

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Health Insurance

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This is a project of the Montgomery County Commission on People with Disabilities. To submit an update, add or remove a listing, or request an alternative format, please contact: [DHHSWebsite@montgomerycountymd.gov](mailto:DHHSWebsite@montgomerycountymd.gov), 240-777-1246 (V), MD Relay 711.

### AFLAC

1-800-992-3522 (Toll Free)

[www.aflac.com](http://www.aflac.com)

Health insurance plans for individuals and families that work with existing policies. Offers include hospital intensive care and short-term disability.

### Maryland Attorney General

#### Health Education and Advocacy Unit

200 St. Paul Place

Baltimore, MD 21202

410-528-1840 (V)

1-888-743-0023 (Toll Free)

E-mail: [heau@oag.state.md.us](mailto:heau@oag.state.md.us)

Offers mediation services to consumers who have a billing dispute with their healthcare provider or a coverage dispute with their HMO or health insurance company. For example, if your health plan has refused to cover a medical procedure or pay for a medical service for a consumer; if you need help resolving a billing dispute with a health care provider, such as a hospital, doctor or dentist; or if you need assistance resolving a dispute about medical equipment that was defective or was never delivered. The Unit also helps consumers who have been denied enrollment in a Qualified Health Plan or denied Advanced Premium Tax Credits or Cost-Sharing Reductions by Maryland Health Connection. Maryland law also allows providers to file complaints against insurance carriers on behalf of consumers. Complaints can be filed online or via hard copy.

### Maryland Children's Health Program (MCHP)

#### Department of Health & Mental Hygiene

1-855-642-8572 (Toll Free)

1-855-642-8573 (TTY)

<https://mmcp.health.maryland.gov/chp/pages/home.aspx>

Full health benefits, including prescriptions, for children up to age 19. Benefits for children include: doctor visits (well and sick care); hospital care; lab work and tests; dental care; vision care; immunizations (shots); prescription medicines; transportation to medical appointments; mental health services; and substance abuse treatment. Those eligible for MCHP are uninsured children under age 19, whose household modified adjusted gross income (MAGI) is at or below 211% of the federal poverty level (FPL) for their family size. Applications can be filed online at [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov).

### Maryland Health Connection

1-855-642-8572 (Call Center)

1-855-642-8573 (TTY)

[www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov)

[www.montgomerycountymd.gov/healthconnect](http://www.montgomerycountymd.gov/healthconnect)

**Call Center Hours:** Monday through Friday, 8:00 a.m. to 6:00 p.m. Offer extended hours during open enrollment. Maryland's official health insurance marketplace for individuals and families to compare and enroll in health insurance and determine eligibility for Medicaid and other assistance programs, federal tax credits and cost-sharing reductions. You can get the coverage you need online, over the phone or in person. Download their free mobile app, Enroll MHC, from the Apple Store (iPhone) or the Google Play Store (Android) to apply from your phone.

### Maryland Insurance Administration

<https://insurance.maryland.gov/Consumer/Pages/HealthCoverage.aspx>

Health insurance shopping tool and information on companies offering coverage, discount medical and drug plans, and dental plans.

#### Consumer Complaints

Attn: Consumer Complaint Investigation

*(indicate if complaint is regarding Life/Health)*

200 St. Paul Place, Suite 2700

Baltimore, MD 21202

410-468-2260 (Life and Health)

410-468-2307 (Property and Casualty)

<https://insurance.maryland.gov/Consumer/Pages/FileAComplaint.aspx>

Investigate complaints consumers have about their insurance coverage, including life, health, automobile, homeowners, etc. Investigate acts of insurance fraud. Protect Maryland consumers by regulating the State's insurance companies and producers. Because health insurance complaints involve private health records, these types of complaints can only be submitted by mail.

### Maryland Medical Assistance (Medicaid) Program

311 (in the County)

240-777-0311 (outside of the County)

301-251-4850 (TTY)

[www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=CYF/CYFMAPgm-p424.html](http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=CYF/CYFMAPgm-p424.html)

Medical Assistance (also known as Medicaid or MA) pays the medical bills of low-income families and individuals. The insurance covers services such as in-patient/outpatient hospital care, pharmacy, basic

physician care, nursing home costs, medical day care, personal care, mental health, and substance abuse treatment. Individuals receiving Federal Supplemental Security Income (SSI) benefits should contact their local office to apply. To find out if you are eligible for Medicaid, you can apply online at [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov) or at the locations listed below.

**MidCounty DHHS Building**

1301 Piccard Drive, Rockville, MD 20850

**DHHS Silver Spring Center**

8818 Georgia Avenue, Silver Spring, MD 20910

**UpCounty Regional Services Center**

12900 Middlebrook Road, Germantown, MD 20874

**Neighborhood Service Center at Catholic Charities**

12247 Georgia Avenue, Silver Spring, MD 20906

**Medicaid Program Locations Continued....**

**Takoma East Silver Spring (TESS) Center**

8513 Piney Branch Road, Silver Spring, MD 20901

**Neighborhood Service Center at Family Services**

610 East Diamond Avenue, Suite 500, Gaithersburg, MD 20877

**Medicare**

1-800-633-4227 (Toll Free)

1-877-486-2048 (TTY)

[www.medicare.gov](http://www.medicare.gov)

Medicare is health insurance for the following: people 65 or older; people under 65 with certain disabilities, and people of any age with End-Stage Renal Disease (ESRD) (permanent kidney failure requiring dialysis or a kidney transplant).

**Medicare Part A (Hospital Insurance)** helps cover inpatient care in hospitals, skilled nursing facilities, hospice, lab tests, surgery, and and home health care.

**Medicare Part B (Medical Insurance)** helps cover doctors' services, hospital outpatient care, home health care, durable medical equipment, and covers some preventive services to help maintain your health and to keep certain illnesses from getting worse.

**Medicare Part D (Medicare Prescription Drug Coverage)** is a prescription drug option run by Medicare-approved private insurance companies, helps cover the cost of prescription drugs, and may help lower your prescription drug costs and help protect against higher costs in the future.

**State Health Insurance Assistance Program (SHIP)**

12320 Parklawn Drive

Rockville, MD 20852

301-255-4250 (V)

E-mail: [ship@accessjca.org](mailto:ship@accessjca.org)

[www.medicareabcd.org](http://www.medicareabcd.org)

SHIP provides free information, educational programs, individual assistance and counseling about Medicare, supplements to Medicare (Medigap plans), Medicare Advantage (managed care) plans, prescription drug plans, income saving programs (QMB/SLMB/SPDAP), Maryland health insurance plans, employer health insurance plans, and long-term care insurance. The

SHIP program also works to curb Medicare fraud and abuse, and to resolve billing issues. The SHIP program provides educational programs, seminars, and training to community groups, church groups, clubs, neighborhood associations, and our aging network partners. Trained volunteers meet on an individual basis with seniors, the disabled, their family members and caregivers, by scheduled appointments, in county libraries, senior centers, senior communities, and other places to provide objective information, help solve individual insurance problems, assist with Medicare and Medicaid forms, insurance claims, and act as advocates in making appeals. Funded by the U.S. Administration for Community Living, with support from the Montgomery County Department of Health and Human Services and the Maryland Department of Aging. The JCA of Greater Washington holds the contract for the SHIP of Montgomery County, Maryland.