needs in FFS?
You will need your child’s "Red and White" card.
You can choose all of your child’s doctors, therapists, and other providers. They must take Medicaid. If you are unsure about whether the doctor takes Medicaid, talk to the doctor’s office staff or call 1-800-492-5231.
Some services may require an approval (also called an authorization) from the Department of Health and Mental Hygiene (DHMH).

Where can I find information on other resources for my child?
- Family Networks at www.family-networks.org
- Baltimore HealthCare Access (BHCA) at www.bhca.org or 410-649-0521 for statewide publications
- The Children's Resource Line at 1-800-638-8864
- Your Local Health Department Find the number in the blue government pages of your phone book. In Baltimore City, call BHCA at 410-649-0521
- Maryland Disability Law Center at www.mdlcbalto.org or 410-727-6352 or 1-800-233-7201
- Parents’ Place of Maryland at www.ppmd.org or 1-800-394-5694

I still have questions. Who can I call to get answers now?
Call 1-800-492-5231.

I can't find a provider who accepts Fee-For-Service. What should I do?
Call 1-800-492-5231 and ask for a list of providers in your area. Get a list of more than one provider in case some don’t take Medicaid. Call the providers on the list to check.

I am having trouble getting the services my child needs. What can I do?
- You have a right to appeal denials, reductions, or delays in getting benefits or services.
- Call 1-800-492-5231 to file a complaint or appeal.
- You are entitled to a fair hearing to settle the dispute. You have a right to get legal help for the fair hearing. Call 1-800-233-7201.

Robert L. Ehrlich, Jr.  Michael S. Steele  S. Anthony McCann
Governor  Lt. Governor  Secretary

Maryland Department of Health and Mental Hygiene
May 2005
### What Is This Service?

- **Audiology, Hearing Aids, and Other Assistive Listening Devices**
  - Instruments or devices to improve or correct hearing impairments.

- **Case Management Services**
  - Case managers help coordinate care between your child's providers and you. This may include help getting approvals, transportation, and non-medical services for your child.

- **Dental Services**
  - Covered services include teeth cleaning (twice a year), fluoride treatment, exams, emergency care, preventive services, sealants, orthodontic care in some cases, general anesthesia when needed, and other treatment.

- **Doctor Visits/Primary Care**
  - Comprehensive Healthy Kids exam (including immunizations), well-child care, family planning services, and sick care or treatment.

- **Drugs/Medications**
  - Drugs or medications prescribed by a doctor or nurse practitioner.

- **Durable Medical Equipment (DME) and Disposable Medical Supplies (DMS)**
  - DME includes augmentative communication devices, wheelchairs, ankle-foot orthoses (AFOs), monitors, orthotics, prosthetics, seating and positioning devices, transfer equipment, and more. DMS includes diapers for children with incontinence, diabetic supplies, enter/parenteral nutritional formula, formula for PKU and feeding disorders, and more.

- **Emergency Services/Ambulance Services**
  - Emergency services and ambulance transportation to address urgent medical conditions.

- **Eye Exams, Glasses, and Low Vision Aids**
  - One eye exam and one pair of glasses per year. If the glasses are lost, stolen, broken, or if the prescription changes significantly, your child can get a new pair of glasses.

- **Home Health**
  - Skilled nursing services and assistance with activities of daily living provided in the home.

- **Hospice Care**
  - Care provided to children who are terminally ill.

- **Hospital Care**
  - Inpatient, outpatient rehabilitation, surgery, and outpatient hospital visits.

- **ICF-MR**
  - Intermediate care facility for persons with mental retardation or another developmental disability that provides 24-hour institutional care.

- **Lab Tests and X-Rays**
  - Examples are: blood work, lead testing, MRI and CT scans, EKG, and EEG.

- **Medical Day Care**
  - Medically supervised, health-related services provided in a medical day care setting.

- **Mental Health Services and Drugs/Medications**
  - Outpatient care such as counseling, more intensive outpatient care including therapeutic nursery, and inpatient care.

- **Nursing Facility**
  - Nursing care or rehabilitation provided at institutions.

- **Personal Care Services**
  - Help with daily living (bathing, mobility, eating, toileting).

- **Private Duty Nursing**
  - Skilled nursing services provided in the home or when normal life activities take the child outside the home. Care that is more individual and continuous care than that available under home health.

- **Specialty Doctor Visits**
  - Includes specialists such as neurologists, cardiologists, urologists. These doctors should specialize in pediatric care. Other specialty providers such as nutritionists, podiatrists, or chiropractors are also available.

- **Substance Abuse Treatment**
  - Outpatient, inpatient, and residential care services (including Intermediate Care Facilities) for the treatment of substance abuse.

- **Therapeutic Behavioral Services**
  - One-to-one rehabilitative treatment provided in the home or other community settings. Not a child care or respite service.

- **Therapies**
  - Occupational therapy, physical therapy, and speech/language/audiology therapy.

- **Transportation**
  - Transportation to and from medical appointments.

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**How Can My Child Get This Service?**

- **Audiology, Hearing Aids, and Other Assistive Listening Devices**
  - Talk to your child's audiologist for more information. You may make an appointment with any doctor who takes Medicaid. You may need approval from DHMH for instruments or devices.

- **Case Management Services**
  - Children in REM and Model Waiver are assigned case managers. If your child is not in REM or Model Waiver and you need case management, call 1-800-492-5231 or your Local Health Department for more information.

- **Dental Services**
  - Call 1-800-492-5231 for a list of dentists. Get a list of more than one provider because some may no longer take Medicaid. Ask the dentist's office staff if they have experience treating children with special health care needs. If your child needs special care during dental visits, such as anesthesia, talk to the dentist about this before making the appointment.

- **Doctor Visits/Primary Care**
  - Call 1-800-492-5231 for a list of doctors. Talk to other families of children with special health needs for a doctor recommendation. Or call a local support or advocacy group for a recommendation (some numbers are listed on the back of this brochure).

- **Drugs/Medications**
  - Your child's prescription can be filled at any pharmacy that takes Medicaid. Call 1-800-492-5231 to find out which pharmacy you can use.

- **Durable Medical Equipment (DME) and Disposable Medical Supplies (DMS)**
  - Your child's doctor should ask for approval from DHMH. The doctor usually must send paperwork to DHMH. Try to plan on what your child will need so you can call the doctor before you run out.

- **Emergency Services/Ambulance Services**
  - No referral is needed for emergency care or emergency ambulance services. If you believe your child has a medical emergency, call an ambulance or take your child to the nearest emergency room.

- **Eye Exams, Glasses, and Low Vision Aids**
  - If the glasses are lost, stolen, broken, or if the prescription changes significantly, your child can get a new pair of glasses.

- **Home Health**
  - You may need approval from DHMH. Your child's doctor and the nursing agency will help get approval from DHMH.

- **Hospital Care**
  - Your child's doctor or the hospital recommending the care can help coordinate this.

- **ICF-MR**
  - Your child's doctor can help coordinate inpatient care. No approval is needed for outpatient hospital visits. Institutional care is considered the most restrictive placement for individuals and may only be approved if there is no less restrictive setting in which services can be provided within a reasonable time. Talk to your child's provider to find out if your child needs ICF-MR placement, or if less restrictive options are available. Call 1-800-492-5231 if you have questions about ICF-MR.

- **Lab Tests and X-Rays**
  - Your child's doctor can help link you to a place where the test can be done.

- **Medical Day Care**
  - Call the Division of Children's Services at 410-767-1485.

- **Mental Health Services and Drugs/Medications**
  - Talk to your child's doctor or call MAPS at 1-800-888-1965. See the Mental Health brochure.

- **Nursing Facility**
  - Call your Local Health Department. Find the number in the blue government pages of your phone book. No referrals are needed.

- **Personal Care Services**
  - You need a doctor's referral. Your child's doctor and the nursing agency will help get approval from DHMH.

- **Private Duty Nursing**
  - Call 1-800-492-5231 for a list of providers. No referral or approval is needed.

- **Specialty Doctor Visits**
  - Call 1-800-492-5231 for a list of providers. No referral or approval is needed.

- **Substance Abuse Treatment**
  - Call 1-800-492-5231 for a list of providers. No referral or approval is needed.

- **Therapeutic Behavioral Services**
  - Call 1-800-492-5231 for a list of providers. No referral or approval is needed.

- **Therapies**
  - Call 1-800-492-5231 for a list of providers or ask your child's doctor. You may want to contact your local hospital about available services.

- **Transportation**
  - Local Health Departments usually provide this service. Find the number in the blue government pages of your phone book. Some health care providers have their own transportation systems for patients. If your child needs to ride in an ambulance for non-emergency appointments talk with your child's doctor about getting approval from DHMH.

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