

# Administrative Care Coordination (ACCU) / Ombudsman Services



The Administrative Care Coordination Unit (ACCU) helps Maryland Medicaid members understand and use their HealthChoice benefits. Each Administrative Care Coordinator (ACC) is a local contact who connects you with the care and services you need.

## Eligibility

Anyone in the HealthChoice program can get help from an ACC. The ACCU especially supports:

- Children
- Pregnant and postpartum women
- Individuals with physical, mental or developmental disabilities
- Individuals experiencing homelessness

## Your Administrative Care Coordinator can:

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|  Explain your HealthChoice benefits and how to use them.                                        |  Explain services you can get out of network or without a referral, such as prenatal care and family planning services. |
|  Help you choose a Managed Care Organization (MCO).                                             |  Explain your right to change your MCO.                                                                                 |
|  Help you find or change your primary care provider (PCP) or specialist in your MCO's network. |  Help you renew your Medicaid benefits through the Maryland Health Connection.                                         |
|  Help you find a dentist (Maryland Healthy Smiles Dental Program covers dental care).         |  Help you update your information or replace a lost or stolen Medicaid card.                                          |
|  Help you get Medicaid transportation.                                                        |  Help fix billing problems.                                                                                           |
|  Help you get your prescriptions filled.                                                      |  Explain your appeal and grievance rights.                                                                            |

## Ombudsman Services

Your local ombudsman speaks up for your health care needs. An ombudsman may contact you if your MCO has complex medical or care coordination issues. The HealthChoice program may also ask an ombudsman to help resolve complaints about your care or MCO.

## Contact

If you need help or want to file a complaint about your care, call the HealthChoice Help Line at 800-284-4510 or contact your local health department ACC or ombudsman program.

*The Administrative Care Coordination / Ombudsman Program is funded by the Maryland Medicaid Program. The services and facilities of the Maryland Department of Health (MDH) are operated on a non-discriminatory basis. This policy prohibits discrimination on the basis of race, color, sex, or national origin and applies to the provisions of employment and granting of advantages, privileges and accommodations. The Department, in compliance with the Americans With Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in the benefit from MDH services, programs, benefits, and employment opportunities.*