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July 15, 2022

Kathleen Birrane  
Commissioner  
Maryland Insurance Administration  
200 St. Paul Place, Suite 2700  
Baltimore, MD 21202

RE: SB 460 Workgroup

Dear Commissioner Birrane:

Thank you for the opportunity to submit information about organizations and programs that currently perform some or all of the consumer assistance services that would be provided by the Consumer Health Access Program (CHAP). The Legal Action Center (LAC) is a non-profit organization that uses legal and policy strategies to fight discrimination against individuals with substance use disorders, arrest and conviction records, and HIV or AIDS and to build health equity and restore opportunities for these individuals. LAC chairs the Maryland Parity Coalition, which includes the State's associations of mental health (MH) and substance use disorder (SUD) providers, associations of MH and SUD consumers, the Maryland Hospital Association, MedChi, peer assistance organizations, organizations representing practitioners, one Connector Entity, one County Behavioral Health Authority, and individual providers and consumers with lived experience.

To respond to the Maryland Insurance Administration's (MIA) inquiry, LAC circulated the MIA's request to the members of the Maryland Parity Coalition and asked that they submit relevant information related to their own work and that of other organizations with whom they are familiar. We provided an editable spreadsheet to facilitate information gathering and also encouraged Coalition members to submit information directly to the MIA (which is not reflected here). The attached chart (Attachment A) highlights that:

- Few consumer assistance services exist in Maryland and even fewer are targeted to Marylanders with MH and SUDs;
- Most do not have an explicit focus on health equity and cultural competence;
- None offer the full continuum of assistance required to gain access to MH and SUD care regardless of payer, which places the burden on the consumer to navigate many different systems alone.

The chart identifies each of the Maryland Health Benefit Exchange Connector Entities as well as additional county insurance enrollment programs and/or care referral sources for individuals with MH and SUD needs of which we are aware. Information about the

MIA's and HEAU's resources have been previously submitted and therefore not included here. *See* Legal Action Center's Letter of June 14, 2022. Additionally, although many MH and SUD treatment programs assist uninsured patients with insurance enrollment and some assist patients in resolving care denials, treatment programs were not included because these services are part of care delivery for their patient population and they do not offer insurance enrollment, plan navigation, and other services to the general public as a discrete service line.

A review of the information reveals several important deficiencies in the availability and delivery of consumer assistance services for individuals with MH and SUDs:

- **Few Maryland organizations/entities offer consumer assistance services, and those that do generally offer a single service**, such as insurance enrollment (i.e. Connector Entities) or identification of MH or SUD services (e.g. Black Mental Health Alliance, 211 Maryland, Montgomery County and Howard County Access to Health Care Services). Thus, a consumer will have multiple points of contact with different entities without any follow-up to ensure access to care or resolution of any care or insurance-related problems that arise in the course of or after transfer/referral. **The connective tissue between entities is missing.**
- **Most consumer assistance services are not targeted to Marylanders with MH and SUD conditions, but rather to the general public, and address a range of health conditions and needs.** For example, Connector Entities help individuals enroll in health plans, but they do not have the expertise to identify how various insurance plans provide or limit access to MH and SUD services, including scope of provider networks and other utilization restrictions. To the extent referral services by local health departments focus on MH and SUD services, their target population understandably is uninsured and underinsured individuals, even if they can offer services to residents with private insurance.
- **To the extent an entity plays multiple roles, it can deliver more comprehensive care to individuals with MH and SUDs.** For example, Health Care Access Maryland (HCAM) offers a hotline and MH and SUD treatment referral services for Baltimore City residents, serves as their Connector Entity for insurance enrollment and also serves as the ACCU for HealthChoice care linkages and benefit billing assistance. **We have not identified any other entity in Maryland that offers that continuum of assistance.** Under CHAP, HCAM would be an excellent spoke entity for the Baltimore City region.
- **The reach of consumer assistance services is generally limited to one county or region.** To the extent a county/region does not offer consumer assistance services, those residents must fend for themselves. The only identified services that reach all state residents are:
  - Medicaid and Health Benefit Exchange insurance enrollment services, provided by Connector Entities;
  - benefit navigation and linkages to medical providers for HealthChoice enrollees, provided by ACCUs;
  - MH and/or SUD treatment provider identification/referral, provided by 211 Maryland and the Black Mental Health Alliance.

- **We have identified no entity that helps clients navigate their mental health and substance use disorder benefits regardless of payer system.**
  - ACCUs assist HealthChoice enrollees with medical benefit problems (and may address MH and SUD needs), but no entity has been identified that offers this service for consumers with private or employer sponsored insurance, Medicare, federal employee health benefits or other payers.
  
- **We have identified no entity that provides direct client representation in insurance appeals and grievances or other insurance litigation for one or more payer systems.**

Thank you for the opportunity to submit information on existing consumer assistance services in Maryland. Based on the information we have gathered, the need for CHAP is quite clear. Few entities offer consumer assistance activities in Maryland that are specifically targeted to individuals with MH and SUD conditions, and none cover the full range of services in a single entity or through strong linkages to other existing services.

We look forward to reviewing information submitted by other organizations, including Maryland's carriers, and discussing the need for CHAP to ensure that all Marylanders receive insurance-based MH and SUD services that are culturally sensitive and comprehensive.

Sincerely,



Ellen M. Weber  
Sr. Vice President for Health Initiative

# Attachment A

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
<p><b>HealthCare Access Maryland</b>  <a href="https://www.healthcareaccessmaryland.org">https://www.healthcareaccessmaryland.org</a></p>	<p>Hotline connects Baltimore City residents with crisis services through Baltimore Crisis Response; Information and treatment referral services; assessment of MH/SUD needs, link to care with appointment; Serves as Balt. City Admin. Care Coord. Unit (ACCU) for HealthChoice beneficiaries - provides care coordination, assistance accessing services, filing an appeal for</p>	<p>Unknown</p>	<p>Yes – Baltimore City's Here2Help Hotline 410-433-5175</p>	<p>Yes – Hotline and make appt. to directly link individuals to treatment</p>	<p>Yes - Connector Entity</p>	<p>Yes – Hotline and navigation for HealthChoice enrollees</p>	<p>Yes – ACCU assists HealthChoice enrollees resolve disputes with MCOs.  Role with carve-out MH/SUD services through ASO unclear</p>	<p>Hotline - Baltimore City residents  Service Access for Baltimore HealthChoice Enrollees  Connector Entity – Baltimore City and County, Anne Arundel, Howard, Frederick, Carroll – general population</p>	<p>Hotline – Behavioral Health Systems Baltimore  Connector Entity – State  Expansion Plans – Unknown</p>

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	health services. <u>Connector Entity</u> – provides assistance with health coverage, education, eligibility and enrollment.								
<b>AHEC West</b> <a href="https://ahecwest.org/wmic/">https://ahecwest.org/wmic/</a>	As Connector Entity, provides assistance with health coverage, education, eligibility and enrollment.	General education re: health insurance access and coverage; materials posted	No	No	Yes  Connector Entity – Far - western region	No	No	Connector Entity – Frederick, Washington, Allegany, Garrett –  General population	State funding  Expansion plans unknown
<b>Montgomery County Health Connection</b> <a href="https://www3.montgomerycountymd.gov/311/Solutions.aspx?SolutionId=1-50YHBK">https://www3.montgomerycountymd.gov/311/Solutions.aspx?SolutionId=1-50YHBK</a>  <b>Montgomery County ACCESS to Behavioral Health</b>	As Connector Entity, provides assistance with health coverage, education, eligibility and enrollment.	No	No	Yes – ACCESS to Behavioral Health Services provides MH/SUD screenings and referrals	Yes – as Connector Entity	No	No	Montgomery County General population  ACCESS program is for low-income adults with MH/SUD	State funding  Expansion plans unknown

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
				for treatment				living in Montgomery County with no private insurance	
<p><b>Prince George's County Health Connect</b>  <a href="https://www.pgchealthconnect.org">https://www.pgchealthconnect.org</a></p> <p>Prince George's Behavioral Health Services  <a href="https://www.princegeorgescountymd.gov/1733/Behavioral-Health">https://www.princegeorgescountymd.gov/1733/Behavioral-Health</a></p>	As Connector Entity, provides assistance with health coverage, education, eligibility and enrollment.	No	No	Yes  Local Health Dept. provides referral to MH and SUD services	Yes – as Connector Entity	No	No	Prince George's County General Population	State funding  Expansion plans unknown
<p><b>Seedco</b>  <a href="https://www.seedco.org/maryland">https://www.seedco.org/maryland</a></p>	As Connector Entity, provides assistance with health coverage, education, eligibility and enrollment.	No	No	No	Yes – as Connector Entity	No	No	Connector Entity – Charles, Calvert, St. Mary's, Harford, Cecil, Kent, Queen Anne's Talbot, Caroline, Dorchester	State funding  Expansion plans unknown
<p><b>Lower Shore Health Insurance Assistance Program</b>  <a href="http://lowershorehealth.org/">http://lowershorehealth.org/</a></p>	As Connector Entity, provides assistance with health coverage,	No	No	No	Yes – as Connector Entity	No	No	Connector Entity - Wicomico, Somerset, Worchester	State funding  Expansion plans unknown

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	education, eligibility and enrollment.								
<b>Healing Allegany</b> <a href="#">HEALING ALLEGANY 2 – AHEC WEST</a>	Provides education on addiction-related stigma; expands access to prevention, treatment and recovery services.	No	No – Website lists SUD programs in Allegany	Limited – Healing Allegany Re-Entry Center and Street Outreach	No	No	No	SUD-specific services in Allegany County through Healing Allegany and Healthy Mom and Babies	Federal funding – Rural Communities Opioid Response Program (RCORP).  Expansion plans unknown
<b>Path2Help by Univ. of Pittsburgh Medical Center, Western Maryland</b> <a href="https://path2help.com">https://path2help.com</a>	Search portal to identify and connect to financial assistance, medical care, food pantries and other free or reduced-cost help	No	Yes  On-line search tool	No	No	No	No	General Population for all Medical conditions.  Western MD	Univ. of Pitts. Medical Center  Expansion plans unknown
<b>Prince George's Health Care Alliance, Inc.</b> <a href="https://pghealthcarealliance.org">https://pghealthcarealliance.org</a>	Care coordination program and patient engagement advocate; builds	Not specifically	No	Yes	Yes	Yes	No	Prince George's County – residents with high need and high utilizer	Funding source unknown  Expansion plans unknown

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	partnerships with hospitals, payers, public health offices and other providers; help patients manage their behavioral health, clinical health, social determinants of health and medication management							of healthcare resources	
<b>Maryland Coalition of Families</b> <a href="http://www.mdcoalition.org">www.mdcoalition.org</a> Ann Geddes	Peer support and navigation services to families who care for loved one with MH, SUD or problem gambling disorder; assistance in navigating MH/SUD treatment, school, juvenile	No	No	No	No	No	No	Statewide Families with loved one with behavioral Health disorder	Behavioral Health Administration, Maryland State Dept. of Education, Social Services Administration and County grants.  Expansion – may embed

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	justice or adult corrections, Department of Social Services.								family peer support specialists in crisis teams and support families with child in DJS
<b>Voices of Hope, Inc.</b> <a href="http://www.voicesofhopemaryland.org">www.voicesofhopemaryland.org</a> Jennifer Tuerke	Help participants access healthcare, SUD and MH treatment based on insurance coverage; connect uninsured individuals with Connector Entity to enroll in insurance	Yes	Yes - VoH phone number	Yes	No	Yes	No	Cecil and Harford Counties  Individuals with MH and SUDs	Maryland Dept. Of Health
<b>Howard County Access to Health Care Services</b> <a href="http://Access to Health Care Services   Howard County (howardcountymd.gov)">Access to Health Care Services   Howard County (howardcountymd.gov)</a>	Processes insurance applications for low income children	Unknown	Yes – phone number	No	Yes – insurance enrollment Assistance	No	No	Howard County  General population	State and County funded

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	under 19; assists clients with insurance applications; providing services to navigate Medicaid				Unknown if targeted MH/SUD Assistance				
<b>Black Mental Health Alliance</b> <a href="https://blackmentalhealth.com/">https://blackmentalhealth.com/</a>	Referrals for persons seeking mental health services	Unknown	Yes – online form; Phone contact	Yes	No	No	No	Statewide  Mental Health	Unknown
<b>Black Physicians &amp; Healthcare Network</b> <a href="https://www.bphnetwork.org/mental-health">https://www.bphnetwork.org/mental-health</a>	Referral and linkage to culturally appropriate mental health providers for Black residents of Montgomery County	Unknown	Yes – online form; contact by BPHN agent	Yes – through portal	No	No	No	Montgomery County residents	County funds (and other unknown)
<b>211 Maryland</b> <a href="https://211md.org">https://211md.org</a>	On-line search tool for MH and SUD services (and services for other health, legal, housing, social service needs) by zip	No	Yes	Yes – online resource tool	No	No	No	No	Public and private funding, individual donations.  Expansion plans unknown

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	code; offers 24/7/365 outsourced professional call, text and web chat services for individuals in MH and SUD crisis; offers weekly MH check-ins (211 Health Check)								
<p><b>Maryland Dept. of Health Administrative Care Coordination Unit (ACCU)</b>  <a href="https://health.maryland.gov/gahealth/community-health/Pages/ACCU.aspx">https://health.maryland.gov/gahealth/community-health/Pages/ACCU.aspx</a>                      443-262-4481</p>	Located in County Health Depts., help Medicaid recipients understand Health-Choice benefits and use services covered through Managed Care Organizations; provide links to medical services and access assistance; explain rights	Unknown – MH and SUD services provided as a carve-out through the ASO.	ACCU Call number – unknown re: MH/SUD concerns	Unknown for MH/SUD services	Post-enrollment assistance for MCO concerns	Unknown for MH/SUD Services. Yes for medical services under MCOs.	Help resolve billing issues for MCOs; Explains appeal and grievance rights	Medicaid Health-Choice Enrollees, Targeted to Those with complex medical needs	State Funding

Name and Contact Info	Summary of Services	Consumer Education Insurance Coverage for MH and SUD Care	Consumer Helpline or Online Portal to find MH or SUD Treatment	Connects Consumer to MH or SUD treatment	Helps Consumer Select and Enroll in Health Plans	Helps Consumers Navigate Health Plan's MH or SUD Benefits	Assists Consumers in Filing Complaints and Provides Legal Representation	Known Limits on Scope of Services	Funding Source and Known Plans To Expand Services
	to medical services								

**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**CAROLYN QUATTROCKI**  
*Deputy Attorney General*

Writer's Direct Email:  
poconnor@oag.state.md.us



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

Writer's Direct Fax No.  
(410) 576-6571

Writer's Direct Dial No.  
(410) 576-6515

**STATE OF MARYLAND**  
**OFFICE OF THE ATTORNEY GENERAL**  
**CONSUMER PROTECTION DIVISION**

July 15, 2022

Via email: [kory.boone@maryland.gov](mailto:kory.boone@maryland.gov)

Kory Boone  
Chief of Staff  
Maryland Insurance Administration  
200 St. Paul Place, Suite 2700  
Baltimore, Maryland 21202

Re: HEAU's Responses to Questions about Existing Organizations

Dear Mr. Boone,

The MH/SUD-related services specified in the CHAP bill as it passed the Senate, as proposed for delivery by CHAP, would seek to connect consumers to treatment and ensure coverage for the treatment. HEAU provides some of the specified services and also refers consumers to other state and federal agencies or nonprofits that provide the other services specified in the bill. HEAU operates a toll-free hotline and email box for consumers to obtain information to use on their own; to be referred to another agency or nonprofit when appropriate; and to access HEAU services including filing billing and coverage complaints.

HEAU files appeals and grievances, which may include parity-related issues, for consumers as their authorized representatives when they have been denied enrollment, access, or coverage by their *private* (1) insurance carriers subject to state regulation, (2) self-funded health plans

regulated by the U.S. Department of Labor (DOL), and (3) non-Federal governmental plans. Once a consumer designates HEAU as the authorized representative, HEAU is able to file internal and external appeals for beneficiaries of self-funded plans and non-Federal governmental plans, notwithstanding the inapplicability of state insurance laws.

*1. Connecting consumers to treatment for mental health and substance use disorders.*

Everyone involved in this Workgroup knows that connecting a consumer to affordable or covered treatment can be a multiple step, drawn out process. HEAU receives hotline calls; emails; and billing and coverage complaints that allow HEAU to help with one or more of the steps in the process. Many consumers are prompted to call or email HEAU by the statutorily required information about HEAU in EOBs from their carriers; in financial assistance denials from hospitals; or in outpatient facility fee notices. They may seek help with the notice they have received and/or another topic. Consumers that call HEAU's hotline in crisis may require 911 assistance or 211, press 1 assistance, and we attempt to refer callers to those crisis lines. Those who contact HEAU's hotline asking for help locating MH/SUD treatment receive information about how to use their provider directories to locate in-plan providers; the possibility of obtaining out-of-network treatment at in-network coverage, depending on the type of coverage they have; and how to use online, phone, or other resources to identify all potentially available providers, including:

- 211 Maryland, [211md.org](http://211md.org);
- 988, for crisis services effective 7/16/22, <https://health.maryland.gov/bha/Pages/988md.aspx>
- Substance Abuse and Mental Health Services Administration's (SAMHSA) treatment locators (substance use, behavioral health, buprenorphine physician and treatment program, early serious mental illness treatment and other services), <https://www.samhsa.gov/find-treatment>;

- Maryland Department of Health Behavioral Health Administration (BHA) (the website has local links and also SAMHSA links), [https://health.maryland.gov/bha/Pages/HELP\\_Archived.aspx](https://health.maryland.gov/bha/Pages/HELP_Archived.aspx);
- Network of Care, <https://www.trilogyir.com/Home#about>;
- Local health departments (linked to Network of Care);
- Mental Health Association of Maryland (MHA Maryland) (“Visit [Network of Care](#) to review a comprehensive list of mental health services by county. The Mental Health Association of Maryland can also help you find mental health care—simply call 443-901-1550 or email us at [info@mhamd.org](mailto:info@mhamd.org) for more information.”), <https://www.mhamd.org/information-and-help/adults/getting-help/paying-for-care/>; and
- National Alliance on Mental Illness Maryland (NAMI Md.), [http://www.namimd.org/crisis\\_help](http://www.namimd.org/crisis_help).

If hotline callers are in distress and are unable to access online or phone number resources on their own, HEAU attempts to directly connect the callers with available phone resources. Unfortunately, due to budget limitations, we do not have adequate staffing to provide that level of service to all MH/SUD callers or to provide crisis intervention training to staff.

*2. Communicating and coordinating with health coverage plans regarding coverage for mental health and substance use disorder treatment (particularly self-funded and governmental plans) on behalf of consumers.*

Consumers enrolled in public and private health plans who have MH/SUD coverage problems receive help from HEAU that involves this sort of communication and coordination. Medicare enrollees generally are referred to the Department of Aging’s State Health Insurance Assistance Program (SHIP) which has staff and volunteer counselors trained to meet the essential needs of Medicare beneficiaries, including enrollment, understanding their health insurance benefits, bills, and rights in all 23 counties and Baltimore City provide in-person and telephone assistance. HEAU handles complaints for Medicare enrollees when there is a coordination of benefits issue with private insurance or when the consumer is in an Advantage plan.

Most often HEAU communicates and coordinates with private health plans (including self-funded and non-Federal governmental plans) as the authorized representative of consumers with MH/SUD coverage denials, which could include parity issues, both at the internal and external appeal levels. In addition to traditional arguments made about the required coverage or medical necessity of treatment and services, it is not uncommon, during the course of an appeal, for the HEAU to seek single-case agreements for an out-of-network provider to be reimbursed for services rendered/to be rendered, especially when networks are inadequate, or to negotiate reductions in billings from out-of-network providers.

When HEAU identifies violations of appeals and grievances laws or parity violations, referrals are made the appropriate enforcement agency.

*3. Assisting consumers to select and enroll in health coverage plans that include the mental health and substance use disorder benefits that are most suitable for them.*

The HEAU does not assist consumers with plan selection and plan enrollment unless it relates to enrollment denials, terminations, or reinstatements.

*4. Assisting consumers to pursue contractual, administrative, and/or judicial complaints and actions against health coverage plans – including providing legal representation to the consumers in dealings with the health coverage plan and in proceedings on behalf of the consumer before administrative agencies and the courts.*

In addition to the appeals and grievance assistance services outlined herein, HEAU advises consumers about their administrative and judicial remedies. HEAU does not provide legal representation to consumers.

5. *Providing consumer education regarding coverage for treatment for mental health and substance use disorders under health coverage plan and under state and federal law.*

HEAU conducts in-person and other outreach and education regarding, among other things, appeal rights under state and federal law, and about the help HEAU can provide to consumers in pursuing those rights.

Information about the assistance HEAU can provide to consumers with internal and external appeals is required to be included in relevant carrier communications pursuant to Md. Code Ann., Insurance §§ 15-10 and 15-10D and 42 USC § 300gg-19.

When HEAU was receiving federal Consumer Assistance Program (CAP) funding, HEAU had a robust advertising, outreach, and consumer education campaign. HEAU, directly and through the Consumer Protection Division, regularly provided education at outreach events to consumers, providers, case managers, care navigators, support groups, social workers, navigators and connector entities about how to obtain and use health insurance, and that HEAU was available to assist with the appeals and grievances process. A few spreadsheets of portions of reports filed with CCIIO during HEAU's funding period (which expired in 2016), are attached as representative examples, and include, for example, HEAU's presentation at a NAMI Maryland event and an event organized by the Mental Health Association of Maryland in 2015. HEAU continues to attend some fee-free events but currently uses its website and the media to provide education and outreach to consumers.

6. *Providing a toll-free helpline and an on-line portal for consumers and providers acting on behalf of consumers to receive assistance obtaining treatment for mental health and substance use disorders.*

HEAU has a toll-free hotline for consumers and an on-line complaint portal for consumers and providers acting on behalf of consumers to receive appeals and grievance assistance related to mental health and substance use disorders.

Along with this response to questions about existing organizations, HEAU is submitting revisions to the Legal Action Center's chart submitted as part of its June 14, 2022 comments.

Thank you for your consideration.

Sincerely,

*Patricia F. O'Connor*

Patricia F. O'Connor  
Assistant Attorney General  
Deputy Director, HEAU

Enclosure

Maryland Office of the Attorney General's Health Education and Advocacy Unit  
 Quarterly Progress Report (10/15/2014 through 1/15/2015)  
 Consumer Contacts

<u><i>Name of Event</i></u>	<u><i>Date(s) of event</i></u>	<u><i>Location of event (e.g., library, municipal auditorium, shopping mall)</i></u>	<u><i>Specific populations reached at the event</i></u>
Bowie/Crofton Chapter of National Active and Retired Federal Employees	10/16/2014	local restaurant, Crofton, Maryland	retired federal employees
Howard County 50+ Expo	10/17/2014	high school campus, Columbia, Maryland	aged 50+ community members
Frederick County Community Health Fair	10/18/2014	fairgrounds, Frederick, Maryland	community members
University of Maryland, College Park Fall Lunch with Lawyer Workshop on Health Insurance	10/21/2014	college campus, College Park, Maryland	college grad students
University of Baltimore Law School Pro-Bono Connection Day	10/21/2014	law school campus, Baltimore, Maryland	law students and faculty
First Baptist Church of Glenarden's 55+ Seniors Group	10/22/2014	church, Glenarden, Maryland	senior citizens
Baltimore County Baby Boomer/Senior Expo	10/22/14-10/23/14	fairgrounds, Timonium, Maryland	baby boomers and seniors
11th Annual Minority Health Disparities Conference	10/29/2014	banquet facility, Woodlawn, Maryland	community health workers and health advocates
First Baptist Church of Glenarden's 55+ Seniors Group	10/29/2014	church, Glenarden, Maryland	community members
Fairwood HOA Transition Meeting	10/30/2014	church, Glenarden, Maryland	community members
American Association of Physical Therapy Annual Meeting--Maryland and DC Chapters	11/8/2014	hotel, Linthicum, Maryland	physical therapists and physical therapy students
President's Seminar Series #1	11/12/2014	personnel department, Baltimore, Maryland	retired teachers

Maryland Office of the Attorney General's Health Education and Advocacy Unit  
 Quarterly Progress Report (10/15/2014 through 1/15/2015)  
 Consumer Contacts

<u><i>Name of Event</i></u>	<u><i>Date(s) of event</i></u>	<u><i>Location of event (e.g., library, municipal auditorium, shopping mall)</i></u>	<u><i>Specific populations reached at the event</i></u>
Grand Opening of Office of the Attorney General, Consumer Protection Division, Prince George's County Office location	11/19/2014	Prince George's County office building	State and Local Officials, community members
Senior Group at Leisure World	11/19/2014	senior living center, Silver Spring, Maryland	senior citizens
Annual Meeting of the Maryland Occupational Therapists Association	11/21/2014	hotel, Towson, Maryland	occupational therapists
University of Maryland , Baltimore World AIDS Day Resource Fair	12/1/2014	college campus, Baltimore, Maryland	graduate students
Take Charge of Your Health - Cancer Survivorship Forum	12/6/2014	community center, Baltimore, Maryland	cancer patients with their caregivers and cancer survivors
National Association of Active and Retired Federal Employees	12/15/2014	restaurant, Silver Spring, Maryland	active and retired federal employees
Outreach to State Employees	1/13/2015	state office building, Baltimore, Maryland	state employees and general public visitors to the office building
Annual MSRPA Consumer Education Committee Meeting	1/15/2015	office building, Odenton, Maryland	retired school personnel

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Meeting with Legal Aid in Prince George's County	1/21/2015	Office building, Riverdale, Maryland	attorneys
MHC/HealthCare for All! Press Event Releasing New Radio Ad to Encourage Health Coverage Enrollment	1/30/2015	Connector Entity office	state and local politicians, press, public
Health Law Networking Event	2/2/2015	Law School, Maryland	health lawyers and law students
Hadassah Speaking Engagement on Scams	2/9/2015	Office in shopping center, Baltimore, Maryland	senior citizens
Presentation at First Baptist Church of Glenarden	2/11/2015	Church, Landover, Maryland	senior citizens
Anne Arundel County Retired School Personnel Presentation	2/12/2015	Restaurant, Gambrills, Maryland	retirees
West Laurel Civic Association Presentation	2/19/2015	Civic organization's office, Laurel, Maryland	community members
Maryland Academy of Family Physicians Mid-Winter Regional Conference	2/21/2015	Hotel, Towson, Maryland	doctors
University of Maryland Dental School Presentation	3/10/2015	College campus, Baltimore, Maryland	dental students
The Graying of HIV: Implications for Care and Treatment in an Aging Population	3/11/2015	Conference center, Towson, Maryland	case managers and health advocates
Native American Lifelines--Baltimore Community Resource Health Fair	3/17/2015	Cultural center, Baltimore, Maryland	community members
Maryland State Agency Coalition of Exhibitors	3/18/2015	State office building, Baltimore, Maryland	state employees

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University of Maryland Baltimore's Annual Spring Wellness Fair	3/25/2015	College campus, Baltimore, Maryland	graduate students, staff and faculty members
Brain Injury Association of Maryland Annual Conference	3/26/2015 -- 3/27/2015	Hotel, Timonium, Maryland	Patients and caregivers
Bowie State University's 38th Annual Wellness Fair	4/1/2015	College campus, Bowie, Maryland	students and staff
UMBC's Health and Wellness Fair	4/8/2015	College campus, Catonsville, Maryland	students and staff
Howard County Housing Fair	4/11/2015	School, Columbia, Maryland	community members
Montgomery College-Rockville's Health and Wellness Fair	4/15/2015	College campus, Rockville, Maryland	students and staff

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27th Annual Tuerk Addictions Conference	4/17/2015	Baltimore Convention Center; Baltimore, Maryland	addictions counselors and treatment center operators
Presentation with Montgomery County Public Schools Retirees Association	4/23/2015	Restaurant; Gathersburg, Maryland	retirees
Calvert County National Women's Health Week Expo	4/25/2015	college campus, Prince Frederick, Maryland	community members
Holy Cross Hospital's Minority Health Awareness Month Lunch and Learn	4/29/2015	Hospital; Germantown, Maryland	community members
Workshop Presentation and Exhibit at Annual Meeting of Maryland Speech Language Hearing Association	5/1/2015	Hotel; Timonium, Maryland	speech-language therapists
Presentation at St. Andrews the Apostle Catholic Church	5/1/2015	Church; Silver Spring, Maryland	community members
Mass Transit Ad Campaign (phase 1)	5/4/15-5/31/15	Buses, MARC train and Subway Station Platforms, and Subway and Light Rail Trains; Baltimore City, Baltimore County, northern Anne Arundel County, Frederick County, Howard County, northern Prince George's County, Montgomery County, Queen Anne's County, Somerset County, Wicomico County, and Worcester County	health consumers

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Presentation at Southern Howard County Civic Association	5/5/2015	Community Center; Laurel, Maryland	community members
Presentation at Maryland Addiction Recovery Center	5/12/2015	Treatment Center; Towson, Maryland	addictions counselors
Maryland Centenarian Luncheon	5/14/2015	Banquet Facility; Woodlawn, Maryland	caregivers
University of Maryland- St. Joseph's Hospital Annual Women's Conference	5/16/2015	Hospital; Towson, Maryland	women
Baltimore County Behavioral Health Fair and Town Hall Meeting	5/28/2015	Public Park Meeting Facility; Cockeysville, Maryland	people with behavioral health conditions
Maryland Addiction Recovery Center Open House	6/3/2015	Treatment Center; Towson, Maryland	addictions staff and mental health counselors
Maryland Addiction Directors' Council's Addressing Myths and Realities in the Current SUD Landscape Education Forum	6/8/2015	Conference Center; Towson, Maryland	multi-disciplinary professionals in the addictions field
Presentation to Johns Hopkins Bayview Medical Center Addictions Treatment Services	6/8/2015	Treatment Center; Baltimore, Maryland	addictions counselors and medical staff
Faith-Based HIV Symposium	6/17/2015	Church; Baltimore, Maryland	advocates and HIV patients
Mass Transit Ad Campaign (phase 2)	starting 6/29/15	Buses and Rail Stations; Prince George's County	health consumers
Baltimore City Health Forum	7/7/2015	Church; Baltimore, Maryland	community members and hospital administrators

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St. Maryland College of Maryland Annual Health Fair	7/15/2015	College campus, St. Mary's City, Maryland	faculty and staff

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Mass Transit Ad Campaign (phase 2)	starting 6/29/15	Buses and Rail Stations; Prince George's County	health consumers
Presentation at Armistead Homes Corporation--Speak on MD Cooperative Act of 2014	7/27/2015	Office Building; Baltimore, Maryland	Homeowners
National Night Out Reistertown	8/4/2015	Shopping Center Parking Lot; Reisterstown, Maryland	Community members
Cecil County 55+ Healthy Lifestyle Expo	8/6/2015	High School; Elkton, Maryland	People aged 55 and over and caregivers
15th Annual School Health Interdisciplinary Conference	8/7/2015	Hotel; Timonium, Maryland	School nurses, psychologists, social workers, educators and youth serving professionals
Maryland Association of Counties Summer Conference	8/13/15, 8/14/15 and 8/15/15	Convention Center; Ocean City, Maryland	Local, state, and federal government officials, commercial representatives, legislators and their families
Employee Safety Fair at Charlestown Retirement Center	8/25/2015	Retirement Community; Catonsville, Maryland	Staff
Presentation at Riderwood	8/27/2015	Senior Center; Silver Spring, Maryland	Community members
Appeals Training with Seedco Navigators	8/27/2015	Library; Chestertown, Maryland	Navigators
Maryland State Fair	8/28/2015-9/7/2015	Fairgrounds; Timonium, Maryland	Community members
Presentation for The Tuesday Club	9/1/2015	Church; Silver Spring, MD	Community members

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1st Annual Chronic Disease Conference	9/8/2015	Banquet Hall; Woodlawn, Maryland	Health advocates and community health workers
ARSPA Presentation	9/10/2015	Restaurant; Pasadena, Maryland	Retirees
West Catonsville Manor Community	9/16/2015	Elementary School; Catonsville, Maryland	Community members
Weinberg Village	9/17/2015	Senior Center; Owings Mill, Maryland	Community members
Panel Presentation at Maryland Women's Health Coalition Health Care Reform Engagement Party	9/25/2015	Church; Annapolis, Maryland	Health advocates
University of Maryland, Health Law Clinic	9/29/2015	Law School	Law Students
Health Insurance 101 Event with HCAM	9/30/2015	Connector Entity's Office; Pasadena, Maryland	Community members
Presentation for Severn Financial Advisors	9/30/2015	Restaurant; Annapolis, Maryland	Community members
BGE Diversity and Inclusion Week	10/1/2015	BGE's Office; Baltimore, Maryland	Staff and community members
Ninth Annual Adventist Health Care Fall Conference	10/8/2015	Hotel: Hyattsville, Maryland	Nurses and health advocates
Baltimore Washington Hospital's Health Fair at Arundel Mills Mall	10/9/2015	Shopping Mall; Hanover, Maryland	Community members
Hopkins' "Surviving Survivorship: Living with Cancer" Conference	10/10/2015	Hotel; Linthicum, Maryland	Cancer patients, survivors and caregivers
HCAM Navigator Training on Appeals	10/13/2015	Connector Entity's Office; Reisterstown, Maryland	Navigators and assisters

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Lower Eastern Shore Navigator Training on Appeals	10/13/2015	Local Health Department; Snow Hill, Maryland	Navigtors

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Howard County 50+ Expo	10/16/2015	High School; Columbia, Maryland	Consumers aged 50 plus
Frederick--Door to Healthcare Navigator Training on Appeals	10/16/2015	Local health department; Frederick, Maryland	Navigators
NAMI-Maryland Annual Conference	10/17/2015	Conference center; Towson, Maryland	Mental health advocates and patients
Columbia--Door to Healthcare Navigator Training on Appeals	10/20/2015	Office building; Columbia, Maryland	Navigators
Scams Presentation at Upper Crossroads Baptist Church	10/25/2015	Church; Baldwin, Maryland	Community members
Maryland's 12th Annual Health Disparities Conference	10/28/2015	Banquet facility; Woodlawn, Maryland	Community health workers, nurses and health advocates
Scams Presentation for NARFE Chapter 251 Members	10/28/2015	Meeting lodge; Edgewater, Maryland	Community members
Panelist at Achieving Equity at School and in Health Care – A Community Conversation	11/2/2015	Library; Baltimore, Maryland	Community members
Maryland Occupational Therapy Association's 35th Annual Conference	11/6/2015	Hotel; Timonium, Maryland	Occupational therapists
Presentation on Legal Issues for Homeowners Associations	11/6/2015	Training center; Columbia, Maryland	Homeowners
Scams Presentation at Parkville Senior Center	11/10/2015	Senior Center; Parkville, Maryland	Seniors
"Harford County-Health Insurance: How to Get It, Keep It and Use It"	11/12/2015	Community college campus; Bel Air, Maryland	Community members
"Eastern Shore-Health Insurance: How to Get It, Keep It and Use It"	11/12/2015	Community college campus; Wye Mills, Maryland	Community members

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Scams Presentation to International Division, Maryland Institute College of Arts	11/16/2015	College campus; Baltimore, Maryland	College students
Senior Forum and Resource Fair	11/18/2015	Community clubhouse; Silver Spring, Maryland	Retirees
Weinberg Woods	11/18/2015	Senior living facility; Baltimore, Maryland	Seniors
HCAM's Open Enrollment Fair	11/21/2015	Hotel; Towson, Maryland	Community members
Baltimore Alumnae Chapter of Delta Sigma Theta's World AIDS Day 2015 Commemoration Meeting	12/1/2015	Sorority's community center; Baltimore, Maryland	Community members
Seedco's Open Enrollment Fair	12/5/2015	Education center; Aberdeen, Maryland	Community members
Scams Presentation at the Cedars Lane Senior Living Facility	12/11/2015	Senior living facility; Leonardtown, Maryland	Seniors
Maryland Chapter of Lymphoma and Leukemia Society's Cancer Survivorship Conference	12/12/2015	Senior center; Baltimore, Maryland	Cancer survivors and their caregivers
Scams Presentation with United Seniors of Maryland Members	12/21/2015	Government office; Annapolis, Maryland	Seniors
Scams Presentation at Camp Springs Senior Activity Center	1/13/2016	Senior center; Camp Springs, Maryland	Seniors

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HCAM's Open Enrollment Fair	1/16/2016	hotel, Annapolis, Maryland	community members
Scams Presentation at Maryland Retired School Professionals Association Meeting	1/21/2016	office building; Odenton, Maryland	seniors
Scams Presentation at Baltimore County Retirees Association Meeting	2/16/2016	school building; Towson, Maryland	seniors
Howard County Student Loan Forum and Resource Fair	3/2/2016	municipal building; Ellicott City, Maryland	parents and students
The Graying of HIV: Implications for Care and Treatment in an Aging Population	3/9/2016	conference center; Towson, Maryland	case managers and health advocates
Scams Presentation at the Zeta Senior Center	3/10/2016	senior center, Baltimore, Maryland	seniors
Credit Scores and More Presentation at University of Maryland-College Park's Graduate Student Legal Aid Office	3/22/2016	college campus; College Park, Maryland	college students
Montgomery College-Germantown's Health and Wellness Fair	3/22/2016	college campus; Germantown, Maryland	college students and staff
Community College of Baltimore County-Dundalk's Health and Wellness Fair	3/23/2016	college campus; Baltimore, Maryland	students and staff
Health Insurance Appeals Rights for Maryland Consumers Webinar for Cancer Patient Navigators	3/24/2016	municipal building; Baltimore, Maryland	patient navigators
Scams Presentation at Londonderry on the Tred Avon	3/28/2016	senior living community; Easton, Maryland	seniors

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The Future is Now: Behavioral Health Education Form	3/29/2016	conference center, Towson, Maryland	addictions treatment professionals
University of Maryland Baltimore's Annual Spring Wellness Fair	3/30/2016	college campus, Baltimore, Maryland	graduate students, staff and faculty members
Bowie State University's 38th Annual Wellness Fair	4/6/2016	college campus, Bowie, Maryland	students and staff
Montgomery County Senior Forum	4/8/2016	senior living community; Silver Spring, Maryland	seniors
10th Annual Come Home to Howard County Housing Fair	4/9/2016	high school; Ellicott City, Maryland	community members
UMBC's Health and Wellness Fair	4/11/2016	college campus, Catonsville, Maryland	students and staff
Scams Presentation at Bowie Senior Center	4/12/2016	senior center, Bowie, Maryland	seniors
Montgomery College-Rockville's Health and Wellness Fair	4/13/2016	college campus, Rockville, Maryland	students and staff
Scams Presentation at Glenwood 50+ Center	4/15/2016	senior center, Cooksville, Maryland	seniors

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25th Annual Law Day for Seniors	4/16/2016	local courthouse; Baltimore, Maryland	seniors
Scams Presentation at Forest Park Senior Center	4/19/2016	senior center; Baltimore, Maryland	seniors
Scams Presentation at Arundel Woods	4/20/2016	senior apartments; Glen Bernie, Maryland	seniors
Scams Presentation at Bowley's Garden Villa	4/22/2016	senior apartments; Baltimore, Maryland	seniors
Scams Presentation at Bykota Senior Center	4/25/2016	senior center; Towson, Maryland	seniors
Scams Presentation at Harford Senior Center	4/26/2016	senior center; Baltimore, Maryland	seniors
Scams Presentation at Reister's Clearing	4/27/2016	senior apartments; Reisterstown, Maryland	seniors
Scams Presentation at Waxter's Senior Center	4/28/2016	senior center; Baltimore, Maryland	seniors
Scams Presentation at Friendship Station	5/4/2016	senior apartments; Odenton, Maryland	seniors
Scams Presentation at Friendship Village	5/4/2016	senior apartments; Odenton, Maryland	seniors
Scams Presentation at Rosedale Senior Center	5/9/2016	senior center, Baltimore, Maryland	seniors
Scams Presentation at Overlea Senior Center	5/11/2016	senior center, Baltimore, Maryland	seniors
Centenarian Luncheon	5/12/2016	banquet facility; Woodlawn, MD	community members
Scams Presentation at Arbutus Senior Center	5/13/2016	senior center; Arbutus, Maryland	seniors
Calvert County Women's Health Expo	5/14/2016	college campus; Prince Frederick, Maryland	community members

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Scams Presentation at Seven Oaks Senior Center	5/17/2016	senior center; Parkville, Maryland	seniors
Presentation to Hopewell Cancer Support Group	5/18/2016	municipal building; X, Maryland	cancer patients
To Your Health Gala	5/19/2016	hotel, Columbia Maryland	advocates
Scams Presentation at Oak Crest Village	5/19/2016	senior center; Cooksville, Maryland	seniors
Scams Presentation at Pascal Senior Center	5/23/2016	senior center; Cooksville, Maryland	seniors
Scams Presentation at O'Malley Senior Center	5/25/2016	senior center; Odenton, Maryland	seniors
Scams Presentation at Kessler Park Senior Apartments	5/31/2016	senior apartment building; Lansdowne, Maryland	seniors
Scams Presentation at Catonsville Senior Center	6/1/2016	senior apartment building; Catonsville, Maryland	seniors
Scams Presentation at St. Charles Senior Apartments	6/2/2016	senior apartment building; Pikesville, Maryland	seniors
Scams Presentation at Bedford Court	6/6/2016	senior apartment building; Silver Spring, Maryland	seniors
Scams Presentation at Everall Gardens	6/8/2016	senior apartment building; Baltimore, Maryland	seniors
Scams Presentation at Aberdeen Court	6/14/2016	senior apartment building; Aberdeen, Maryland	seniors

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Scams Presentation at Abingdon Gardens	6/15/2016	senior apartment building; Abingdon, Maryland	seniors
Howard County Government Agency Day Fair	6/16/2016	courthouse; Ellicott City, Maryland	community members
Scams Presentation at Joachim and DePaul Senior Communities	6/20/2016	senior apartment building; Baltimore, Maryland	seniors
Scams Presentation at Coursey Station Senior Apartments	6/22/2016	senior apartment building; Lansdowne, Maryland	seniors
Baltimore City Council President's Senior Symposium	6/23/2016	community center; Baltimore, Maryland	seniors

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Scams Presentation at Frederick Senior Center	6/23/2016	senior center; Frederick, Maryland	seniors
University of Maryland Medical Center's Spring into Summer Health Fair	6/24/2016	shopping mall; Baltimore, Maryland	community members
Scams Presentation at Trinity House	6/28/2016	senior apartment building; Towson, Maryland	seniors
<a href="http://www.frederickpostnews.com">www.frederickpostnews.com</a>	7/1/16 to 7/31/16	Online Newspaper Advertisement	Frederick County
Easton Star Democrat	7/3/2016 and 7/10/16	Newspaper Advertisement	Newspaper readers throughout Kent, Queen Anne's, Caroline, and Talbot Counties
Hometown Observer	7/7/16 and 7/14/16	Newspaper Advertisement	Frederick County

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Maryland Independent	7/8/16 and 7/15/16	Newspaper Advertisement	Newspaper readers in Charles County
The Dispatch	7/8/16 and 7/15/16	Newspaper Advertisement	Worcester and Wicomico Counties,
El Tiempo Latino Newspaper and Online Ad	7/8/16 and 7/15/16	Newspaper Advertisement	Maryland Capital region
Cumberland Times-News Advertisement	7/10/2016	Newspaper Advertisement	Newspaper readers throughout Allegany and Garrett Counties
Hagerstown Herald Mail	7/10/2016	Newspaper Advertisement	Washington County
The Baltimore Sun	7/10/2016	Newspaper Advertisement	Anne Arundel, Baltimore, Carroll, Howard and Harford Counties and Baltimore City

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Scams Presentation at Ateaze Senior Center	7/7/2016	senior center; Dundalk, Maryland	seniors
Scams Presentation at Heritage Run at Stadium Place	7/14/2016	senior apartment building; Baltimore, Maryland	seniors

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<b>Easton Star Democrat</b>	7/17/16	Newspaper Advertisement	Newspaper readers throughout Kent, Queen Anne's, Caroline, and Talbot Counties	The <b>Easton Star Democrat</b> is a daily newspaper which reaches 16,103 readers.
<b>Hometown Observer</b>	7/21/16 and 7/28/16	Newspaper Advertisement	Frederick County	The <b>Hometown Observer</b> has a weekly distribution of at least 22,000.
<b>El Tiempo Latino</b>	7/22/16 and 7/29/16	Newspaper Advertisement	Anne Arundel, Baltimore, Howard, Frederick, Prince George's, Montgomery Counties and Baltimore City	<b>El Tiempo Latino</b> is a weekly newspaper which reaches 110,000 readers.
<b>Cumberland Times-News</b>	7/17/16, 7/24/16 and 7/31/16	Newspaper Advertisement	Newspaper readers throughout Allegany and Garrett Counties	The <b>Cumberland Times-News</b> is a daily newspaper which reaches 17, 910 readers.
<b>Hagerstown Herald Mail</b>	7/17/16, 7/24/16 and 7/31/17	Newspaper Advertisement	Washington County	<b>Hagerstown Herald Mail</b> is a daily newspaper which reaches 27,695 readers.
<b>The Baltimore Sun</b>	7/17/16, 7/24/16 and 7/31/18	Newspaper Advertisement	Anne Arundel, Baltimore, Carroll, Howard and Harford Counties and Baltimore City	<b>The Baltimore Sun</b> is a daily newspaper which reaches 253,333 readers.
<b>Maryland Independent</b>	7/22/16 and 7/29/16	Newspaper Advertisement	Newspaper readers in Charles County	The <b>Maryland Independent</b> is a daily newspaper which reaches 17, 800 readers.
<b>The Dispatch</b>	7/22/16 and 7/29/16	Newspaper Advertisement	Worcester and Wicomico Counties,	<b>The Dispatch</b> is a weekly newspaper which reaches an average of 19,000 readers.

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St. Mary's College of Maryland Wellness Fair	7/20/2016	college campus; St. Mary's City, Maryland	faculty and staff	We assume that each attendee will relay information about HEAU to at least 3 other people.
Money Matters for Seniors Forum I	7/21/2016	public school building; Baltimore, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
National Night Out--Mondawmin Mall	8/2/2016	shopping mall; Baltimore, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
National Night Out--Reisterstown	8/2/2016	shopping center parking lot; Reisterstown, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Best Practices in School Health: Advancing Quality and Sustainability Annual Conference	8/3/2016	hotel; Timonium, Maryland	school nurses, mental health professionals and social workers	We assume that each attendee will relay information about HEAU to at least 100 other people.
Cecil County's 55+ Health Lifestyle Expo	8/4/2016	public school building; Elkton, Maryland	aged 55 plus adults	We assume that each attendee will relay information about HEAU to at least 3 other people.
Presentation to The Door to HealthCare Navigators- Howard County	8/4/2016	office building; Columbia, Maryland	navigators	We assume that each attendee will relay information about HEAU to at least 100 other people.

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<u>Name of Event</u>	<u>Date(s) of event</u>	<u>Location of event (e.g., library, municipal auditorium, shopping mall)</u>	<u>Specific populations reached at the event</u>	<u>Notes</u>
Maryland Association of Counties Summer Conference	8/18/16 and 8/19/16	convention center; Ocean City, Maryland	Local, state, and federal government officials, commercial representatives, legislators and their families	Approximately 2000 people attend this event. HEAU assumes a 25% booth visitation rate. We assume that each visitor will relay information about the HEAU to at least 50 other constituents/people.
Maryland State Fair	8/26/16 to 9/5/16	fair grounds; Timonium, Maryland	community members	The fair has appropriately 10,000 visitors. The HEAU assumes a 10% booth visitation rate. We assume that each participant will relay information about the HEAU to at least 3 other people.
Scams presentation at Northern Senior Center	8/29/2016	senior center; Great Mills, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Scams presentation at Loffler Senior Center	8/29/2016	senior center; Charlotte Hall, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Presentation with Flower Branch Apartments residents	9/1/2016	community recreation center; Silver Spring, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.

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<u>Name of Event</u>	<u>Date(s) of event</u>	<u>Location of event (e.g., library, municipal auditorium, shopping mall)</u>	<u>Specific populations reached at the event</u>	<u>Notes</u>
Scams Presentation at Kent County Senior Center	9/7/2016	senior center; Stevensville, Maryland	seniors	We assume that each participant will relay information about the HEAU to at least 3 other people. HEAU materials were available.
Scams Presentation at Grasonville Senior Center	9/7/2016	senior center; Grasonville Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Scams Presentation at Sudlerville Senior Center	9/7/2016	senior center; Sudlerville, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Money Matters for Seniors Forum II	9/13/2016	community center; Baltimore, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Health Insurance Appeal Rights Presentation with National Active and Retired Federal Employees-Baltimore County Chapter	9/13/2016	restaurant; White Marsh, Maryland	retirees	We assume that each attendee will relay information about HEAU to at least 3 other people.
Presentation at Community in the Courthouse	9/16/2016	county courthouse; Upper Malboro	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.

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<u><i>Name of Event</i></u>	<u><i>Date(s) of event</i></u>	<u><i>Location of event (e.g., library, municipal auditorium, shopping mall)</i></u>	<u><i>Specific populations reached at the event</i></u>	<u><i>Notes</i></u>
Prince George's County State-Local Government Services Information Expo	9/21/2016	municipal building; Upper Malboro, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Presentation to Western Maryland Health Connector	9/23/2016	conference call; Baltimore, Maryland	navigators	We assume that each attendee will relay information about HEAU to at least 100 other people.
Scams Presentation at Riderwood	9/26/2016	retirement community; Silver Spring, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
United Way's Project Homeless Connect 2016	9/29/2016	convention center; Baltimore, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Health Insurance Appeal Rights Presentation at MADAP 101 and Entitlements Training	10/6/2016	local church; Baltimore, Maryland	Ryan White case managers	We assume that each attendee will relay information about HEAU to at least 100 other people.
Surviving Survivorship: Living with Cancer Conference	10/8/2016	hotel; Lithicum, Maryland	cancer patients and caregivers	We assume that each attendee will relay information about HEAU to at least 10 other people.
Scams Presentation at Jacksonville Senior Center	10/12/2016	senior center; Phoenix, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.

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<u>Name of Event</u>	<u>Date(s) of event</u>	<u>Location of event (e.g., library, municipal auditorium, shopping mall)</u>	<u>Specific populations reached at the event</u>	<u>Notes</u>
Scams presentation at Bolton North Apts	10/13/2016	senior apartment building; Baltimore, Maryland	seniors	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.
Scams Presentation with Baltimore Chapter of Brandeis University Alumni	10/14/2016	residence; Pikesville, Maryland	community members	HEAU materials were present. We assume that each participant will relay information about the HEAU to at least 3 other people.

LAC  
Attachment A

Revised by HEAU

7.15.22

CHAP Functions and MIA and HEAU Activities  
 Legal Action Center 6.14.22

Function	CHAP	MIA	HEAU Revised by HEAU 7.15.22
<p><b>Outreach in community</b> to reach individuals and families with SUD and MH and link to care</p>	<ul style="list-style-type: none"> <li>• On-going outreach in communities via spoke entities (by individuals with lived experience);</li> <li>• local presence of non-profit entity available to serve as targeted resource;</li> <li>• specialty entities may provide outreach/education.</li> </ul>	<ul style="list-style-type: none"> <li>• Calendar of events in Maryland – not specific to SUD/MH care or health insurance;</li> <li>• Periodic meetings on specific topics (several meetings in past have addressed SUD/MH issues) conducted during business day.</li> </ul>	<ul style="list-style-type: none"> <li>• Not aware of community outreach. At one time went to annual SUD conference (Tuerk), but suspended based on resource limitations.  <b>HEAU’s statewide visibility is based on years of CAP-grant funded outreach, see 7.15.22 Responses to Questions and attachment, and statutorily required publicization about HEAU’s services by carriers and hospitals, see below.</b></li> <li>• HEAU identified on state-regulated carrier adverse and coverage decisions as available to mediate the dispute with the carrier or help consumer file a grievance or appeal.  <b>HEAU is also identified on non-state regulated health plan carrier adverse and coverage decisions pursuant to 42 USC § 300gg-19.</b></li> <li>• Hotline – health billing issues  <b>Consumers call HEAU’s hotline with a broad range of health-related questions and problems; some are referred to a more appropriate agency; some simply obtain information; many are directed to file complaints with the HEAU.</b>  <b>Hospitals are required to inform patients of HEAU’s services regarding denials of financial assistance, Md. Code Ann.,</b></li> </ul>

			<p>Health-Gen. § 19-214.1(iv); medical debt collection, Md. Code Ann., Health-Gen. § 19-214.2(i)(2)(iii)(4); and filing complaints against hospitals, Md. Code Ann., Health-Gen. § 19-214.3(a)(1(ii)).</p> <ul style="list-style-type: none"><li>• Website references assistance for billing dispute with provider or coverage dispute with HMO or health insurance company.</li></ul> <p>HEAU's website provides a more extensive list of services provided by the HEAU.</p>
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<p><b>Education</b> – insurance coverage with targeted focus on MH and SUD benefits; Rights under state and federal parity laws; network adequacy protections; telehealth. Additional rights to be addressed including No Surprises Act</p>	<ul style="list-style-type: none"> <li>• Full range of community education re: MH/SUD treatment, available services, insurance coverage and access to care, Parity Act rights and other protections</li> <li>• Development of print and web materials – focused on culturally appropriate and language accessibility</li> <li>• On-going capacity – readily available</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic education sessions – recall several re: accessing MH/SUD benefits</li> <li>• On-line video and print materials for consumers (e.g. Video-Understanding Insurance Coverage MH/SUD benefits; <u>print materials</u> – 3 MH/SUD Know Your Rights documents.</li> <li>• Written materials in Spanish and Korean</li> </ul>	<ul style="list-style-type: none"> <li>• Not aware of any community education  <a href="#">See 7.15.22 Responses to Questions and attachment, and OAG website.</a> </li> </ul>

			<ul style="list-style-type: none"> <li>Authorized to implement education programs to enable consumers to make informed choices in “health marketplace” (Comm. Law § 13-4A-02)</li> </ul>
<p><b>Receive consumer and provider complaints</b> related to accessing insurance coverage and MH and SUD benefits.</p>	<ul style="list-style-type: none"> <li>On-the-ground assistance (8 spokes)</li> <li>virtual helpline (hub).</li> <li>Staff include Individuals with lived experience.</li> <li>CHAP fills out the complaint and initiates the process.</li> </ul>	<ul style="list-style-type: none"> <li>MIA Complaint Form available on-line – consumer fills out; identifies HEAU as providing assistance and indicates that a provider or other individual can assist in filing a complaint.</li> </ul>	<ul style="list-style-type: none"> <li>Receives complaints if consumer contacts HEAU based on dispute. HEAU is listed on adverse decisions denying coverage for claims, prompting many consumers to call or email HEAU.</li> <li>Website has complaint forms – consumer must fill out online or in hard copy and mail. Health care provider can file a complaint. HEAU also accepts complaints via email and fax. HEAU will complete complaint forms for consumers unable to do so.</li> </ul>

<p><b>Identifying available services and linking individuals to care</b> based on applicable insurance coverage</p>	<ul style="list-style-type: none"> <li>• Would offer these services for all payer types</li> </ul>	<ul style="list-style-type: none"> <li>• Doesn't offer these services</li> </ul>	<ul style="list-style-type: none"> <li>• Doesn't offer these services        Everyone involved in this Workgroup knows that connecting a consumer to affordable or covered treatment can be a multiple step, drawn out process. HEAU receives hotline calls; emails; and billing and coverage complaints that allow HEAU to help with one or more of the steps in the process. Many consumers are prompted to call or email the HEAU by the statutorily required information about HEAU in EOBs from their carriers; in financial assistance denials from hospitals; or in outpatient facility fee notices. They may seek help with the notice they have received and/or another topic. Consumers that call our hotline in crisis may require 911 assistance or 211, press 1 assistance, and we attempt to refer callers to those crisis lines. Those who contact the HEAU's hotline asking for help locating MH/SUD treatment receive information about how to use their provider directories to locate in-plan providers; the possibility of obtaining out-of-network treatment at in-network coverage, depending on the type of coverage they have; and how to use online, phone, or other resources to identify all potentially</li> </ul>
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			<p>available providers. If hotline callers are in distress and are unable to access online or phone number resources on their own, we attempt to connect the callers ourselves with available phone resources. Unfortunately, due to budget limitations, we do not have adequate staffing to provide that level of service to all MH/SUD callers or to provide crisis intervention training to staff.</p>
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<p><b>Identifying MH and SUD benefits under applicable insurance coverage</b> – state-regulated private plans; Medicaid and CHIP; state- employer plans; Medicare; TRICARE; Federal Employee Health Benefit Plans</p>	<ul style="list-style-type: none"> <li>• Would offer these services for all payer types.</li> </ul>	<ul style="list-style-type: none"> <li>• Video and brochure may identify basic rights for SUD/MH services for <b>state-regulated commercial plans (only)</b></li> <li>• Refer to carrier for specific plan information and resolution of complaint.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>May be involved if receive questions/dispute from consumer related to private- not public - insurance.</b> HEAU helps all consumers understand their MH and SUD benefits coverage, with the exception of Medicare, Medicaid and CHIP.</li> <li>• Jurisdiction – <a href="#">Annual Report on the Health Insurance Carrier Appeals and Grievances Process (FY 2021)</a> indicates it handles state-regulated as well as self-funded plans (ERISA and non-ERISA). <i>More information needed on scope of work on ERISA plan and non-ERISA self-funded plans.</i> See above and responses to questions posed by MIA.</li> </ul>

<p>Help member <b>navigate insurance coverage and resolve problems informally</b> – all insurance types</p>	<ul style="list-style-type: none"> <li>• Would offer these services to help navigate insurance – regardless of type - and would intervene with carrier to resolve informally when problems are identified.</li> <li>• Can assist client enrolled in multiple types of insurance (e.g. Medicaid and Medicare; private plan and Medicare).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Acts only when consumer files a complaint related to state-regulated commercial insurance.</b> Internal grievance must be exhausted.</li> <li>• Investigates complaint and issues decisions on complaints <b>but, as arbiter of complaint, does not represent the claimant;</b></li> <li>• Assistance limited to state-regulated plans; will refer matters to HEAU if MIA doesn't have jurisdiction over</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Post ACA – helps resolve problems enrolling in Exchange and obtaining premium tax credits and cost-sharing reductions (commercial insurance not Medicaid) (HEAU <a href="#">Annual Report</a> at 7)</b></li> <li>• <b>Gets involved when dispute arises and HEAU receives a request for help.</b></li> <li>• Assistance for state-regulated insurance plans – mediate and assist with filing appeal or grievance.</li> </ul> <p><b>See above.</b></p> <ul style="list-style-type: none"> <li>• Must refer questions related to adequacy or propriety of service/treatment to</li> </ul>
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		<p>complaint or if internal grievance process hasn't been exhausted.</p>	<p>appropriate professional, licensing or disciplinary body. (Comm. Law § 13-4A-02).</p> <ul style="list-style-type: none"> <li>• <b>Required to refer to MIA if any billing or coverage question involves a matter within MIA's jurisdiction</b> (Comm. Law § 13-4A-02)</li> <li>• "Shall" work with MD Dept of Health to assist with resolving billing or coverage questions. (Comm. Law § 13-4A-02) – no indication of assistance to the consumer.</li> </ul> <p><i>Required referrals ensure that the respective licensing and regulatory boards are aware of issues brought to the HEAU's attention.</i></p> <p><i>See also 7/15/22 Responses to Questions and HEAU's 2/21/22 Letter of Information re: SB0460, attached.</i></p>
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<p><b>Directly represent clients in filing complaints, internal appeals, and judicial complaints with health plans (all types), external reviews (all types)</b></p>	<ul style="list-style-type: none"> <li>• Would offer these services regardless of payer</li> </ul>	<ul style="list-style-type: none"> <li>• Doesn't represent clients because resolves disputes between parties.</li> <li>• Refers matter to HEAU if internal grievance not filed.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares and files written grievance or appeal on behalf of the consumer (<a href="#">HEAU Annual Report</a> at 8.) Prepares external appeal.</li> <li>• <b>HEAU “does not assist consumers denied enrollment in Medicaid or Medicaid coverage appeals.”</b> (HEAU HB 517 Testimony)</li> <li>• <b>HEAU “does not represent consumers in any legal action challenging denials of enrollments or coverage, including those related to federal and State mental health parity laws.”</b> (HEAU HB 517 Testimony).</li> </ul>
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			<ul style="list-style-type: none"> <li>• <b>HEAU does not have authority to bring a civil action seeking review of a State agency determination. (Comm. Law § 13-4A-02)</b></li> </ul>
<p><b>Collect data on system-wide barriers to MH/SUD care and identify solutions</b></p>	<ul style="list-style-type: none"> <li>• Would perform this function based on the information and data gathered through education and outreach, resolution of informal matters, and client representation.</li> </ul>	<ul style="list-style-type: none"> <li>• Performs as part of regulatory oversight, using traditional insurance regulation tools – (plan review, individual complaints, market conduct surveys/exams). <b>Investigatory Information is not available to consumers for trend identification and advocacy.</b></li> <li>• Oversight activities as result of legislative mandates (and external consumer advocacy) – e.g. network adequacy reporting requirements; Parity Compliance Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Submits annual report on appeals and grievances, documenting data reported by the carriers and MIA and reporting HEAU’s activities.</li> <li>• Monitors and offers consumer-centric input to state agencies involved in health policy; serves as consumer rep or in <i>ex officio</i> capacity on MHBE Standing Advisory Comm. and Maryland Easy Enrollment Group; Gen’l Ass. Health Insurance Consumer Protections Workgroup, MHCC’s Health Information Exchange Advisory Workgroup, MHCC Surgical Services Workgroup. (<a href="#">HEAU Annual Report</a>)</li> <li>• Litigation support to defend consumer protections under ACA.</li> </ul>

**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**CAROLYN QUATTROCKI**  
*Deputy Attorney General*

Writer's Direct Email:  
poconnor@oag.state.md.us



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

Writer's Direct Fax No.  
(410) 576-6571

Writer's Direct Dial No.  
(410) 576-6515

**STATE OF MARYLAND**  
**OFFICE OF THE ATTORNEY GENERAL**  
**CONSUMER PROTECTION DIVISION**

February 21, 2022

To: The Honorable Delores G. Kelley  
Chair, Finance Committee

From: The Office of the Attorney General's Health Education and Advocacy Unit

Re: Senate Bill 460 (Consumer Health Access Program for Mental Health and Addiction Care – Establishment): Information

The Health Education and Advocacy Unit in the Consumer Protection Division of the Office of the Attorney General of Maryland ("HEAU") was established by the Maryland General Assembly in 1986. The HEAU was designed to assist health care consumers in understanding health care bills and third-party coverage, to identify improper billing or coverage determinations, to report billing and/or coverage problems to appropriate agencies, to assist patients with health equipment warranty issues, and to make recommendations to the General Assembly about legislation that would affect the interests of health care consumers in the health marketplace.

Based upon HEAU's successful efforts in these areas, the General Assembly selected the HEAU to be the first line consumer assistance agency when it passed Maryland's Appeals and Grievances law in 1998. Every day the HEAU assists consumers with health care-related billing complaints (not quality of care issues), medical records and equipment disputes, and with the appeals and grievance process when they have been denied enrollment, access, or coverage by a private insurance carrier (state-regulated and non-state regulated plans). The HEAU operates a toll-free hotline to allow consumers to access HEAU services or to obtain appropriate referral information.

In Fiscal Year 2019, the HEAU assisted patients in saving or recovering nearly \$2.5 million; in Fiscal Year 2020, the HEAU assisted patients in saving or recovering over \$4.3

million; and in Fiscal Year 2021, the HEAU assisted patients in saving or recovering nearly \$2.8 million.<sup>1</sup>

Other states have used the HEAU as a model when creating their own programs and Maryland's program was cited as a model in Congressional testimony in support of early federal efforts to promote programs that would assist health care consumers, such as the Health Care Consumers Assistance Fund Act of 2001, and ultimately as a model for Consumer Assistance Programs (CAPs) under the Affordable Care Act (42 USC 300gg-93). Following passage of the ACA and the implementation of Maryland's Health Benefit Exchange (the Exchange), the HEAU began assisting consumers with problems enrolling in QHPs on the Exchange and with problems obtaining premium tax credits and cost-sharing reductions. More recently, the HEAU has been tasked by the General Assembly to assist consumers with facility fee disputes (Md. Code Ann., Health Gen. § 19-349.2) and hospital financial assistance and billing/collection disputes (Md. Code Ann., Health Gen. § 19-214.1 and 214.3).

The HEAU has effectively assisted consumers since its inception with a comparatively small staff and modest \$1 million dollar budget (\$613,228 is funded by the Maryland Insurance Administration (MIA) through the Health Care Regulatory Fund, and \$388,444 is funded by the Consumer Protection Division.<sup>2</sup> The HEAU currently has 9 and ½ positions (2 are contractual), comprised of a Director and Deputy Director, who are also Assistant Attorneys General; four full-time and one part-time Ombudsmen who staff HEAU's hotline, assist consumers with health insurance appeals and grievances, mediate consumer complaints, and train and supervise volunteers who mediate consumer complaints; a case manager; and one administrative assistant. One of the five ombudsmen assists consumers who have problems enrolling in QHPs on the Exchange and with obtaining premium tax credits and cost-sharing reductions, despite loss of funding from the Exchange in FY 2021. Prior to the pandemic, the HEAU had approximately 12 part-time volunteers and 15 part-time interns who staffed our hotline in addition to mediating consumer complaints. Throughout the pandemic the HEAU has had virtually no volunteers (one part-time volunteer returned to the office several months ago) and varying numbers of remote student interns each semester, increasing the caseloads and hotline hours for each Ombudsman.

In fiscal year 2021, even without volunteers due to the pandemic, the HEAU handled more than 6,000 emails, fielded over 3,000 hotline calls, and closed over 1,600 complaints. The HEAU assists consumers, and providers who advocate on their behalf, in

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<sup>1</sup> <https://www.marylandattorneygeneral.gov/Press/2019/110619.pdf> ; <https://www.marylandattorneygeneral.gov/Press/2020/110520.pdf> ; and <https://www.marylandattorneygeneral.gov/press/2021/110421.pdf>

<sup>2</sup> Over the years the HEAU received additional Consumer Assistance grant funding from HHS and funding from the Exchange, but eventually both funding sources were eliminated. The HEAU along with other ACA-identified CAPs have advocated for resumption of HHS CAP funding, which is being considered at the federal level.

resolving denials of coverage for *all* types of health care services, including mental health and substance use disorder services. Both state and federal law require private carriers to inform consumers that the HEAU is available to assist consumers with coverage denials. In fiscal year 2021, three percent of the HEAU's appeals and grievance cases were denials of mental health/substance use disorder services. The HEAU's success rate for those cases was 58%.

The pandemic has contributed to an unprecedented need for mental health and substance use disorder treatment, as noted in the Parity at 10 Informational Flyer in support of this bill. While well-intended, this bill would duplicate services that state agencies, including the HEAU, are already providing:

- The Maryland Department of Health (MDH) runs a health care crisis hotline, 24 hours a day, 7 days a week.
- The Exchange, through its successful network of navigator entities and enrollment assistors, enrolls consumers in health plans and has a robust outreach and education enrollment campaign.
- The Department of Aging's State Health Insurance Assistance Program (SHIP) meets the essential needs of Medicare beneficiaries, including enrollment, understanding their health insurance benefits, bills, and rights. Trained staff and volunteer counselors in all 23 counties and Baltimore City provide in-person and telephone assistance.
- The HEAU and the MIA assist consumers in filing complaints, and grievances and appeals daily. The MIA, as the agency designated to be the single point of entry for consumers to access information regarding health insurance and the delivery of health care as it relates to health insurance, conducts in-person and other outreach and education, including rights under the Mental Health Parity and Addiction Equity Act. Md. Code Ann., Ins. § 2-303.1.

There are some limitations on the services the HEAU currently provides. The HEAU does not represent consumers in any legal action challenging denials of enrollment or coverage, including legal actions relating to federal and State mental health parity laws. The HEAU does not assist consumers denied enrollment in Medicaid or consumers with Medicaid coverage appeals.

The Parity at 10 Informational Flyer compares the proposed Program to "other state models that are highly effective in resolving insurance-related barriers to treatment" and identifies the Office of Health Care Advocate (the Office) in both Connecticut and Vermont as examples. The HEAU has monthly collaborative meetings with both Offices to share

best practices and ideas for advancing consumer protections. Like the HEAU, the Connecticut and Vermont Offices aid consumers facing insurance coverage disputes of *all* service types, not just mental health and substance use disorder coverage issues. Notably, the Connecticut Office has 18 staff members, a \$2.84 million dollar budget and a 2020 census of 3.65 million. The Vermont Office has 14 staff members, a \$1.4 million dollar budget and a 2020 census of 645,570.<sup>3</sup>

The HEAU welcomes the possibility of additional funding to expand the services we provide to consumers experiencing trouble obtaining coverage through their health insurance for mental health and substance use disorder treatment or, should the General Assembly elect to establish the program contemplated by this bill, referring consumers to the program established by the bill. The HEAU is concerned that the bill contains ambiguous language that could be read to require state agencies charged with investigating carriers, providers, or others to share confidential investigative information. Such a mandatory disclosure requirement could undermine the agencies' ability to enter into multistate investigations as well as to conduct their own investigations. (Page 11, lines 1-4) The HEAU also suggests that page 7, lines 26-31 be amended to limit the program's services to mental health and substance use disorder disputes, which appears to be the intended goal.

cc: Sponsor

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<sup>3</sup> Maryland's 2020 census was 6,165,129.

## SB0460 Workgroup - Existing Organizations

Quinton Askew <Quinton@211md.org>  
To: Kory Boone -MDInsurance- <kory.boone@maryland.gov>

Mon, Jul 11, 2022 at 7:40 AM

Hello Kory,

Happy Monday. Apologies for the delay, please see below responses to your email on June 28th. If you have any additional questions, please do not hesitate to contact me.

Quinton Askew  
[quinton@211md.org](mailto:quinton@211md.org)  
443.721.3860  
Maryland Information Network (211 Maryland, Inc) <https://211md.org/>  
9770 Patuxent Woods Drive  
Suite 334  
Columbia, MD 21046

### 1. A summary of the relevant services provided by the entity;

211 Maryland is a simple, memorable phone number for Marylanders to connect with essential resources throughout the state. It's a free and confidential service that enables individuals with unmet needs a one-stop access point instead of having to navigate through the sometimes-confusing maze of health and human service agency phone numbers, websites and community resources. Our nonprofit organization is also a disaster response partner. We provide factual text alerts to Marylanders during emergency situations like a natural disaster or public health and safety threat.

211 Maryland connects Marylanders to resources such as food, housing/shelter, mental health, substance use, aging, legal services, employment, transportation, etc. English and Spanish-speaking resources are available 24/7/365. Translation is available in 150+ languages.

### 2. Known limits on the scope of the entity's relevant services (e.g., focused on a specific geographic region, limited resources or budget);

211 Maryland provides services for the whole state.

### 3. Know plans of the entity to expand its relevant services; and

211 Maryland provides access to crisis related resources, substance use services, Care Coordination and offers a variety of specialized services such as:

- **211 Health Check:** <https://211md.org/healthcheck/>
- **MDHope, Opioid Text Program:** <https://211md.org/about/text-messages/md-hope/>
- **MD StopHate, Multilingual Resource:** [http://211md.org/wp-content/uploads/2022/04/2022\\_211MD\\_StopHate\\_SocialGraphics\\_All-April-2022.pdf](http://211md.org/wp-content/uploads/2022/04/2022_211MD_StopHate_SocialGraphics_All-April-2022.pdf)
- **Other specialized text messaging programs:** <https://211md.org/about/text-messages/>

#### 4. The source of funding for these relevant services.

211 Maryland receives some state funding for 211 services.

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**From:** Kory Boone -MDInsurance- <kory.boone@maryland.gov>

**Sent:** Tuesday, June 28, 2022 11:21 AM

**To:** joe\_winn@uhg.com <joe\_winn@uhg.com>; Allison W Taylor <Allison.W.Taylor@kp.org>; Ann Ciekot <aciekot@policypartners.net>; Cammarata, Kimberly <kcammarata@oag.state.md.us>; Dan Martin <dmartin@mhamd.org>; Ellen Weber <eweber@lac.org>; Kenyn Benjamin <kenyn@211md.org>; Kim Robinson (kimberly.robinson@cigna.com) <kimberly.robinson@cigna.com>; Moira Cyphers <mcyphers@cgrpartners.com>; Neal C. Karkhanis <nkarkhanis@fblaw.com>; O'Connor, Patricia <poconnor@oag.state.md.us>; Pam Metz <pmetz@smwpa.com>; Quinton Askew <Quinton@211md.org>; Rivkin, Deborah <Deborah.Rivkin@carefirst.com>; Tuten, Michelle <mtuten@ssw.umaryland.edu>

**Cc:** Kathleen A. Birrane -MDInsurance- <kathleen.birrane@maryland.gov>; Joy Hatchette -MDInsurance- <joy.hatchette@maryland.gov>; Pena-Melnyk, Joseline Delegate <joseline.pena.melnyk@house.state.md.us>; Mary Moody Kwei -MDInsurance- <mary.kwei@maryland.gov>; Cullison, Bonnie Delegate <bonnie.cullison@house.state.md.us>; David Cooney <David.Cooney@maryland.gov>; J. Van Lear Dorsey -MDInsurance- <van.dorsey@maryland.gov>; Lewis, Robbyn Delegate <Robbyn.Lewis@house.state.md.us>; Augustine, Malcolm Senator (Laptop) <Senator.M.Augustine@senate.state.md.us>

**Subject:** SB0460 Workgroup - Existing Organizations

Good morning,

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## **State Resources (Provided by the League of Life and Health Insurers of Maryland)**

**Organization/Program Name:** [211 Maryland](#)

**Address:** 9770 Patuxent Woods Drive, Suite 334, Columbia, MD 21046

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- As a 501(c)(3) nonprofit, our mission is to connect Marylanders to the health and human services they need to achieve a more stable life for themselves and their families.
- 211 MD oversees a statewide network of [call centers](#), providing essential connections to Marylanders when they need it most. Callers are automatically routed to their regional call center for assistance, and 211, Press 1 callers are connected to a larger group of crisis centers.
- Information and Referral Specialists listen, identify all unmet needs, connect callers to resources and follow-up when needed.
- Custom English & Spanish text messages inform and inspire on-demand.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- The behavioral health diversion is currently limited to those aged 18 and older. This provision is due to the gaps in crisis services for children and youth in Baltimore City

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Black Mental Health Alliance](#)

**Address:** 900 East Fayette Street #22111, Baltimore, MD 21203

**Contact:**

**Contact Email:** [info@blackmentalhealth.com](mailto:info@blackmentalhealth.com)

**Contact Phone Number:** (410) 338-2642

**Services Provided:**

- BMHA is a well-rounded and a community-based membership organization that has a successful history of direct service provision, including school-based mental health services, [youth tobacco education and prevention](#), fatherhood initiatives, summer camp, after-school programs, and HIV/AIDS prevention initiatives. BMHA programming and trainings have primarily encompassed [historical and race-based trauma](#), structural racism, cultural competence, [mental health stigma](#), social determinants of health, and mental health in the Black community.
- BMHA serves the community and organizations throughout the area by providing [workshops and forums](#) covering a range of topics and subjects. We also offer the community an opportunity to connect with culturally-competent and patient-centered licensed mental health clinicians through our expansive [referral database](#).
- When [joining BMHA](#), clinicians can then connect with potential patients through our referral database. BMHA offers an opportunity for clinicians to gain culturally relevant [educational growth](#) through its network of subject matter experts in behavioral health.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Health Education Advocacy Unit \(HEAU\)](#)

**Address:** 200 St. Paul Place, Baltimore, MD 21202

**Contact:** Patricia O'Connor

**Contact Email:** poconnor@oag.state.md.us

**Contact Phone Number:** 410-576-6515

**Services Provided:**

The Health Education and Advocacy Unit (HEAU) of the Consumer Protection Division offers free mediation services to consumers who:

- Need help resolving a billing dispute with a healthcare provider
- Need help obtaining copies of their medical records
- Have medical equipment disputes
- Have been denied coverage of all or part of their care by their private health plan
- Need help navigating a hospital's financial assistance program
- Were denied financial assistance or a reasonable payment plan by a Maryland hospital
- Were denied enrollment in a Qualified Health Plan or denied Advanced Premium Tax Credits or Cost-Sharing Reductions by Maryland Health Connection
- Were terminated by their private health plan

- Receive a surprise medical bill from an out-of-network emergency care facility or from an out-of-network provider at an in-network hospital or ambulatory surgical center
- Receive bills that are higher than the good faith estimate given to them before their planned medical treatment
- Are billed an outpatient facility fee by a Maryland hospital but didn't receive a facility fee disclosure notice prior to their medical appointment
- HEAU prepares an annual report on the Health Insurance Carrier Appeals and Grievances Process.
- HEAU provides information and services related to surprise billing

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- The HEAU is unable to provide legal representation or initiate lawsuits on behalf of individual consumers.

**Known Future Plans:**

**Source of Funding:**

- Attorney General's Office Budget

**Organization/Program Name:** [Johns Hopkins - Family Caregiver Toolbox and Resources](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Johns Hopkins created a toolkit designed to help people manage caregiver stress and learn strategies to take better care of themselves by learning how to:
  - Assess your "self-care" skills
  - Identify symptoms and causes of caregiver burnout
  - Learn how to cope with negative feelings
  - Develop a battery of coping skills
  - Assess your personal support system
  - Recognize the role and importance of humor and laughter
  - How to gain more cooperation from your loved one
  - Preventing and solving problems

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Maryland Behavioral Health Integration in Pediatric Primary Care](#)

**Address:**

**Contact:** Kelly Coble, Executive Program Director

**Contact Email:** Kcoble@som.umaryland.edu

**Contact Phone Number:** (667)-214-2291

**Services Provided:**

- Maryland Behavioral Health Integration in Pediatric Primary Care (BHIPP) supports the efforts of primary care and emergency medicine professionals to assess and manage the mental health needs of their patients from infancy through the transition to young-adulthood through the following services:
  - Consultation Warmline
    - Child mental health specialists are available Monday - Friday, 9am-5pm (except major holidays) to provide consultation in many areas of behavioral health including medication management, diagnostic issues, developmental delays, school/learning issues, autism spectrum disorders, trauma, and early childhood mental health. Click [here](#) for more information.
  - Referral & Resource Networking:
    - Referral and resource networking to help identify local resources tailored to the patient, including information about insurances accepted and current wait times. Click [here](#) for more information.
  - Training & Education:
    - BHIPP offers opportunities for behavioral health skills training for PCPs. Training opportunities are informed by current data/literature on mental health prevention and treatment and will be responsive to priority needs of families and providers. Click [here](#) for more information.
  - Social Work Co-Location:
    - In partnership with Salisbury University and Morgan State University, BHIPP provides social work co-location in primary care practices. In the co-location model, social work interns are available on-site to provide screening, brief

intervention, referral and real-time consultation to PCPs. Click [here](#) for more information.

- Telemental Health Services:
  - Telepsychiatry and Telecounseling Services:
    - Click [here](#) for more information or call 855-MD-BHIPP(632-4477)
- Care Coordination:
  - Going beyond referral services to ensure your patients are connected with appropriate mental health services

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Maryland Health Connection - Navigators](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Maryland Health Connection has more than 1,000 trained experts statewide to help consumers for free.
- Visit [MarylandHealthConnection.gov/help](http://MarylandHealthConnection.gov/help) to search for an authorized health insurance broker who can provide free help choosing the best plan for a consumer's health needs.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- Limited to navigating which plans are available via the Maryland Health Connection to support the needs of consumers requiring mental health services

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Maryland Network Against Domestic Violence](#)

**Address:** 4601 Presidents Drive, Suite 300, Lanham, MD 20706

**Contact:**

**Contact Email:** info@mnadv.org

**Contact Phone Number:** 301-429-3601

**Services Provided:**

- Provides information, resources and links to seek help
  - [Find Your Local Domestic Violence Program](#) - The programs listed offer services including a 24-hour hotline, access to shelter, counseling, and advocacy. Talks are confidential, and individuals can remain anonymous when calling any hotline.
    - Directory is searchable by county

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Maryland Public Mental Health System](#)

**Address:** 201 W. Preston Street, Baltimore, MD 21201-2399

**Contact:**

**Contact Email:**

**Contact Phone Number:** 410-767-6500

**Services Provided:**

- Provides inpatient and outpatient mental health services for individuals with mental health illness for those with Medicaid and for others. Because of the severity of their illness and their financial need, some services within the benefits package may be available. There may be a small fee or co-pay required for individuals non-eligible for Medicaid.
- There is a find a provider function on the [website](#)

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Maryland Psychiatric Society](#)

**Address:**

The Maryland Psychiatric Society, Inc.  
1101 Saint Paul Street, Suite 305  
Baltimore, Maryland 21202-6407

**Contact:**

**Contact Email:** [mps@mdpsych.org](mailto:mps@mdpsych.org)

**Contact Phone Number:** (410) 625-0232

**Services Provided:**

- Use "find a psychiatrist" to access database and search by patient type, county and area of interest.
- Additional search functions include gender, language, ethnicity, and which insurance is accepted.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Pro Bono Counseling](#)

**Address:**

Pro Bono Counseling  
5900 Metro Drive  
Baltimore, MD 21215

**Contact:**

**Contact Email:**

**Contact Phone Number:** 410-825-1001

**Services Provided:**

At Pro Bono Counseling, our priority is to provide the mental health support that suits you best. We do that by prioritizing making the *right* match.

That philosophy has led us to match over 30,000 individuals and families of all backgrounds throughout Maryland since 1991. We do it because we believe good mental health should be available for all.

*We help individuals get connected to our network in three simple steps:*

*Call our office* and we will schedule a phone interview with a Pro Bono Counseling staff member. Generally, phone interviews are scheduled within 1-3 business days of your initial call.

*Participate in a confidential phone interview* with a licensed professional. During the phone interview, we want to get to know you as an individual. Our questions are personal but not intrusive and often include the following:

- How would you like to be addressed? Pronouns? Names?
- What are you looking for from counseling?
- Why are you seeking help now?
- Are there any past experiences you'd like to share with us?
- What are your interests?

The more we understand your background, the better chance we have of finding the right match for you.

Similarly, we consider preferences for a counselor's cultural background, expertise, spoken languages, gender, therapy style, and other factors to find you the right fit.

*Connect with a licensed counselor or other resources*

If you are matched with one of our Pro Bono partners, you will be provided with the therapist's contact information within two to four weeks so that you may set up your first appointment. This is an individualized process and during periods of high demand the wait time may be longer.

Our Counselors are able to meet with you for therapy in-person or over secure virtual platforms. During the COVID-19 emergency, telephone-based counseling has also become available. Wait times may vary but rest assured that we're doing our best to connect you to quality mental health care as soon as we possibly can.

If your needs are outside the scope of our volunteers, we'll connect you with other free or low-cost resources near you so that you can get connected to care.

At the end of the day, we want to make sure we find the right type of care to support you in what you're experiencing.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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## **Local Resources**

**Organization/Program Name:** [Here2Help Hotline \(Behavioral Health 9-1-1 Diversion Pilot Program\)](#)

**Address:** 100 South Charles Street, Tower 2, 8th Floor, Baltimore, MD 21201

**Contact:** Adrienne Breidenstine, MSW, Vice President, Policy and Communications

**Contact Email:** [adrienne.breidenstine@bhsbaltimore.org](mailto:adrienne.breidenstine@bhsbaltimore.org)

**Contact Phone Number:** 443-615-7824

**Services Provided:**

- Match individuals to the most appropriate and available resources when they call for assistance and reduce unnecessary police encounters with people in behavioral crises.
  - This approach aligns with federal guidance, evolving best practices, and the requirements of our consent decree and demonstrates a commitment to addressing gaps in our public behavioral health system.

*Secondary outcomes of the behavioral health diversion project include:*

- Reduced police response
- Reduced utilization of 911 resources (fire and EMS)
- Raising awareness about available behavioral health resources and promoting linkage between EMS, BCRI, and other crisis-oriented resources (stabilization center, de-escalation training, etc)

Diverting calls that come in through 9-1-1 that do not necessitate a police response to a non-police behavioral health or crisis response will benefit everyone with these identified outcomes and best practices:

- community-based, people-centered, trauma-informed response that promotes an individuals' dignity, autonomy, self-determination, and resiliency,
- harm reduction model,
- a more appropriate response which connects residents with services,

- uncoupling medical crisis from unnecessary police contact, decriminalizes mental illness and behavioral health crises, and
- lower cost response to non-criminal, non-violent emergency calls,
- improve police/community relationships by reducing negative interactions.

Over the next year, through a federal investment, the partnership will expand the behavioral health diversion pilot program to have a non-police response to more behavioral health calls that come in through 9-1-1 by:

- Adding youth under the age of 18 as eligible for diversion by creating youth-focused mobile crisis teams, and;
- Co-locating a behavioral health clinician in the 9-1-1 call center to support 9-1-1 call takers in de-escalating crises and conducting screening to determine the most appropriate response.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- The behavioral health diversion is currently limited to those aged 18 and older. This provision is due to the gaps in crisis services for children and youth in Baltimore City

**Known Future Plans:**

- [Press Release](#) announcing program

**Source of Funding:**

- Housed within Baltimore City's emergency response network
- 

**Organization/Program Name:** [Howard County Behavioral Health Navigation Services](#)

**Address:** 8930 Stanford Blvd., Columbia, MD 21045

**Contact:** Kala Jenkins

**Contact Email:** [kjenkins@howardcounty.gov](mailto:kjenkins@howardcounty.gov)

**Contact Phone Number:** 410-313-6240

**Services Provided:**

- Behavioral Health Navigation Services provides linkage to the following types of resources in the Howard County area:
  - Crisis Response Services
  - Mental Health Services
  - Substance Use Services
  - Case Management Services
  - Insurance Eligibility

- Other Services Needed
- Behavioral Health Navigation Services provides clients, family members and providers with information about the resources available in Howard County. A Behavioral Health Navigator will assist the client, family member or provider to determine which services best meet the client's needs and interests. A Behavioral Health Navigator will then link the client to community resources and services and will follow-up on the outcome of the referral.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- Limited to Howard County, MD

**Known Future Plans:**

**Source of Funding:**

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## [Crisis Hotlines by County](#)

**Maryland Crisis Hotline:** 1-800-422-0009

Maryland State-wide Information and Referral (for emergency mental health services): 211 or text your zip code to 898-211

**Allegany County**

Western Maryland Health Systems Crisis Hotline  
240-964-1399

<https://health.maryland.gov/allegany/Pages/BehavioralHealthServices.aspx>

**Anne Arundel County**

Anne Arundel County Crisis Response System  
410-768-5522

<http://www.aamentalhealth.org/crisisresponsesystem.cfm>

**Baltimore City**

Baltimore Child & Adolescent Crisis Response System (B-CARS)

Hotline: 410-433-5175

[bcars@cc-md.org](mailto:bcars@cc-md.org)

<https://www.catholiccharities-md.org/services/bcars-baltimore-child-adolescent-response-system/>

Baltimore Crisis Response, Inc. (BCRI)

Hotline (24-hour): 410-433-5175

Administrative Office: 410-433-5255

Email: complete and submit contact form on website

<https://bcresponse.org/>

**Baltimore County**

Baltimore County Crisis Response System (BCCRS)

Crisis Hotline: 410-931-2214

[https://www.baltimorecountymd.gov/Agencies/police/workplace\\_violence/wvmobilecrisisteam.html](https://www.baltimorecountymd.gov/Agencies/police/workplace_violence/wvmobilecrisisteam.html)

**Calvert County**

Crisis Intervention Center

Crisis Hotline: 410-535-1121 or 301-855-1075

Teen Helpline: 410-257-2216

<https://www.calverthealth.org/personalhealth/crisisintervention/index.htm>

**Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, and Wicomico Counties**

Eastern Shore Crisis Response Mobile Crisis Teams

1-888-407-8018

<https://www.midshorebehavioralhealth.org/resources-links>

**Carroll County**

Carroll County Mobile Crisis Services

410-952-9552

<https://cchd.maryland.gov/3947-2/>

**Charles County**

Walden Crisis Hotline: 301-863-6661

**Frederick County**

Mental Health Association of Frederick County

Crisis Hotline: 301-662-2255

Administrative Office: 301-663-0011

<https://fcmha.org/how-we-help/24-hour-mha-call-center>

**Garrett County**

Garrett County Community Mental Health Center

call 911 and ask for the Emergency Psychiatric Service

<https://garretthealth.org/mental-health/>

**Harford County**

Harford County Crisis Response System

410-638-5248

Harford County Mobile Crisis Team--24/7 Harford Crisis Center

1-800-639-8783

<http://harfordmentalhealth.org/mental-health-resources#Emergency%20Services>

**Howard County**

Howard County Mobile Crisis Team

410-531-6677

Crisis Textline

text HOME to 741741

<https://www.howardcountymd.gov/Departments/Health/Behavioral-Health/Crisis-Services>

**Montgomery County**

Montgomery County Crisis Center

240-777-4000

<https://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCS24hrcrisiscenter-p204.html>

**Prince George's County**

Prince George's County Crisis Services (through the Affiliated Sante Group)

301-429-2185

<https://www.thesantegroup.org/prince-georges-county-crisis>

**St. Mary's County**

211 or text your zip code to 898-211

<http://www.smchd.org/BHtreatment/>

**Washington County**

Maryland Crisis Hotline

1-800-422-0009

<https://wcmha.org/>

**Worcester County**

Worcester County Crisis Response System

410-629-0164 x162

Eastern Shore Crisis Response (Call center only--the Eastern Shore Crisis Response

Mobile Crisis Teams do not serve this county)

1-888-407-8018

<https://www.midshorebehavioralhealth.org/resources-links>

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**National Resources**

**Organization/Program Name:** [Alzheimer's Association - Caregiver Stress](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Provides information, resources and links to seek help with caregiver stress

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [American Academy of Child & Adolescent Psychiatry](#)

**Address:**

3615 Wisconsin Avenue, N.W.  
Washington, D.C. 20016-3007

**Contact:**

**Contact Email:**

**Contact Phone Number:** 202-966-7300

**Services Provided:**

- [Child and Adolescent Psychiatrist Finder](#) - Use AACAP's Child and Adolescent Psychiatrist Finder to find a Child and Adolescent Psychiatrist near you.
- Parents' Medication Guide Series - AACAP has produced medication guides to help patients, families, and physicians make informed decisions about obtaining and administering appropriate care for a child or adolescent with ADHD, autism spectrum disorder, bipolar disorder, or depression.
- [Resource Centers](#) - AACAP's Resource Centers empower consumers through patient education. Each AACAP Resource Center contains consumer friendly definitions, answers to frequently asked questions, a definition of clinical resources, expert interviews, abstracts from the JAACAP, and Scientific Proceedings and Facts for Families relevant to each disorder.
  - [Attention Deficit/Hyperactivity Disorder \(ADHD\) Resource Center](#)
  - [Anxiety Disorders Resource Center](#)
  - [Autism Resource Center](#)
  - [Bipolar Disorder Resource Center](#)
  - [Bullying Resource Center](#)
  - [Conduct Disorders Resource Center](#)
  - [Depression Resource Center](#)
  - [Disaster Resource Center](#)
  - [Military Families Resource Center](#)
  - [Obsessive Compulsive Disorder Resource Center](#)
  - [Oppositional Defiant Disorder Resource Center](#)
  - [Substance Use Resource Center](#)
  - [Suicide Resource Center](#)
  - [Trauma and Child Abuse Resource Center](#)

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [College Athlete Mental Health Resources \(NCAA\)](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Provides information, resources and links to seek help.
  - Mental Health Fact Sheets
  - Checklists and Toolkits
  - Videos and Educational Modules
  - Campus Resources

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Cleveland Clinic](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Provides information, resources and links to seek help with caregiver burnout

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Crisis Text Line](#) (Text "HOME" to 741741)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Crisis Text Line provides free, 24/7 mental health support via text message.
- Our Crisis Counselors bring texters "from a hot moment to a cool calm" using techniques in empathetic listening. Once they've built rapport and trust, explored the issues, and established the texter's goal, they collaboratively problem-solve to help the texter come up with a plan to stay safe.
- Our Crisis Counselors are dedicated, trained, supervised volunteers from around the United States. After a rigorous multi-stage application process, background check, and training program, each commits to volunteering 4 hours a week until 200 hours are met. Supervisors (staff who all have Master's degrees in a relevant field, or commensurate crisis intervention experience) oversee the Crisis Counselors.
- In cases when a texter is in immediate danger of suicide or homicide, as determined by a risk assessment by the Crisis Counselor and Supervisor, our first step is to try to work with the texter to form a safety plan. If the texter is unable to plan for their own safety, the Supervisor may contact emergency services, who may dispatch a wellness check.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- Crisis Text Line works on all major US carriers and most minor regional carriers. However, shortcodes (like 741741) are not allowed on many prepaid plans like T-Mobile's.

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Families for Depression Awareness \(LGBTQIA+ Resources\)](#)

**Address:**

391 Totten Pond Road, Suite 101  
Waltham, MA 02451

**Contact:**

**Contact Email:** [info@familyaware.org](mailto:info@familyaware.org)

**Contact Phone Number:** (781) 890-0220

**Services Provided:**

- Provides information, resources and links to seek help.

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [FindTreatment.gov](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- The Substance Abuse and Mental Health Services Administration (SAMHSA) collects information on thousands of state-licensed providers who specialize in treating substance use disorders, addiction, and mental illness.
- Findtreatment.gov provides a means for the following:
  - Searching for treatment
  - Information on treatment options
  - Information on the payment of treatment
  - Information on addiction
  - Information on mental health

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

- The behavioral health diversion is currently limited to those aged 18 and older. This provision is due to the gaps in crisis services for children and youth in Baltimore City

**Known Future Plans:**

**Source of Funding:**

- Administered by the Substance Abuse and Mental Health Services Administration. The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

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**Organization/Program Name:** [Mayo Clinic - Stress Management](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- Provides information, resources and links to seek help with caregiver burnout

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [MentalHealth.gov](#)

**Address:** U.S. Department of Health & Human Services, 200 Independence Avenue, S.W. Washington, D.C. 20201

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

MentalHealth.gov provides one-stop access to U.S. government mental health and mental health problems information including [SAMHSA's Behavioral Health Treatment Services Locator](#).

MentalHealth.gov aims to educate and guide:

- The general public
- Health and emergency preparedness professionals
- Policy makers
- Government and business leaders
- School systems
- Local communities

Content for this website is provided by:

- [Centers for Disease Control and Prevention](#)
- [MedlinePlus](#) and [National Institutes of Health](#)
- [National Institute of Mental Health \(NIMH\)](#)
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#)
- [Youth.gov](#)

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [National Institute of Mental Health - Do I Need Help?](#)

**Address:**

National Institute of Mental Health  
Office of Science Policy, Planning, and Communications  
6001 Executive Boulevard, Room 6200, MSC 9663  
Bethesda, MD 20892-9663

**Contact:**

**Contact Email:** [nimhinfo@nih.gov](mailto:nimhinfo@nih.gov)

**Contact Phone Number:** 1-866-615-6464

**Services Provided:**

- Provides information, resources and links to seek help.
- [Digital Shareables](#)

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):****Known Future Plans:****Source of Funding:**

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**Organization/Program Name:** [National Maternal Mental Health Hotline](#) (1-833-9-HELP4MOMS)

**Address:** 5600 Fishers Lane, Rockville, MD 20857 U.S.A.

**Contact:** Elizabeth Fomegne, Director of Policy and Planning

**Contact Email:**

**Contact Phone Number:** 301-443-0102

**Services Provided:**

Pregnancy and a new baby can bring a range of emotions. Many women feel overwhelmed, sad, anxious, or exhausted at different times during their pregnancy or after having a baby.

These feelings can make it hard to care for yourself, care for your baby, or even do basic daily tasks.

Sometimes these feelings go away on their own. But for some women, these emotions, if they last more than two weeks, are more serious and need treatment.

The National Maternal Mental Health Hotline provides 24/7, free, confidential support before, during, and after pregnancy. The Hotline offers callers:

- Phone or text access to professional counselors
- Real-time support and information
- Response within a few minutes, 24 hours a day, 7 days a week
- Resources
- Referrals to local and telehealth providers and support groups
- Culturally sensitive support
- Counselors who speak English and Spanish
- Interpreter services in 60 languages

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [National Suicide Prevention Hotline](#) (Call 988)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. The Lifeline is comprised of a national network of over 200 local crisis centers, combining custom local care and resources with national standards and best practices

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**

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**Organization/Program Name:** [Veterans Crisis Line](#)

**Address:**

**Contact:**

**Contact Email:**

**Contact Phone Number:**

**Services Provided:**

- If you're a Veteran in crisis or concerned about one, the Veterans Crisis Line is a free, confidential resource that connects you to a real person specially trained to support Veterans.

- Launched in 2007, the Veterans Crisis Line started with 14 trained responders working out of a call center in Canandaigua, N.Y. It's grown to include an online chat and text service with 500 responders in three call center locations. Because many responders are Veterans, they're familiar with the challenges Veterans face.
- Continuing care after the call, chat, or text, Veterans Crisis Line responders can refer Veterans to a local suicide prevention coordinator (SPC). Available in each VA medical center across the country, SPCs can connect Veterans to the counseling and services they need.
- Responders are also available 24/7 to help active-duty service members and their families and friends through a crisis through the Military Crisis Line. Service members, including members of the National Guard and Reserves, along with their loved ones, can call 1-800-273-8255 and Press 1, chat online at [www.MilitaryCrisisLine.net](http://www.MilitaryCrisisLine.net), or send a text to 838255 to receive free, confidential support.

*The following information is provided by the VA Maryland Healthcare System.*

- For enrolled veterans at VA Maryland Healthcare System: Veterans can call 410-605-7000, extension 57417 to schedule a mental health triage appointment. Veterans can also go to the Mental Health Triage Walk-In Clinic at the Baltimore VA Medical Center located on the sixth floor. The clinic opens daily at 12:30 p.m., except on federal holidays.
- In addition, Veterans can contact their VA primary care team by phone or secure messaging through [My HealtheVet](#). Those Veterans who are already engaged in mental health services at the VA Maryland Healthcare System are encouraged to talk to their provider for a referral to PTSD specialty care.
- For veterans not currently enrolled at the VA Maryland Healthcare System: sign up at [www.maryland.va.gov](http://www.maryland.va.gov) or go to the facility to enroll.
- If the situation is an emergency, veterans can go to the emergency department at the Baltimore VA Medical Center or call 911. Veterans can also access the Veterans Crisis Line at 800-273-8255, press 1 (24/7). Chat online with The Veterans Crisis Line or send a text message to 838255.

*VA Maryland Healthcare System Trauma Recovery Program Services*

- We continue to meet with veterans virtually or in person. The Trauma Recovery Program focuses on providing short-term PTSD treatments based on evidence, with the goal of helping veterans return to valued activities. For more information about the VA Maryland Health Care System's Trauma Recovery Program, call 410-637-1230.

*If you are not a veteran:*

- The National Center for PTSD has information for veterans and non-veterans on how to [find a PTSD therapist](#).

**Known Limits (e.g. focused on specific geographic region, limited resources or budget):**

**Known Future Plans:**

**Source of Funding:**