

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

Cigna
877-900-1237
myCigna.com

Evergreen
855-475-0990
evergreenmd.org

Kaiser Permanente
866-475-3920
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

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

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
- 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/

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

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