

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  
855-444-3121  
**carefirst.com**

Kaiser Permanente  
844-524-7370  
**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: **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 **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**
- **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