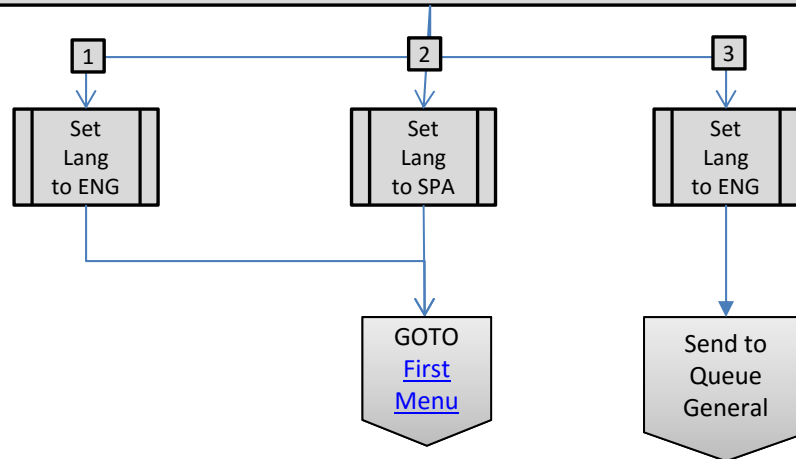


Welcome Message:

Thank you for calling Maryland Health Connection.

- To continue in English, please press 1,
- (In Spanish) Para Continuar en Español, favor de presionar el numero 2
- For all other languages, please press 3.



From
[Welcome
Message](#)

First Caller Menu

This call may be monitored or recorded for training or quality purposes. Please listen carefully as our menu options have changed.

If you need assistance with password reset or account suspension, please press 1.

All other callers, press 2.

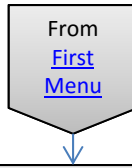
1

1

Send to
Tech
Support
Queue

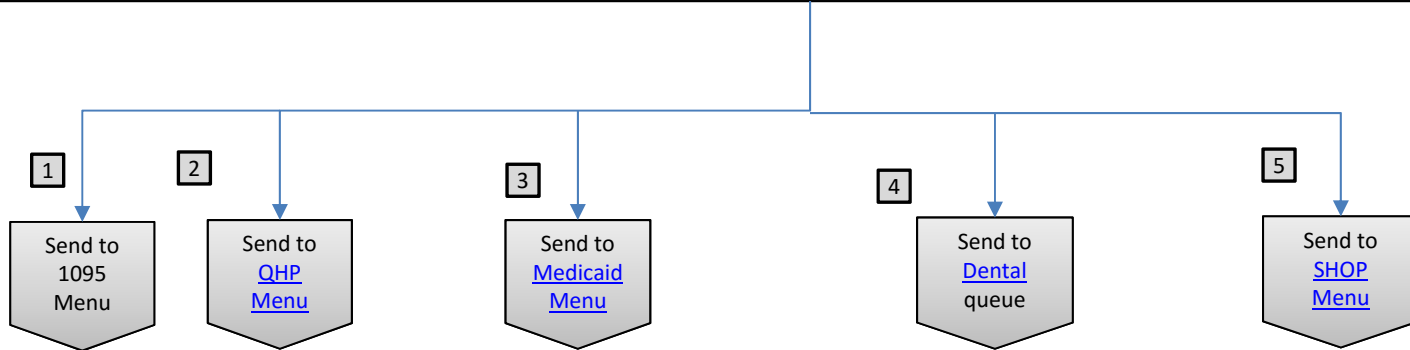
2

Send to [All
Other
Callers
Main Menu](#)



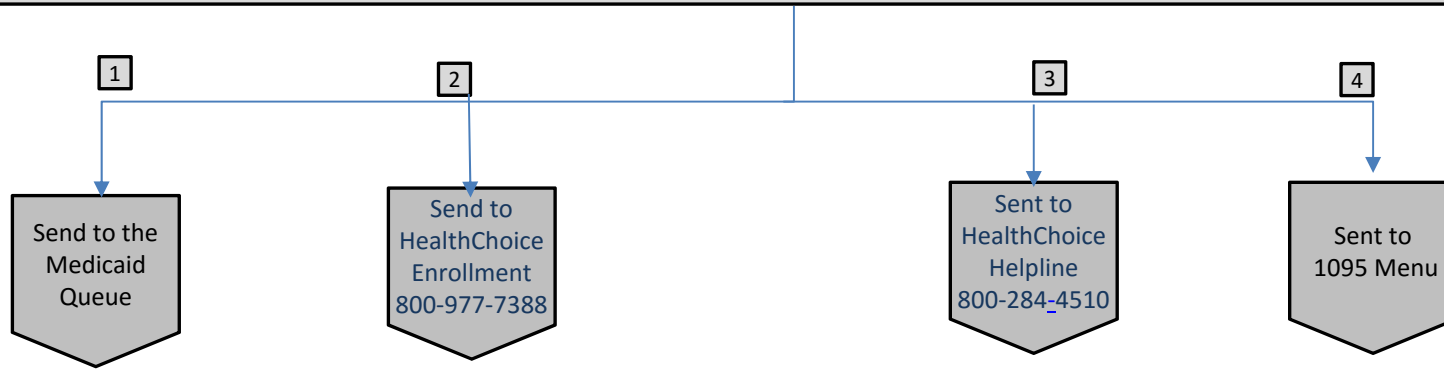
All Other Callers Menu:

- If you need information regarding your IRS Form 1095, please press 1.
- To apply for coverage under a Qualified Health Plan or for information regarding your current Qualified Health Plan, please press 2.
- To enroll in Medicaid or for information regarding your current Medicaid coverage, please press 3.
- To apply for Dental coverage or for information regarding your current dental coverage, please press 4.
- If you're a small business employer interested in our Small Business Health Options Program referred to as SHOP, please press 5 to be connected to BenefitMall, Maryland Health Connection's SHOP administrator at 800-452-4559.
- To repeat these options, please press 6.



Medicaid Menu:

- If you want to enroll in Medicaid, report a change, renew or cancel your Medicaid coverage, or check status of coverage, please press 1.
- If you have active Medicaid coverage and want to select or change your Managed Care Organization, please press 2 to be connected to HealthChoice Enrollment at 800-977-7388.
- If you have been determined eligible for Medicaid and have questions about your benefits, or if you need a replacement ID card, please press 3 to be connected to the HealthChoice helpline at 800-284-4510.
- To get information about your IRS Form 1095-B, please press 4
- To repeat these options, please press 4.



Slide 4

LS1

1st menu:

LeeAnn Sapp, 8/31/2015

From All Other
Callers Menu,
QHP &
Medicaid Menu

1095 Menu:

If you were enrolled in Medicaid last year, your 1095-B form will arrive in the mail by early March. You did NOT need it to file your taxes. The 1095-B form will not be available in your online account."

- If you have questions about your IRS Form 1095-B for your Medicaid coverage, please press 1.
- If you have questions about your IRS Form 1095-A for your Qualified Health Plan coverage, please press 2.

1

Sent to Send to
1095B Queue

2

Sent to Send to
1095A Queue

From [Main Menu](#)

- QHP Menu:**
- To apply for coverage, select a plan, report a change or cancel your coverage, please press 1.
 - If you are enrolled and want to make your first premium payment, have billing questions or need to request an ID card, please press 2 to be connected to your Carrier.
 - If you are checking on an outstanding escalation with your enrollment, please press 3.
 - To get information about your IRS Form 1095-A, please press 4.
 - To repeat these options, please press 5.

1

- Enrollment Message:**
- The easiest and fastest way to determine your eligibility and answer your questions is to visit marylandhealthconnection.gov. In order to complete your health plan enrollment today, please have the following information available: household monthly income such as pay stubs, W-2 forms or tax returns, Social Security or immigration document numbers and dates of birth for each household member applying for coverage. If you do not have this information available now, please obtain it and call us back at a later time or complete your application at MarylandHealthConnection.gov.
 - If you have the necessary information, press 1 to continue.
 - Press * to return to the previous menu. *

1

Send to QHP Queue

*

* Send to QHP Menu

2

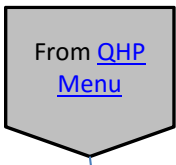
Send to [Carrier Menu](#)

3

Send to General Queue

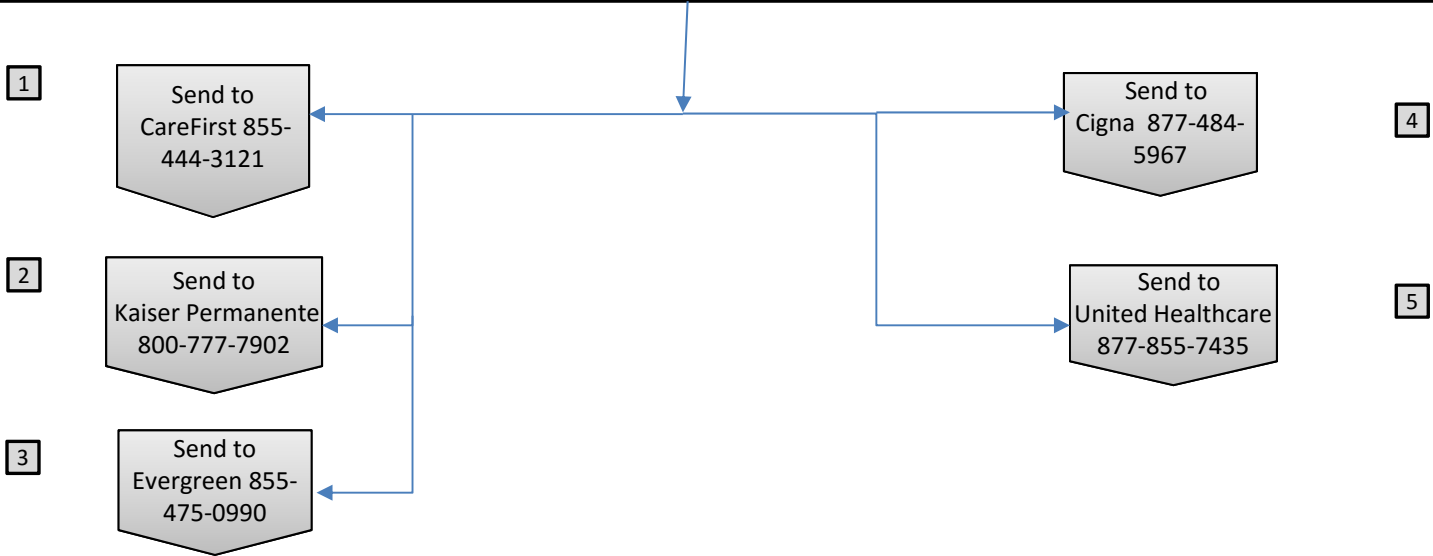
4

Send to 1095 Menu



Carrier Menu:
Please listen to the menu to select your carrier for connection and phone number.

- For CareFirst, please press 1. **Once you are connected to CareFirst press the start option to be connected to the billing department. (You are being connected to CareFirst at 855-444-3121 ,**
- For Kaiser Permanente, please press 2 **(You are being connected to Kaiser Permanente at 800-777-7902)**
- For Evergreen, please press 3 **Once you are connected to Evergreen press option 1) (You are being connected to Evergreen at 855-475-0990.**
- For Cigna, please press 4 . **Once you are connected press option 1 (You are being connected to Cigna at 877-484-5967.**
- For United Healthcare, please press 5 **(You are being connected to United Healthcare at 877-855-7435**
- To repeat these options, please press 6.



From All Other Callers Menu

SHOP Menu:

- If you are a small business owner seeking information about the small business health options plan, known as SHOP, please visit our website at marylandhealthconnection.gov where you can learn about requirements for a small business, available coverage, plan costs and answers to other frequently asked questions., please press 1
- For questions about *individual* coverage through Maryland Health Connection, please press 2
- To repeat this information, please Press 2

1

Send to SHOP
800-452-4559

2

Send to General Queue