

## Guide for

# Constituent Services

### If a constituent wants to:

Make changes to their enrollment, including addition of family members, change of income or status of employment:

- Call Maryland Health Connection at **1-855-642-8572**.
- Find free, local help from a health insurance navigator or broker: **MarylandHealthConnection.gov/help**

Ask a question about their bill, make insurance premium billing or payment changes, get help with cancellation of health coverage due to nonpayment and/or find out if a specific medical treatment is covered:

- Contact their insurance carrier (additional instructions and contact information are provided in our complete **payment guide** at **MarylandHealthConnection.gov**)

CareFirst BlueCross BlueShield  
855-444-3121  
[carefirst.com](http://carefirst.com)

Cigna  
877-900-1237  
[myCigna.com](http://myCigna.com)

Evergreen  
855-475-0990  
[evergreenmd.org](http://evergreenmd.org)

Kaiser Permanente  
866-475-3920  
[kp.org](http://kp.org)

File a grievance or formal protest regarding a decision already made, such as appealing an eligibility determination made by Maryland Health Connection:

- Email the MHBE Appeals Unit: **mhbe.appeals@maryland.gov**
- More information on appeals: **<https://www.MarylandHealthConnection.gov/appeals/>**

Seek help escalating an enrollment issue after a consumer has tried unsuccessfully to resolve with Maryland Health Connection and/or file a complaint regarding Maryland Health Connection, such as consumers who report that they weren't helped properly:

- Email the complaint to the MHBE Constituent Services Unit: **mhbe.constituentservices@maryland.gov**

*This email address is designated for legislators, government agencies, the Maryland Insurance Administration and the Governor's office to reach Maryland Health Benefit Exchange with consumer-related issues.*

Contest a denial of coverage of health services that an insurance company deemed unnecessary:

- Call the Health Education and Advocacy Unit (HEAU) of the Attorney General's Office at **1-877-261-8807**.
- **Learn more** about a consumer's rights when an insurance carrier will not pay for services at **<https://www.MarylandHealthConnection.gov/appeals/>**

File a complaint about the result of an appeal of a denial of coverage and/or file a complaint about a health insurance carrier:

- Contact Maryland Insurance Administration at **1-800-492-6116** or **[www.insurance.maryland.gov](http://www.insurance.maryland.gov)**

## If a constituent wants to:

**Inquire about the status of Medicaid enrollment or renewal:**

- Call Maryland Health Connection at **1-855-642-8572** or a local Department of Social Services or local health department
- **[mydhrbenefits.dhr.state.md.us](http://mydhrbenefits.dhr.state.md.us)**

**Inquire about the status of document verifications:**

- Call Maryland Health Connection at **1-855-642-8572**.

**Inquire about tax-related issues for tax forms 1095-A or 1095-B:**

- Consumers who haven't received a 1095-A or -B tax form should call Maryland Health Connection at **1-855-642-8572**.
- Consumers should contact a **local IRS office in Maryland** or call **1-800-829-1040** for help with a federal tax return, Form 8962 or Form 8965 and **exemptions from the penalty** for not having coverage
- **[www.irs.gov/uac/Contact-My-Local-Office-in-Maryland](http://www.irs.gov/uac/Contact-My-Local-Office-in-Maryland)**
- **[www.MarylandHealthConnection.gov/exemptions-penalty/](http://www.MarylandHealthConnection.gov/exemptions-penalty/)**
- **Learn more about federal taxes and forms** for Marylanders enrolled through Maryland Health Connection or Medicaid at **[www.MarylandHealthConnection.gov/taxes/](http://www.MarylandHealthConnection.gov/taxes/)**

**Enroll in the Qualified Medicare Beneficiary Program or the Specified Low-Income Medicare Beneficiary Program:**

- **Contact the local department of Social Services office: [mydhrbenefits.dhr.state.md.us](http://mydhrbenefits.dhr.state.md.us)**

Allegany County  
301-784-7000

Anne Arundel County  
410-269-4600

Baltimore City  
443-378-4600

Baltimore County  
410-853-3000

Calvert County  
443-550-6999

Caroline County  
410-819-4500

Carroll County  
410-386-3300

Cecil County  
410-996-0306

Charles County  
301-392-6600

Dorchester County  
410-901-4141

Frederick County  
301-600-4555

Garrett County  
301-533-3000

Harford County  
410-836-4955

Howard County  
410-872-8260

Kent County  
410-810-7600

Montgomery County  
240-777-1266

Prince George's County  
301-209-5000

Queen Anne's County  
410-758-8000

St. Mary's County  
240-895-7000

Somerset County  
410-677-4330

Talbot County  
410-770-4848

Washington County  
240-420-2120

Wicomico County  
410-713-3900

Worcester County  
410-677-6806