

I still have questions. Who can I call to get answers?

Autism Waiver Call your child's Service Coordinator or call MSDE at 1-800-535-0182/410-767-1446 or DHMH at 410-767-5220.

Developmental Disabilities Waiver Call your child's Resource Coordinator or call DDA at 410-767-5600

Model Waiver Call your Case Manager or The Coordinating Center at 1-800-296-2242/410-987-1048 or DHMH at 410-767-1448.

I am having trouble getting the waiver services my child needs. What can I do?

Autism and Developmental Disabilities Waivers Talk to your child's service/resource coordinator or call the HealthChoice Enrollee Action Line at 1-800-284-4510 to file a complaint or appeal.

Model Waiver Talk to your child's case manager or call 410-767-1448 to file a complaint or appeal. You have a right to appeal denials, reductions, or delays in getting benefits or services.

Who do I call for help getting non-waiver health services my child needs?

- If your child is in HealthChoice, call your child's health plan customer service number or the HealthChoice Enrollee Action Line at 1-800-284-4510 to file a complaint.
- If your child is in HealthChoice and you want to file an appeal, call the HealthChoice Enrollee Action Line at 1-800-284-4510. See the HealthChoice brochure on Help for Special Health Care Needs.
- If your child is in Fee-for-Service call 1-800-492-5231 to file a complaint or appeal. See the Fee-for-Service brochure on Help for Special Health Care Needs.
- You are entitled to a fair hearing to settle the dispute. You have a right to get legal help for the fair hearing. Call 1-800-233-7201.

Where can I find information on other resources for my child?

- Family Networks at www.family-networks.org
- Baltimore HealthCare Access (BHCA) at www.bhca.org or 410-649-0521 for statewide publications
- The Children's Resource Line at 1-800-638-8864
- Your Local Health Department. Find the number in the blue government pages of your phone book. In Baltimore City, call BHCA at 410-649-0521
- Maryland Disability Law Center at www.mdicbalto.org or 410-727-6352 or 1-800-233-7201
- Parents' Place of Maryland at www.ppmo.org or 1-800-394-5694
- Pathfinders (for families with children with autism) at 410-769-9500, 301-551-9500 or 1-866-806-8400

My child has private insurance too. How does this work with the Waiver Programs?

Try to identify a provider who accepts both your private insurance plan and Medical Assistance/Medicaid. Your child's health provider must bill the private insurance plan first. If your private insurance does not cover a service your child needs, then your child's health provider may bill Medicaid. Make sure your provider knows that you receive Medical Assistance/Medicaid or MCHP because your private insurance co-pay may be covered.

Waiver Programs offer services to certain populations in the community as alternatives to institutionalization. Participants in the waiver programs must meet an institutional level of care. Maryland has three Waiver programs that serve children.

- Autism Waiver
- Developmental Disabilities (DD) Waiver
- Model Waiver

The Autism Waiver and the Model Waiver primarily serve children. The DD Waiver serves adults and children.

The Waiver Programs are different from Medical Assistance/ Medicaid and MCHP.

- Waivers have different medical and financial eligibility rules that do not take the parents' income and assets into consideration
- Waivers have some additional services
- A limited number of children can be in Waivers

The Autism Waiver is for children with certain Autism Spectrum Disorders who:

- Are between 1 year old and the end of the school year in which the youth turns 21 years old; and
- Have an Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP).

Children are enrolled in HealthChoice health plans, also called MCOs. See the HealthChoice brochure.

The Developmental Disabilities Waiver is for children with:

- Mental retardation or other developmental disabilities.
- Children are enrolled in HealthChoice health plans.

The Model Waiver is for children with complex medical needs who:

- Complete the enrollment process prior to age 22; and
- Have a certain level of medical need.

Children receive services through Fee-for-Service. See the Fee-for-Service brochure.

	CHILDREN AND YOUTH WHO QUALIFY	ELIGIBILITY GUIDELINES	SERVICES	HOW TO GET SERVICES
Autism Waiver	<p>Children and youth diagnosed with Autism Spectrum Disorder who:</p> <ul style="list-style-type: none"> • are ages 1 to 3 years with an Individualized Family Service Plan (IFSP) or • are ages 3 to 21 with an Individualized Education Program (IEP) and • receive early intervention services or more than 12 hours of special education and • meet the ICF-MR (Intermediate Care Facility for Persons with Mental Retardation) Level of Care 	<p>Have to meet institutional level of care.</p> <p>The income and assets of the child's parents are waived during the financial eligibility process.</p> <p>The autism waiver is closed to new enrollees. Call 1-866-417-3480 to get on the registry.</p>	<ul style="list-style-type: none"> • Respite care • Environmental accessibility adaptations • Family training • Service coordination • Residential habilitation (community residential services) • Supported employment • Therapeutic integration (after school) • Intensive individual support services • All the services in HealthChoice and Fee-for-Service (see brochures) • Some children may be in REM (see brochure) 	<p>Call your child's Service Coordinator or MSDE at: 1-800-535-0182 410-767-1446 or DHMH at : 410-767-5220</p>
Developmental Disabilities Waiver	<p>Children and youth with mental retardation or a developmental disability who are living in an institution or qualify for institutional care</p>	<p>Have to meet institutional level of care.</p> <p>The income and assets of the child's parent are waived during the financial eligibility process.</p> <p>Child/youth must meet eligibility requirements per Developmental Disabilities Administration guidelines.</p>	<ul style="list-style-type: none"> • Respite care • Environmental accessibility adaptations • Behavioral supports • Service/resource coordination • Assistive technology and adaptive equipment • Residential habilitation (community residential services) • Supported employment and vocational services • Day habilitation • Family and individual support services • Personal support (for individuals living at home) • Transition services (for individuals setting up new residences in the community) • Transportation • All the services in HealthChoice and Fee-for-Service (see the HealthChoice and Fee-for-Service brochures for more information) 	<p>Call your child's Resource Coordinator or DDA at: 410-767-5600</p>
Model Waiver	<p>When you apply your child must:</p> <ul style="list-style-type: none"> • Have a certain level of medical need, • Be under age 22, • Have an illness or disability that may not require 24-hour inpatient care, but without care in the home may result in a hospital admission or institutional care 	<p>Cost of community-based medical services must be equal to or less than the cost of institutional care.</p> <p>The income and assets of the child's parents are waived during the financial eligibility process.</p> <p>Eligibility must be completed before the individual becomes 22 years old.</p>	<ul style="list-style-type: none"> • Case management • All the services in HealthChoice and Fee-for-Service including shift home health aide, private duty nursing, and medical equipment and supplies (see the HealthChoice and Fee-for-Service brochures for more information) 	<p>Call your Case Manager or The Coordinating Center at: 1-800-296-2242 410-987-1048 or DHMH at : 410-767-1448</p>