Helpful Websites and Telephone Numbers

Maryland Medicaid Eligibility Verification System (EVSS)  
https://encrypt.emdhealthchoice.org/emedicaid  
Toll Free: 866-710-1447  
*Remember to check EVS for every Medicaid patient before each visit to see if s/he has active coverage.*

Maryland HealthChoice Program  
http://mmcp.health.maryland.gov/HealthChoice

Maryland MCO Updates – Provider Transmittals  
http://mmcp.health.maryland.gov/MCO updates

Maryland Medical Programs  
http://mmcp.health.maryland.gov

Behavioral Health Services  
http://bha.health.maryland.gov  
Toll Free: 800-888-1965

Maryland Health Smiles Dental Program  
http://phpa.health.maryland.gov/oralhealth/SitePages/healthy-smiles.aspx

Maryland Department of Health  
http://www.health.maryland.gov

Refer to your copy of the MCO’s Provider Manual for additional information.

If you have additional questions you can call the HealthChoice Provider Helpline at 800-766-8692

or

Email: mdh.healthchoiceprovider@maryland.gov

In addition to the above resources, the Administrative Care Coordinator at your Local Health Department (LHD) can be a valuable resource. Call your LHD to find out more information.

Help is available to you in your language free of charge.

Español/Spanish  
Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al.

中文/Chinese  
如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

Call the Provider Helpline at  
800-766-8692  
8:00 am to 5:00 pm  
Monday through Friday

You can also call Provider Services at each MCO when you have questions or a problem. The telephone numbers for each MCO are listed in this brochure.
HealthChoice Managed Care Organizations (MCOs)

AETNA BETTER HEALTH
website: www.aetnabetterhealth.com/maryland
509 Progress Dr. Suite 117
Linthicum, MD 21090
Telephone Number: 866-827-2710

HealthChoice Member Services 866-827-2710
Provider Relations 866-827-2710
Provider Claims 866-827-2710
Special Needs Coordinator 866-827-2710
Newborn Coordinator 866-827-2710

AMERIGROUP COMMUNITY CARE
website: www.amerigroupproc.com
7550 Teague Road, Suite 500
Hanover, MD 21076
Telephone Number: 410-859-5800

HealthChoice Member Services 800-600-4441
Provider Relations 800-454-3730
Provider Claims 800-454-3730
Special Needs Coordinator 410-981-4066
Newborn Coordinator 410-981-4586

JAI MEDICAL SYSTEMS, INC.
website: www.jaimedicalsystems.com
301 International Circle
Hunt Valley, MD 21030
Telephone Number: 888-524-1999

HealthChoice Member Services 888-524-1999
Provider Relations 888-524-1999
Provider Claims 888-524-1999
Special Needs Coordinator 888-524-1999
Newborn Coordinator 888-524-1999

KAISER PERMANENTE
website: kp.org/medicaid/md
2101 East Jefferson Street
Rockville, MD 20852
Telephone Number: 301-816-2424

HealthChoice Member Services 855-249-5025
Provider Relations 301-816-6564
Provider Claims 301-625-2207
Special Needs Coordinator 301-625-6216
Newborn Coordinator 301-625-6215

MARYLAND PHYSICIANS CARE
website: www.marylandphysicianscare.com
1201 Winterson Road, Suite 170
Linthicum, MD 21090
Telephone Number: 800-953-8854

HealthChoice Member Services 800-953-8854
Provider Relations 410-401-9504
Provider Claims 800-953-8854
Special Needs Coordinator 410-401-9443
Newborn Coordinator 410-401-9608

MEDSTAR FAMILY CHOICE
website: www.medstarfamilychoice.net
5233 King Ave, Suite 400
Baltimore, MD 21237
Telephone Number: 800-905-1722

HealthChoice Member Services 888-404-3549
Provider Relations 800-905-1722 Option #6
Provider Claims 800-261-3371
Special Needs Coordinator 800-905-1722
Newborn Coordinator 800-905-1722 Option #5

PRIORITY PARTNERS
website: www.ppmco.org
6704 Curtis Court
Glen Burnie, MD 21060
Telephone Number: 410-424-4500

HealthChoice Member Services 800-654-9728
Provider Relations 888-895-4998
Provider Claims 888-819-1043
Special Needs Coordinator 410-424-4965
Newborn Coordinator 800-261-2396

UM Health Partners (formerly Riverside)
website: www.umhealthpartners.com
1966 Greenspring Dr., 6th Floor
Timonium, MD 21093
Telephone Number: 410-878-7709

HealthChoice Member Services 800-730-8530
Provider Relations 443-552-3263
Provider Claims 443-552-3264
Special Needs Coordinator 443-552-3243
Newborn Coordinator 443-779-9371

UNITEDHEALTHCARE
website: www.uhcommunityplan.com
6220 Old Dobbin Lane
Columbia, MD 21046
Telephone Number: 800-487-7391

HealthChoice Member Services 800-318-8821
Provider Relations 877-842-3210
Provider Claims 877-842-3210
Special Needs Coordinator 443-896-9081
Newborn Coordinator 443-896-9078

Have a question about HealthChoice referral, billing or payment policies?
• First contact your MCO representative.
• Refer to your MCO contract.
• Refer to in-network providers.
• Never bill patients enrolled in Medicaid.