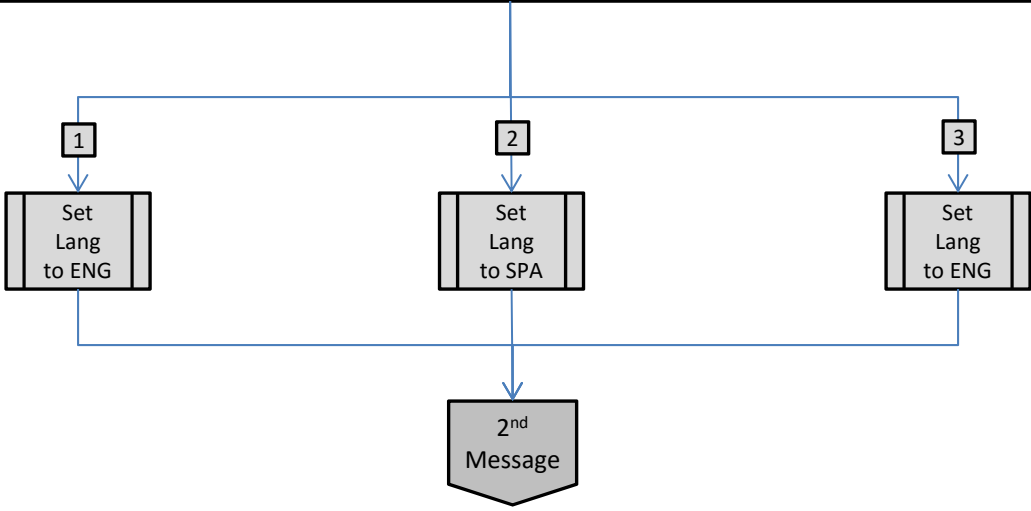


**Welcome Message:**  
Thank you for calling the Maryland HealthChoice Enrollment Line. For English, press 1, (In Spanish); For Spanish, press 2, for all other languages, please press 3.



GO TO Slide 2

**2<sup>nd</sup> Message:**

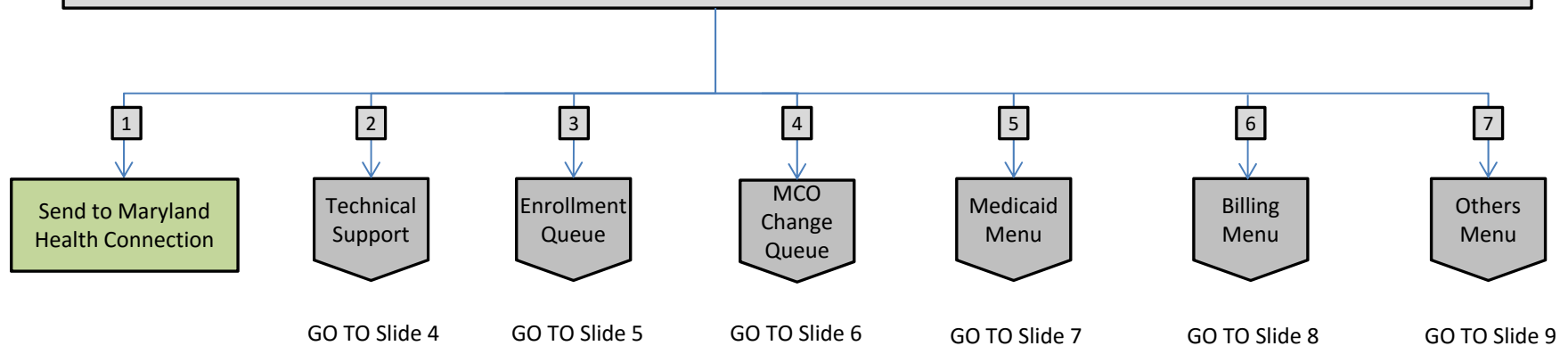
Calls may be recorded and monitored for quality and training purposes. Please listen carefully, as our menu options have changed. Did you know, that you can now choose your health plan and doctor online? Avoid long call wait times and take advantage of our new enrollment website. The process is fast and easy. Visit our website at [www.MDHealthChoice.org](http://www.MDHealthChoice.org). You will need your Case number or Medical Assistance number, the last 4 digits of the social security number of the person that you want to enroll, and the PIN number located in your HealthChoice enrollment packet welcome letter. Again, please visit our website at [www.MDHealthChoice.org](http://www.MDHealthChoice.org). You can enroll now!

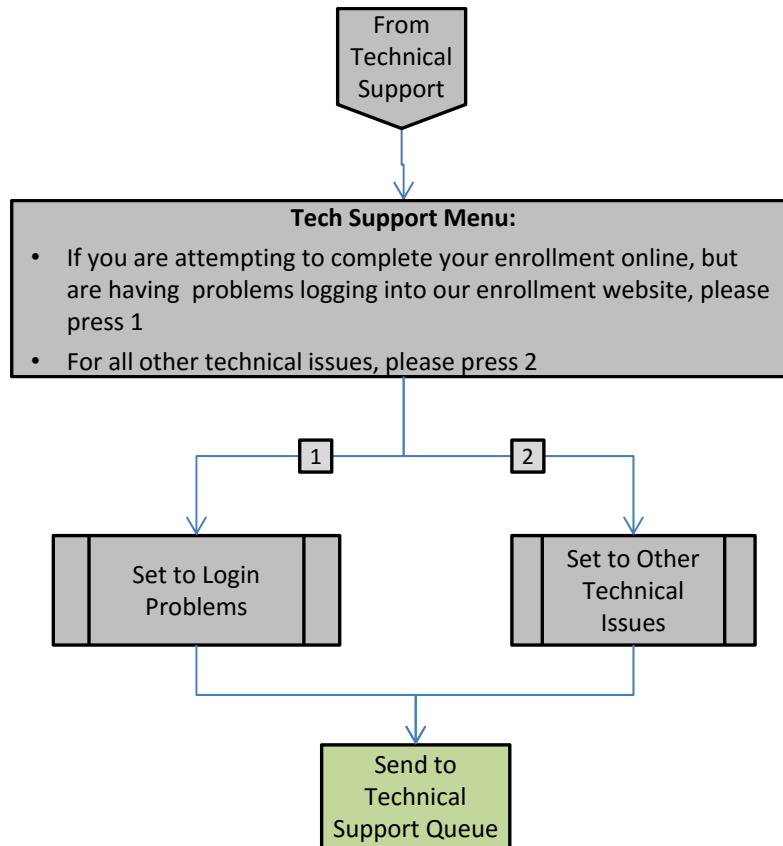


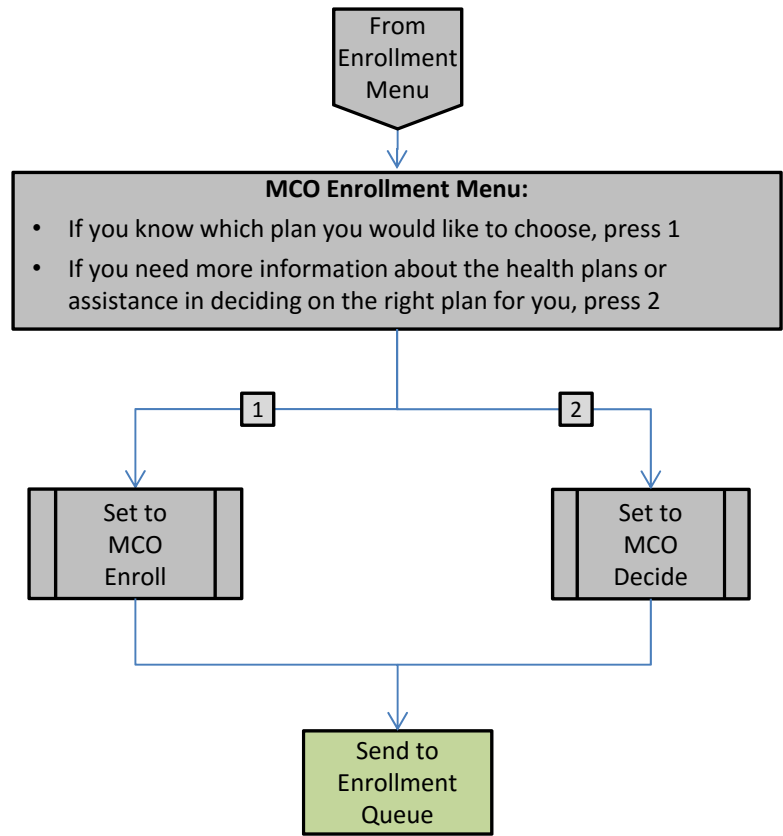
	Send to Main Menu	
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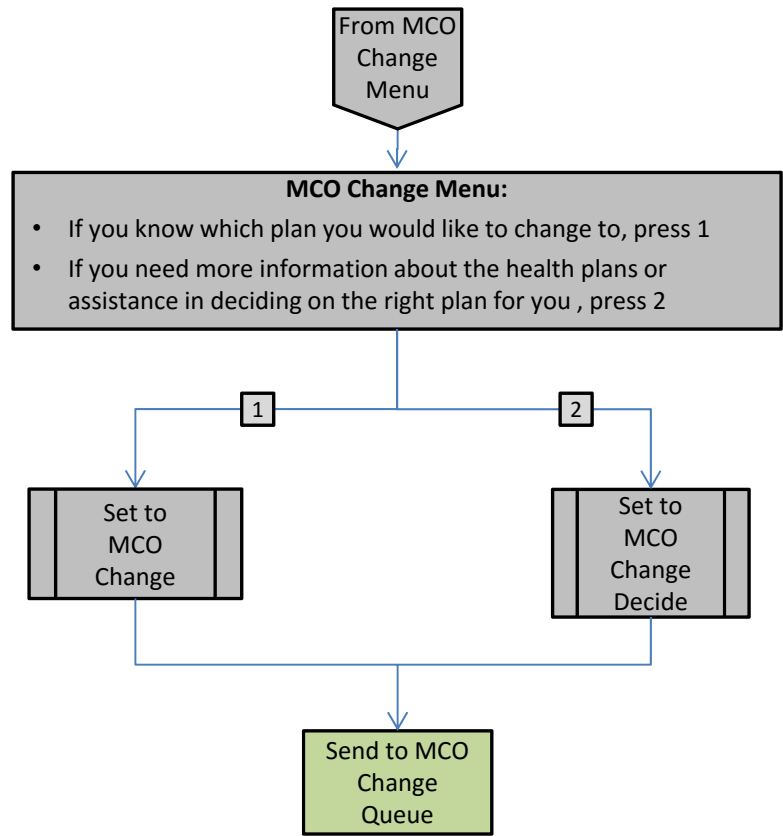
### Main Menu:

- If you are uninsured and would like to apply for Medicaid or you have applied and would like to check on the status of your application, please press 1 and you will be directly connected to Maryland Health Connection for further assistance. **(Calls forward to 1-855-642-8572)**
- If you are calling because you are experiencing login or other technical issues with the Maryland HealthChoice Enrollment website, please press 2.
- If you received a HealthChoice enrollment packet in the mail and would like to speak with a customer service representative to choose your health plan and doctor, please press 3.
- If you are calling because you would like to stay with your current health plan but change your primary care doctor, you will need to contact your health plan directly. If you are already enrolled and would like to change your current health plan, please press 4.
- If you have Medicaid and are not enrolled in a health plan and have questions about your benefits, or you have not received your red and white Medical Assistance card, please press 5.
- If you are calling about a billing issue, please press 6
- For all other questions or issues, please press 7

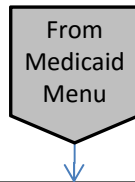






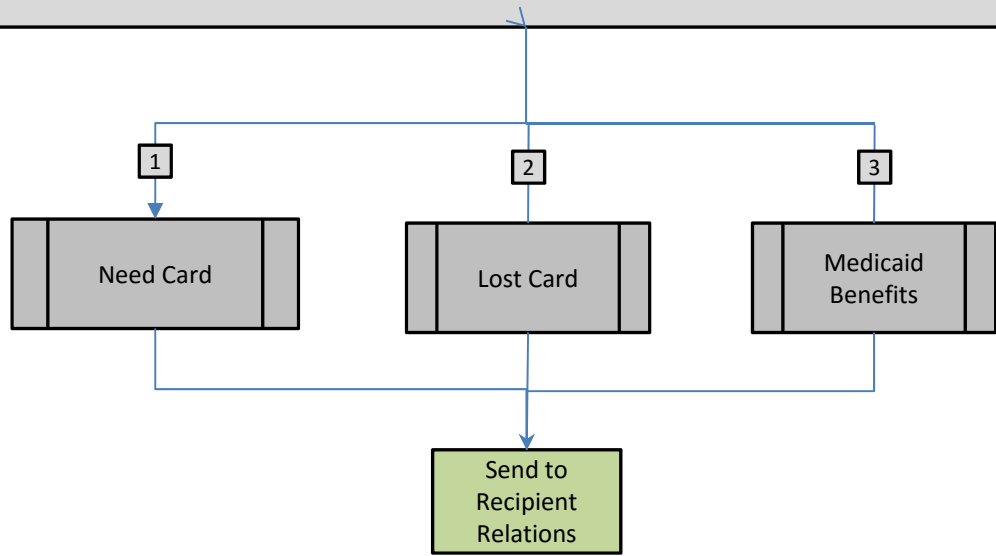


DW1



**Medicaid Menu:**

- If it has been more than **14** days since you were determined eligible for Medicaid and you have not received your red and white Medical Assistance card, please press 1 and you will be directly connected to the Maryland Medical Assistance Beneficiary Services Hotline. **(Calls forward to 1-800-492-5231)**
- If you lost your Medicaid ID card, and need to request a new one, please press 2 and you will be directly connected to the Maryland Medical Assistance Beneficiary Services Hotline.. **(Calls forward to 1-800-492-5231)**
- If you have Medicaid but are not enrolled in a health plan and have questions about your benefits or need help finding a doctor, please press 3 and you will be directly connected to the Maryland Medical Assistance Beneficiary Services Hotline. **(Calls forward to 1-800-492-5231)**



**Slide 7**

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**DW1**

What's a reasonable time that an eligible recipient to go without receiving their card

Damon Watkins, 1/9/2016



From  
Billing  
Menu



**Billing Menu:**

- If you are enrolled in a health plan and have questions about a bill that you received, please contact your health plan. If you received a bill and you have Medicaid but are not enrolled in a health plan, please press 1 and you will be directly connected to the Maryland Medical Assistance Beneficiary Services Hotline. **(Calls forward to 1-800-492-5231)**



1



Send to  
Recipient  
Relations

From  
Others  
Menu



**All Others Menu:**

- The Maryland HealthChoice Enrollment website has been designed to help answer questions about Maryland's Medicaid Managed Care Program. You can enroll, compare health plans, search for doctors, download program materials, and find answers to frequently asked questions. Please visit MDHealthChoice.org for more information.
- If you need additional assistance and would like to speak to one of our customer service representatives, please press 1

1



Send to General  
Queue