



Public Health
Prevent. Promote. Protect.

Frederick County Health Department

Barbara A. Brookmyer, M.D., M.P.H. ▪ Health Officer

Important information regarding your Medical Assistance

- Maintaining Eligibility is important and you should be aware of your renewal date.
- Contact FCHD MCHP Eligibility @ 301-600-3124 or Maryland Health Connection @ 1-855-642-8572 for Medicaid insurance or with questions on your coverage
- MA Fee for Service (Red & White card) is through the State. Services such as mental health, substance use disorder and certain drugs are covered by the State and not your MCO. Beacon Health (1-800-888-1965) can assist you with these services.
- Your MCO can be changed once enrolled for one full year by calling Maryland Health Connection (1-855-642-8572). Contact your MCO for assistance of a Case Manager if you have special health care needs or problems. Check your MCO Handbook for information regarding benefits.
- You may change your Primary Care provider at any time by simply calling the customer service number on the back of your card and letting the MCO know who you are planning on using. You will be mailed a new card in about 2 weeks.
- It is important to get established with your PCP as soon as possible. Preventative health visits are important to maintain good health, prevent problems, and maintain growth and development for the children.
- Keep all scheduled appointments, failure to do so could result in losing the provider you have.
- Some visits, especially to specialists, require a referral by your Primary Care Provider before you can be seen. This does not apply to a visit to a gynecologist for a Pap smear and contraception or for “Carve out Services” such as dental, mental health, and substance use. Prenatal care also does not need a referral to access care.
- A self-referral for Family Planning services also is available. Planned Parenthood is available @ 301-662-7171.
- Some medications may require a preauthorization in order to be filled, please check you’re your prescribing provider. All prescriptions must be written by a participating Maryland Medicaid provider to be filled by the pharmacy. If problems arise call Health Choice Enrollee Help Line @ 1-800-284-4510 for assistance.
- Pregnant Women and children under 5 are eligible for the WIC program, call 301-600-2507 to make an appointment.
- Dental and vision benefits for adults vary depending on MCO. Children and pregnant women dental services are covered under the Healthy Smiles program @ 1-855-934-9812
- The State offers services for Smoke Cessation assistance and can be obtained by calling 1-800-Quit-Now.



Randall C. Culpepper, M.D., M.P.H. ▪ Deputy Health Officer

Department of Health Care Connection/ACCU ▪ 350 Montevue Lane ▪ Frederick, MD 21702

Phone: 301-600-8888 ▪ Fax: 301-600-3302 ▪ MD TTY: 1-800-735-2258





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- If you are in need of transportation assistance to get to your provider appointments please contact the Local Health Department for information regarding resources (301- 600-3112)
- You have the right to appeal any decisions made by your MCO regarding your care. If you disagree with that decision, you may call the Health Choice Enrollee Help Line @ 1-800-284-4510 for assistance.
- It is important to inform Eligibility at FCHD @ 301-600-3124 or Maryland Health Connection @ 855-642-8572 of any change in income, family size, address or phone number so the State has correct information for you. The post office is not allowed to forward mailings. As of January 1, 2018 the State has announced that an automated system has been put into place to do disenrollment on certain MA categories if mailing is returned to the state due to incorrect address therefore showing possible non residency.
- Please respond to any communication from the state requesting a response.

We are always available to answer questions or assist with obtaining services.
To speak with a Frederick County Health Department ACCU staff member
Call 301-600-8888(ask for ACCU) 8am to 5pm Monday through Friday

Or for the most current list of Provider Participation and MCO information

Go to:

<http://frederickmedicaid.org/>