



## Connecting with a Health Care Provider Over the Phone

If you can't have a video visit with your health care provider, you may still be able to connect using audio-only with a mobile or landline phone. Phone visits can be helpful for certain behavioral health and chronic conditions that require frequent check-ins.

*If you have a serious illness or injury, call 911 or go to the nearest emergency room.*

## Medicaid Coverage

Contact your Managed Care Organization (MCO) to verify coverage for video and audio-only visits. For general questions, including how to enroll in an MCO, call the **Maryland HealthChoice Program Help Line at 1-800-284-4510**.

### MARYLAND MCOs

**Aetna Better Health:** 1-866-827-2710  
[www.aetnabetterhealth.com/maryland/whats-covered.html](http://www.aetnabetterhealth.com/maryland/whats-covered.html)

**Amerigroup Community Care:** 1-800-600-4441  
[www.myamerigroup.com/md/home.html](http://www.myamerigroup.com/md/home.html)

**CareFirst BlueCross Blue Shield Community Health Plan Maryland:** 410-779-9369 or 1-800-730-8530  
[www.carefirstchpmd.com/health-wellness/go-see-your-doctor-today](http://www.carefirstchpmd.com/health-wellness/go-see-your-doctor-today)

**Jai Medical Systems:** 1-888-524-1999  
[www.jaimedicalsystems.com/members/member-information](http://www.jaimedicalsystems.com/members/member-information)

**Kaiser Permanente:** 1-855-249-5019  
[thrive.kaiserpermanente.org/medicaid/maryland/why-kp](http://thrive.kaiserpermanente.org/medicaid/maryland/why-kp)

**Maryland Physicians Care:** 1-800-953-8854  
[www.marylandphysicianscare.com/members/virtual-doctor-visits](http://www.marylandphysicianscare.com/members/virtual-doctor-visits)

**MedStar Family Choice:** 1-888-404-3549  
[www.medstarfamilychoice.com/maryland-members/benefits/evisit](http://www.medstarfamilychoice.com/maryland-members/benefits/evisit)

**Priority Partners:** 1-800-654-9728  
[www.ppmco.org/healthchoice-overview](http://www.ppmco.org/healthchoice-overview)

**UnitedHealthcare:** 1-800-318-8821  
[www.uhccommunityplan.com/dual-eligible/benefits/telehealth-benefit-dual-health-plans](http://www.uhccommunityplan.com/dual-eligible/benefits/telehealth-benefit-dual-health-plans)