

Primary Adult Care Program (PAC)

Basic Information for Applicants

1. Am I eligible for PAC?

- You may receive health care services from PAC if you:
 - ✓ Are a Maryland resident between 19 and 64 years old,
 - ✓ Are not on Medicare,
 - ✓ Are a U.S. citizen, and
 - ✓ Have income below 116% of the Federal Poverty Level (about \$12,563 for one person or \$16,901 for two people).
- You do not need to have a medical disability to qualify.
- You may apply for benefits for yourself or for you and your spouse on the same application.

2. What information do I need to apply?

- ✓ General Information (such as Name, Address, Telephone Number)
- ✓ Information about the people living in your household (such as names and birth dates)
- ✓ Proof of Citizenship and Identity for anyone applying
 - For a list of ways to prove citizenship and identity, see:
http://www.dhmf.state.md.us/html/hotissues_citizen.htm
- ✓ Social Security numbers of anyone applying for health care
- ✓ Sources and amounts of family income
- ✓ You do not need to submit information on assets

3. How do I apply for PAC?

- ✓ Download the PAC application at:
<http://dhmf.maryland.gov/mma/pac/pdf/RevisedPACApplication2007.pdf>
- ✓ Or call toll-free at 1-800-226-2142 and ask for a PAC application to be mailed to you.
- ✓ Make sure to put your phone number on the application so someone can contact you if they have questions.
- ✓ Send application to the PAC office:
PAC Program Application
P.O. Box 386
Baltimore, MD 21203-0386
For questions call: 1-800-226-2142
- ✓ A decision regarding the application will be made within 45 days.
- ✓ You have to reapply each year to be in PAC. The paperwork will be mailed to you before the year is over.

4. What happens after I am eligible?

- ✓ First you will receive a member ID card in the mail.
- ✓ You will also get an enrollment packet. The packet explains how to pick a managed care organization (MCO). You need to pick an MCO. If you don't pick one, an MCO will be assigned to you.
- ✓ You need to pick a primary care provider (PCP) who is part of that MCO. If you don't pick one, a PCP will be assigned to you.

5. How do I pick an MCO or PCP?

- When you receive your enrollment packet in the mail, you will:
 - ✓ Call your doctor to find out if he is a doctor with any of the PAC MCOs.
 - ✓ Pick an MCO and primary care doctor to provide your care.
 - ✓ Send PAC the information on which MCO and doctor you want to pick (you may call the enrollment broker or mail in the form).
 - ✓ Contact the doctor for an appointment once you receive your MCO card.

6. What services are covered under PAC?

- Until you select an MCO, the only service you will be able to receive is pharmacy services.
 - ✓ Prescriptions from the pharmacy may have a co-payment:
 - Up to \$2.50 for generic drugs and \$7.50 for brand name drugs
- Once you select an MCO you will be able to get:
 - ✓ Free primary health care
 - ✓ Free in-office mental health services through a counselor or psychiatrist
 - ✓ Limited lab and diagnostic services
 - ✓ Substance abuse services (no inpatient)

7. What are my responsibilities once I am in PAC?

- You must report any changes in status immediately, including:
 - ✓ Income
 - ✓ Household size
 - ✓ Address

8. Can I change MCOs?

- You may change MCOs or be Disenrolled for certain reasons, including:
 - ✓ You may change MCOs annually, on the anniversary date of initial enrollment in an MCO
 - ✓ You may change MCOs "for cause" if one of the following occurs:
 - You move to another county
 - You want to be in the same MCO with other family members
 - You want to stay with your PCP when your PCP's contract with the MCO is ending

9. Whom should I call if I need help?

- To request a PAC application or for questions: 1-800-226-2142
- Enrollment Help Line: 1-866-676-5880
- MCOs
 - ✓ Maryland Physicians Care – 1-866-651-7835
 - ✓ Priority Partners – 1-800-654-9728
 - ✓ UnitedHealthcare – 1-800-318-8821
 - ✓ Jai Medical Systems – 1-888-524-1999
 - ✓ Amerigroup – 1-800-600-4441