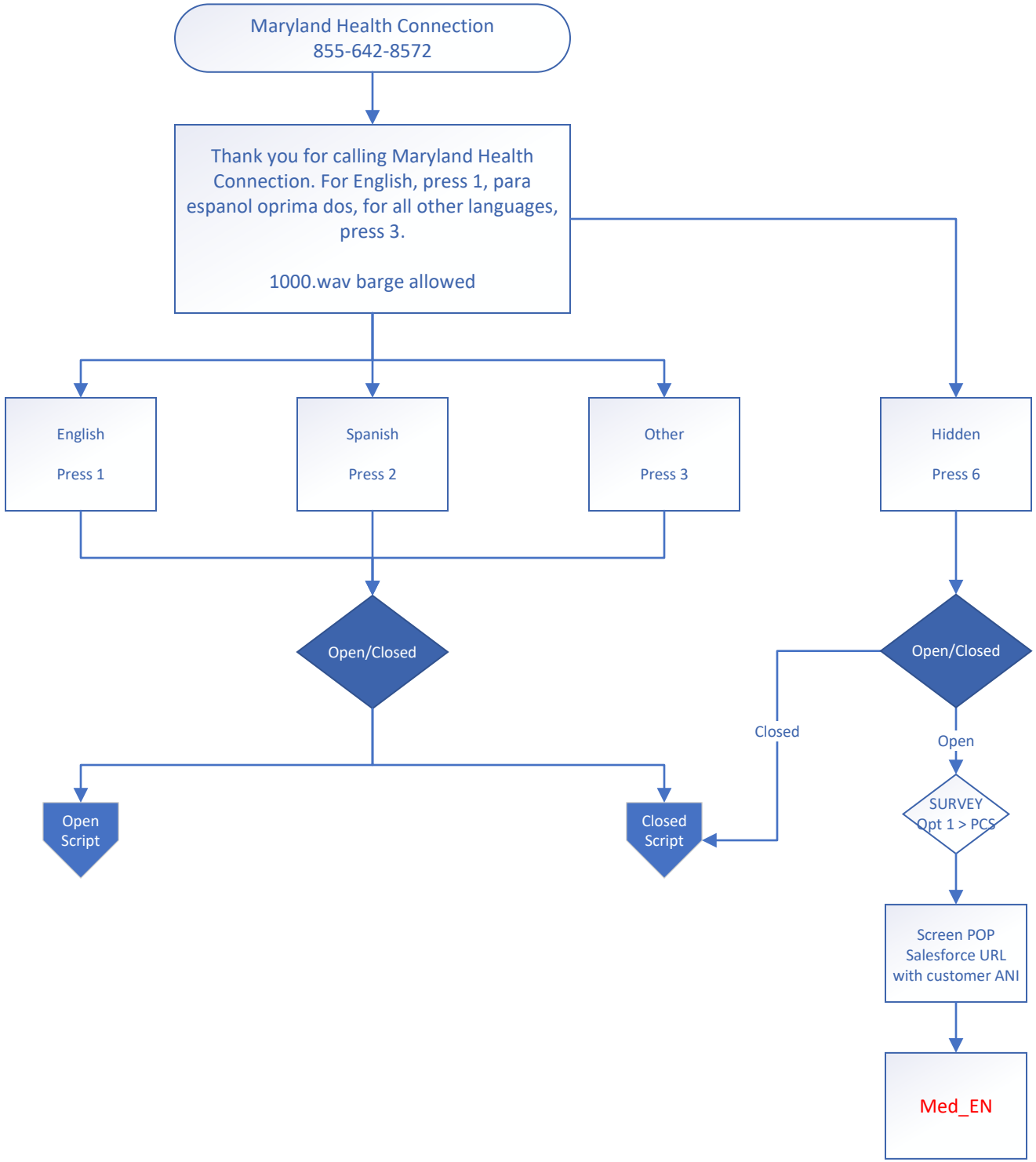
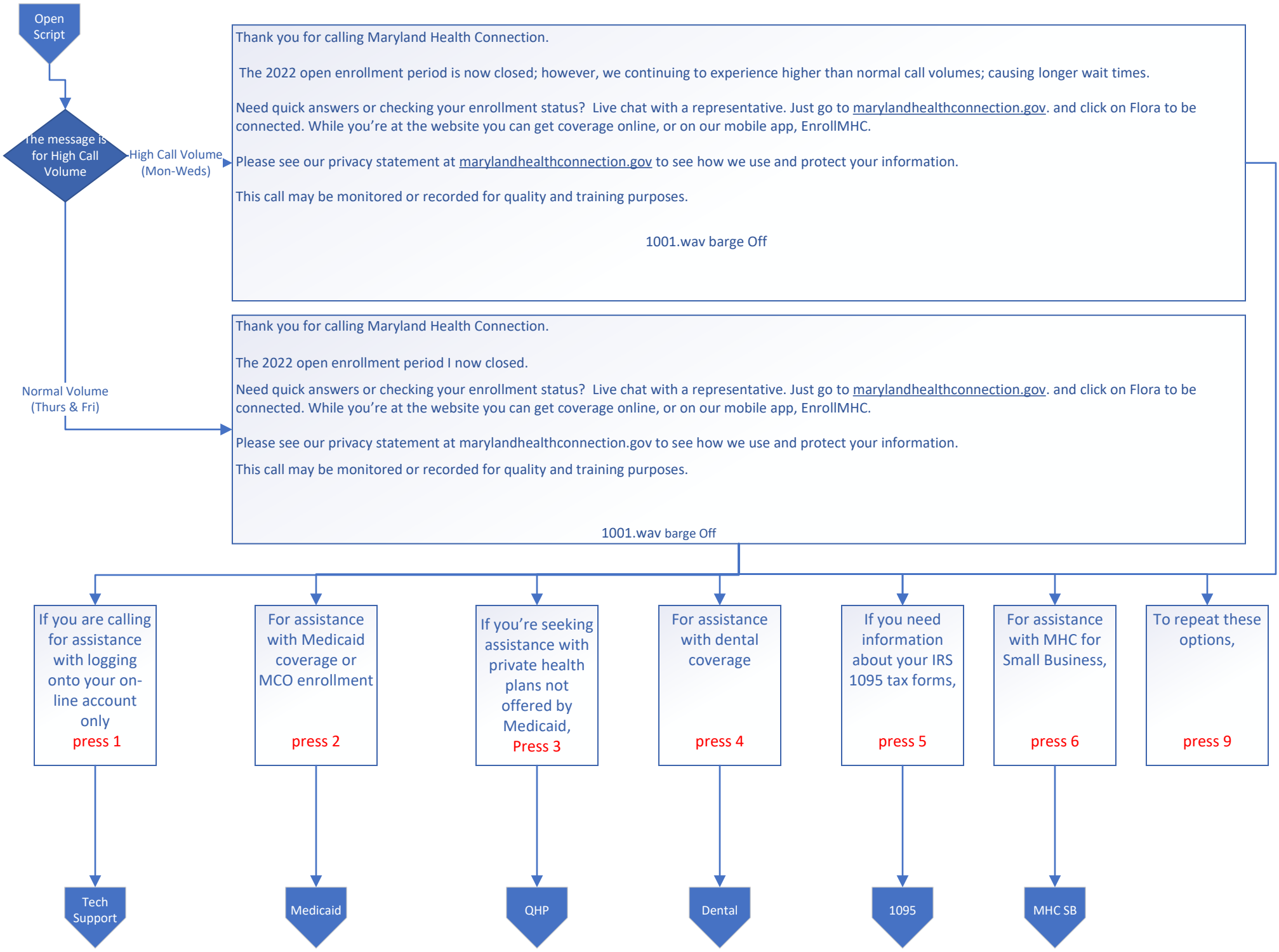
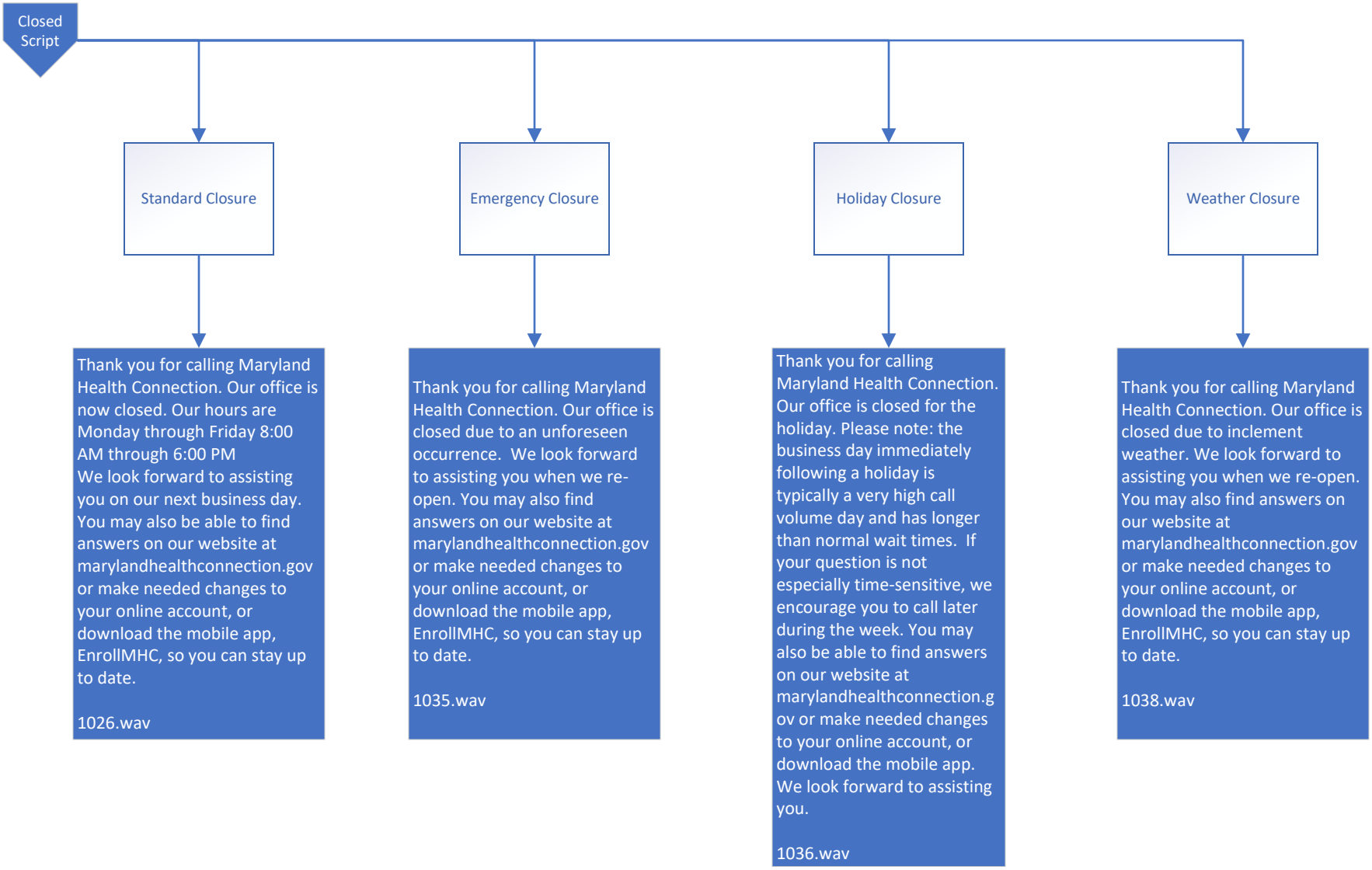
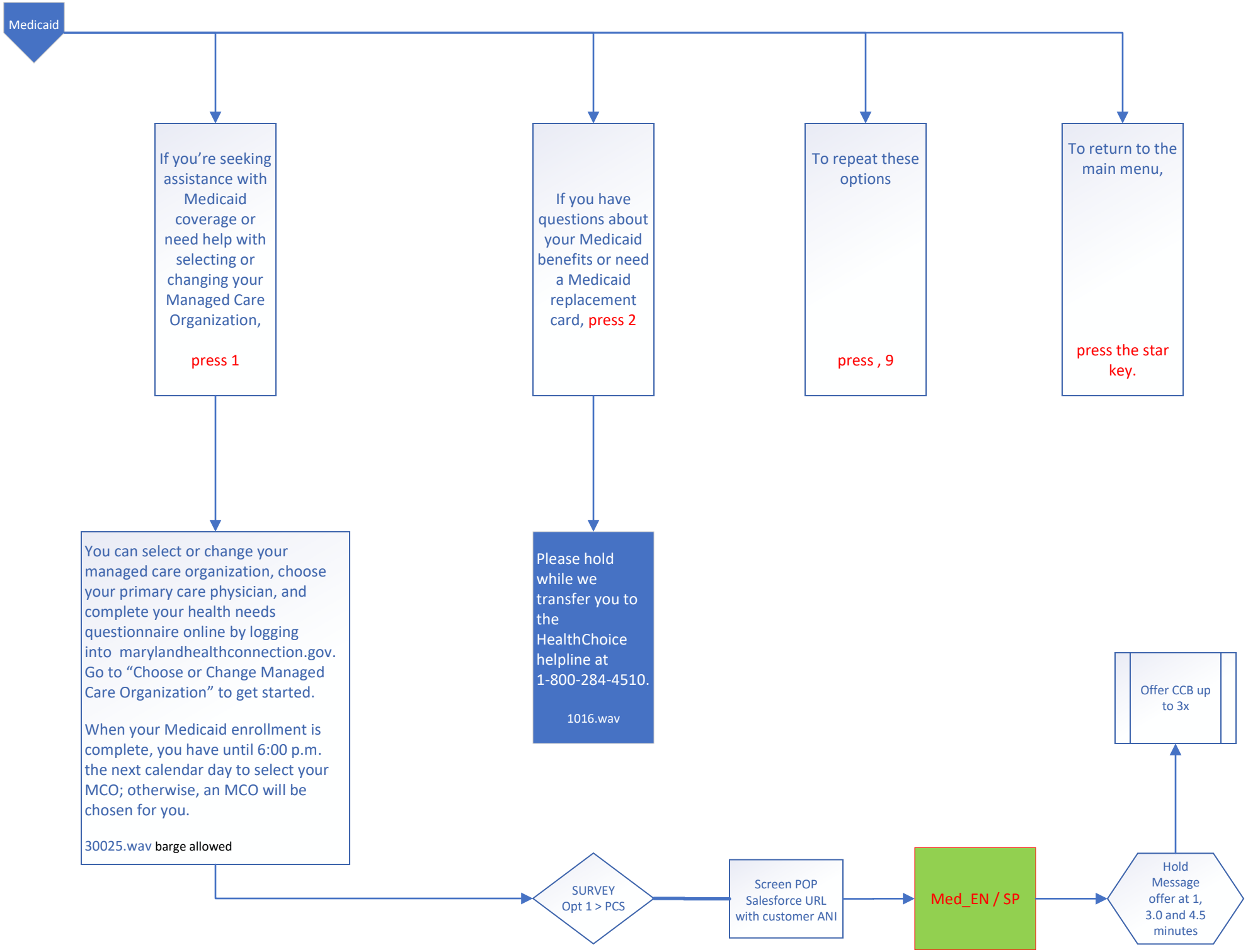
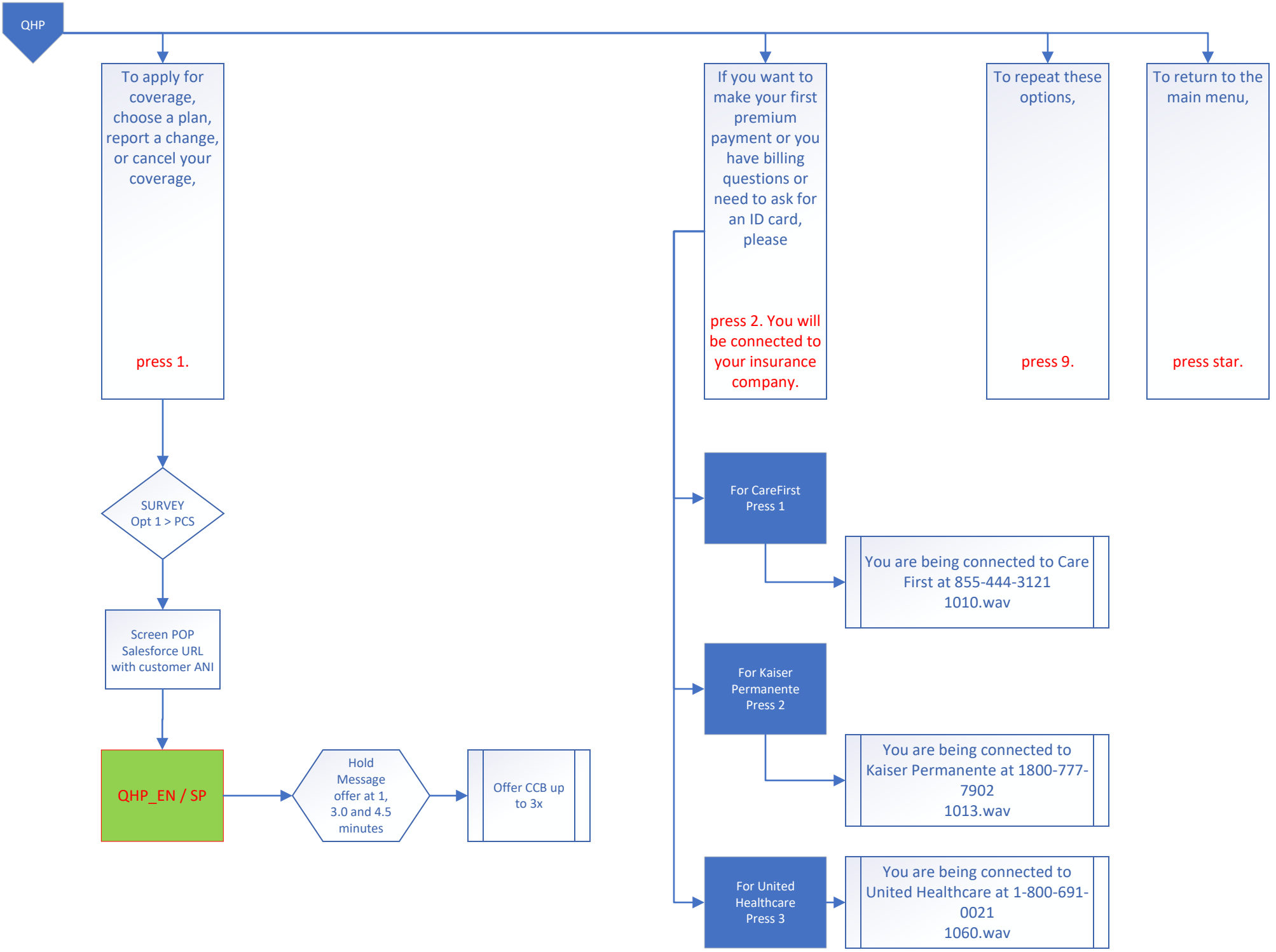
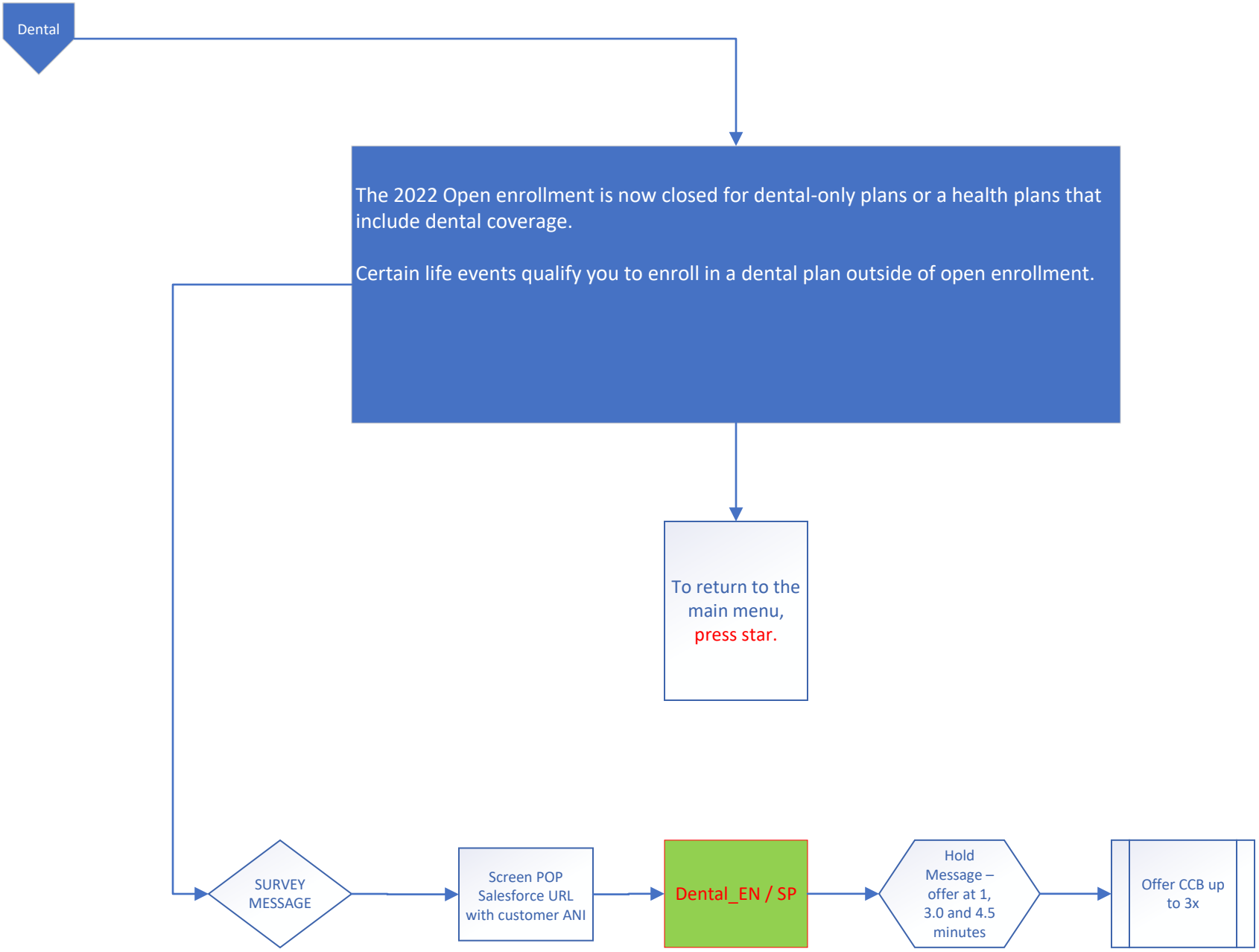

Maryland Health Connection
855-642-8572
Thank you for calling Maryland Health Connection. For English, press 1, para espanol oprima dos, for all other languages, press 3.
1000.wav barge allowed
English
Press 1
Spanish
Press 2
Other
Press 3
Hidden
Press 6
Open/Closed
Open/Closed
Closed
Open
Open Script
Closed Script
SURVEY
Opt 1 > PCS
Screen POP
Salesforce URL
with customer ANI
Med_EN

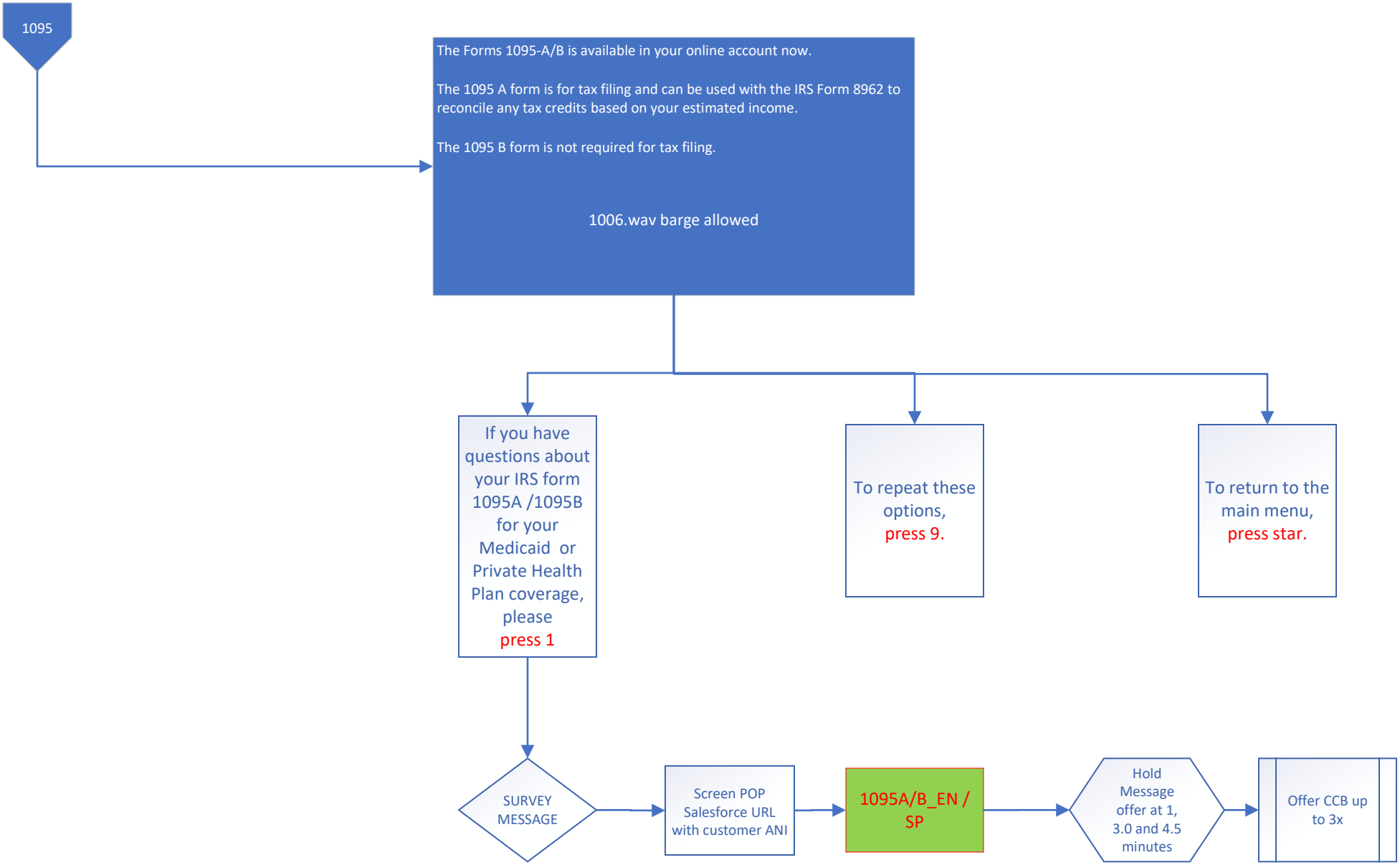

Open Script
The message is for High Call Volume
High Call Volume (Mon-Weds)
Thank you for calling Maryland Health Connection.
The 2022 open enrollment period is now closed; however, we continuing to experience higher than normal call volumes; causing longer wait times.
Need quick answers or checking your enrollment status? Live chat with a representative. Just go to marylandhealthconnection.gov. and click on Flora to be connected. While you're at the website you can get coverage online, or on our mobile app, EnrollMHC.
Please see our privacy statement at marylandhealthconnection.gov to see how we use and protect your information.
This call may be monitored or recorded for quality and training purposes.
1001.wav barge Off
Normal Volume (Thurs & Fri)
Thank you for calling Maryland Health Connection.
The 2022 open enrollment period I now closed.
Need quick answers or checking your enrollment status? Live chat with a representative. Just go to marylandhealthconnection.gov. and click on Flora to be connected. While you're at the website you can get coverage online, or on our mobile app, EnrollMHC.
Please see our privacy statement at marylandhealthconnection.gov to see how we use and protect your information.
This call may be monitored or recorded for quality and training purposes.
1001.wav barge Off
If you are calling for assistance with logging onto your on-line account only press 1
For assistance with Medicaid coverage or MCO enrollment press 2
If you're seeking assistance with private health plans not offered by Medicaid, Press 3
For assistance with dental coverage press 4
If you need information about your IRS 1095 tax forms, press 5
For assistance with MHC for Small Business, press 6
To repeat these options, press 9
Tech Support
Medicaid
QHP
Dental
1095
MHC SB

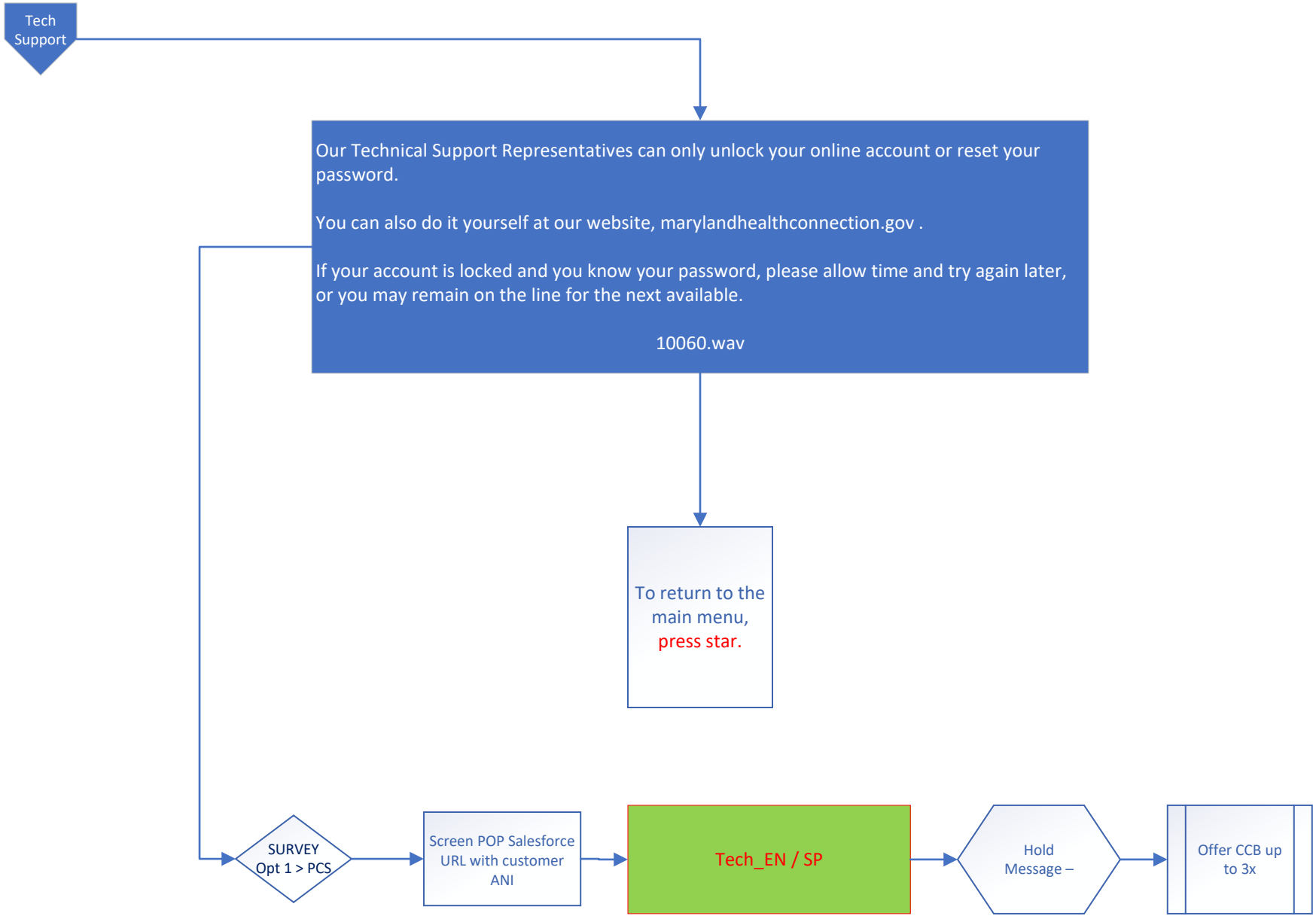

Closed Script
Standard Closure
Emergency Closure
Holiday Closure
Weather Closure
Thank you for calling Maryland Health Connection. Our office is now closed. Our hours are Monday through Friday 8:00 AM through 6:00 PM
We look forward to assisting you on our next business day. You may also be able to find answers on our website at marylandhealthconnection.gov or make needed changes to your online account, or download the mobile app, EnrollMHC, so you can stay up to date.
1026.wav
Thank you for calling Maryland Health Connection. Our office is closed due to an unforeseen occurrence. We look forward to assisting you when we re-open. You may also find answers on our website at marylandhealthconnection.gov or make needed changes to your online account, or download the mobile app, EnrollMHC, so you can stay up to date.
1035.wav
Thank you for calling Maryland Health Connection. Our office is closed for the holiday. Please note: the business day immediately following a holiday is typically a very high call volume day and has longer than normal wait times. If your question is not especially time-sensitive, we encourage you to call later during the week. You may also be able to find answers on our website at marylandhealthconnection.gov or make needed changes to your online account, or download the mobile app. We look forward to assisting you.
1036.wav
Thank you for calling Maryland Health Connection. Our office is closed due to inclement weather. We look forward to assisting you when we re-open. You may also find answers on our website at marylandhealthconnection.gov or make needed changes to your online account, or download the mobile app, EnrollMHC, so you can stay up to date.
1038.wav

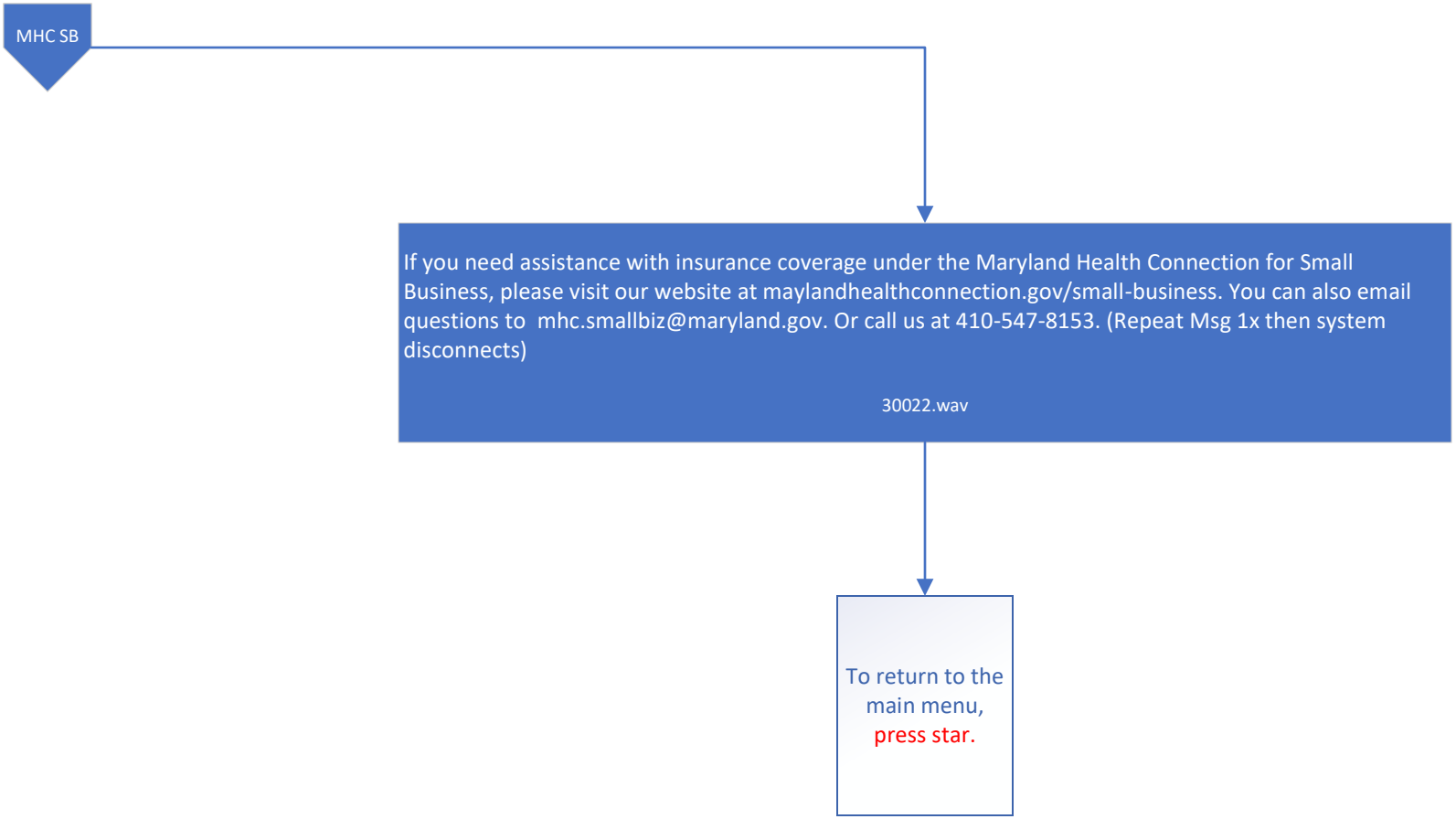

Medicaid
If you're seeking assistance with Medicaid coverage or need help with selecting or changing your Managed Care Organization,
press 1
If you have questions about your Medicaid benefits or need a Medicaid replacement card, press 2
To repeat these options
press , 9
To return to the main menu,
press the star key.
You can select or change your managed care organization, choose your primary care physician, and complete your health needs questionnaire online by logging into marylandhealthconnection.gov. Go to "Choose or Change Managed Care Organization" to get started.
When your Medicaid enrollment is complete, you have until 6:00 p.m. the next calendar day to select your MCO; otherwise, an MCO will be chosen for you.
30025.wav barge allowed
Please hold while we transfer you to the HealthChoice helpline at 1-800-284-4510.
1016.wav
SURVEY
Opt 1 > PCS
Screen POP
Salesforce URL
with customer ANI
Med_EN / SP
Hold Message offer at 1, 3.0 and 4.5 minutes
Offer CCB up to 3x


QHP
To apply for coverage, choose a plan, report a change, or cancel your coverage,
press 1.
If you want to make your first premium payment or you have billing questions or need to ask for an ID card, please
press 2. You will be connected to your insurance company.
To repeat these options,
press 9.
To return to the main menu,
press star.
SURVEY
Opt 1 > PCS
Screen POP
Salesforce URL
with customer ANI
QHP_EN / SP
Hold Message offer at 1, 3.0 and 4.5 minutes
Offer CCB up to 3x
For CareFirst
Press 1
You are being connected to Care First at 855-444-3121
1010.wav
For Kaiser Permanente
Press 2
You are being connected to Kaiser Permanente at 1800-777-7902
1013.wav
For United Healthcare
Press 3
You are being connected to United Healthcare at 1-800-691-0021
1060.wav


Dental
The 2022 Open enrollment is now closed for dental-only plans or a health plans that include dental coverage.
Certain life events qualify you to enroll in a dental plan outside of open enrollment.
To return to the main menu, press star.
SURVEY MESSAGE
Screen POP Salesforce URL with customer ANI
Dental_EN / SP
Hold Message – offer at 1, 3.0 and 4.5 minutes
Offer CCB up to 3x


1095
The Forms 1095-A/B is available in your online account now.
The 1095 A form is for tax filing and can be used with the IRS Form 8962 to reconcile any tax credits based on your estimated income.
The 1095 B form is not required for tax filing.
1006.wav barge allowed
If you have questions about your IRS form 1095A /1095B for your Medicaid or Private Health Plan coverage, please press 1
To repeat these options, press 9.
To return to the main menu, press star.
SURVEY MESSAGE
Screen POP Salesforce URL with customer ANI
1095A/B_EN / SP
Hold Message offer at 1, 3.0 and 4.5 minutes
Offer CCB up to 3x


Tech Support
Our Technical Support Representatives can only unlock your online account or reset your password.
You can also do it yourself at our website, marylandhealthconnection.gov .
If your account is locked and you know your password, please allow time and try again later, or you may remain on the line for the next available.
10060.wav
To return to the main menu, press star.
SURVEY Opt 1 > PCS
Screen POP Salesforce URL with customer ANI
Tech_EN / SP
Hold Message –
Offer CCB up to 3x


MHC SB
If you need assistance with insurance coverage under the Maryland Health Connection for Small Business, please visit our website at maylandhealthconnection.gov/small-business. You can also email questions to mhc.smallbiz@maryland.gov. Or call us at 410-547-8153. (Repeat Msg 1x then system disconnects)
30022.wav
To return to the main menu, press star.

HOLD MESSAGE – 1
to play in the MCO and Medicaid queues:

If you are eligible to choose or change your managed care organization, you can do so online and avoid long hold times. The process is fast and easy. Please visit marylandhealthconnection.gov to login to your account and click on "Choose Managed Care Organization" to start the process.

30030.wav

HOLD MESSAGE – 2
to play in the Medicaid, Qualified Health Plan, Escalation Status queues:

If you are calling to check the status of your proof of income or citizenship verification documents, please allow us 15 business days from the date of submittal for processing. You may also check the status of your verification documents by accessing your Maryland Health Connection account online. If your documents have been in a PROVIDED status for more than 15 business days, a representative can assist you. Please stay on the line to be connected to a CSR.

30033.wav (MDLB_MCSC_8572_Q_Onhold_2)

HOLD MESSAGE – 3
to play in the MCO and Medicaid queues:
When you have been determined eligible for Medicaid health coverage, it's important to select your preferred Managed Care Organization (MCO) and Primary Care Physician (PCP) before 6:00 p.m. the next calendar day. If you do not select an MCO, you will be automatically assigned one within your area. Changes to your MCO can be made within 90 days of selecting and you can change your PCP at any time by contacting your MCO.

30043.wav

HOLD MESSAGE – 4
to play in the MCO and Medicaid queues:

If you applied for Medicaid coverage and selected your managed care organization (MCO) it can take up to 15-20 business days to activate your MCO enrollment; however, you can still access health care services from participating Medicaid providers using your red and white card. Once you are enrolled in your MCO, you will receive an MCO Member Handbook and insurance card. Check the status of your MCO enrollment by logging into your account at marylandhealthconnection.gov.

30044.wav

HOLD MESSAGE – 5
to play in the Tech Support, Dental queues:

The Maryland Health Connection mobile app, EnrollMHC offers full access to your health coverage. You can make changes to your application, upload verification documents, manage your coverage and check notices.

30045.wav

HOLD MESSAGE – 6
To play in Dental queues- replaces message 2

If you're enrolled in a plan other than Medicaid, check with your insurance company to see if dental coverage is included for your family. All health plans are required to offer pediatric dental, so your children are covered.

If you're enrolled in Medicaid or MCHP, dental coverage is free for pregnant women, children enrolled in Medicaid, and adults in Rare and Expensive Case Management. Some managed care organizations offer limited dental coverage for adults 21 and older."

30046.wav

HOLD MESSAGE – 7
To play in 1095A Queue only

The Forms 1095-A/B is available in your online account now.

The 1095 A form is for tax filing and can be used with the IRS Form 8962 to reconcile any tax credits based on your estimated income.

The 1095 B form is not required for tax filing.

Don't have time to wait? A Live chat representative can quickly assist you with any questions or concerns regarding your 1095 A/B form.

HOLD MESSAGE – 8
To play in QHP Queue only

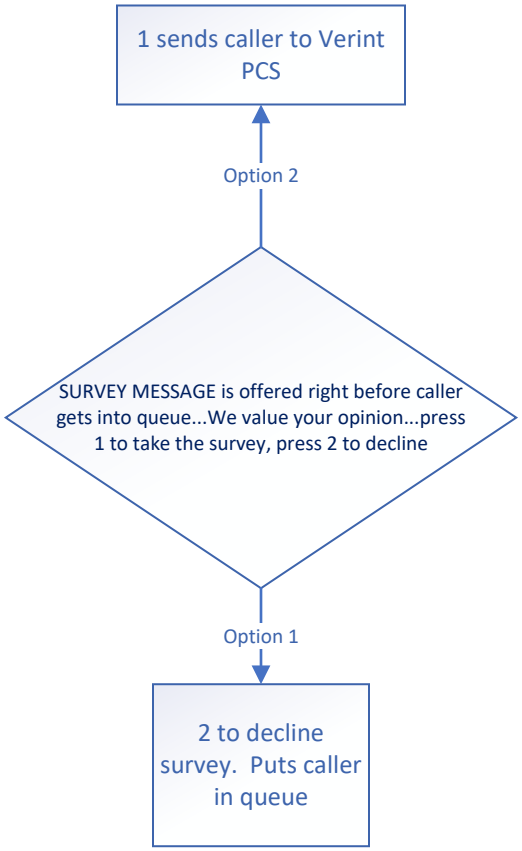
When seeking health coverage due to a life event outside of open enrollment, you will need to have the following information ready:

- Proof of your household income, such as pay stubs, W-2 forms or tax returns,
- Social Security numbers or immigration document numbers
- The date of birth for each household member applying for coverage
- If you do not have this information available now, please call us back. Or you can apply online at MarylandHealthConnection.gov.

1008.wav

HOLD MESSAGE – 9
to play in the QHP, Medicaid queues:

If you have questions or need help getting vaccinated, call 1-855-MD-GoVax. Get vaccinated today.



CCB Menu (anywhere CCB is indicated the below messages will play).
**Note CCB is only offered between 8am and 4pm ET Mon-Fri. CCB Times are different for the Open Enrollment period.

All associates are currently busy. Your current wait time is approximately xx minutes. If you would like us to call you back in about xx minutes press 1. If you would like to wait for an associate simply stay on the line.

CCB.wav

At the tone Please record your name then press # sign

CCB.wav

Please enter your phone number followed by the # sign

CCB.wav

You entered (xxx) xxx-xxxx. Is that correct, press 1 for yes, press 2 for no.

CCB.wav

Your call back has been successfully received. Please note you will receive a call back from 855-642-8572. You will receive a call back today.

CCB.wav