

# Administrative Care Coordination (ACC) / 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 ACCU, which supports:

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

## Your Administrative Care Coordinator can:

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

## Ombudsman Services

Your local ombudsman speaks up for your health care needs. They 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

For help or to file a complaint about your care, contact the HealthChoice Help Line at 800-284-4510 or your local health department's ACC or ombudsman program.



**Anne Arundel County 410-222-4238 | [hdaccomb@aacounty.org](mailto:hdaccomb@aacounty.org)**  
**Scan the QR Code or visit [AAHealth.org/acc](https://AAHealth.org/acc)**

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