

**2009 GUIDE**  
**to Public Mental Health Services in**  
**Caroline, Dorchester, Kent, Queen Anne's**  
**and Talbot Counties Maryland**



*Mid-Shore*  
Mental Health Systems  
inc.

**8221 Teal Drive, Suite 203**  
**Easton, MD 21601**  
**410-770-4801/ Fax 410-770-4809**  
**E-Mail: [csa@msmhs.org](mailto:csa@msmhs.org)**

## **24-Hour Hotlines & Informational Websites**

### **Life Crisis Center Hotline**

Provides counseling for victims of domestic violence or sexual assault, suicide prevention, support groups, emergency shelter, shelter referral, medical care, and assistance with the process of prosecution.

1-800-422-0009 or 410-749-HELP

### **Suicide Hotline**

Provides counseling for suicide prevention 1-800-SUICIDE or 410-749-9424

### **Youth Crisis Hotline**

Crisis intervention, support and referrals. 1-800-422-0009

### **For All Seasons, Inc. Hotline**

Counseling, advocacy, and education to victims of rape, sexual assault and abuse. 1-800-310-7273

### **Mid-Shore Council on Family Violence**

Provides direct services for victims of family violence including a 24-hour hotline, crisis intervention, counseling, support group, emergency shelter, client advocacy, children's program, court accompaniment, information and referral. 1-800-927-4673

### **Maryland State (AIDS) Hotline**

Information on testing and other referrals. Monday through Friday - 9 AM to 5 PM (Except Holidays)  
1-800-638-6252 Hearing Impaired: 1-800-553-3140

### **Americans with Disabilities Act Hotline**

Provides information on the Americans with Disabilities Act. 1-800-USA-ABLE (872-2253)

### **Network of Care**

A Web-Based Internet Tool for Mental Health, a mental health resource for everyone, including a provider service network, a medical library, resource/veterans' links and support/advocacy group contacts.

Sponsored By: Department of Health & Mental Hygiene; Transformation Project and Mid-Shore Mental Health Systems, Inc. [www.networkofcare.org](http://www.networkofcare.org)

### **Chesapeake Helps**

Information and referral specialists are available to help callers find non-profit local services in their county. 1-866-722-HLPS (4577) [www.chesapeakehelps.org](http://www.chesapeakehelps.org)

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## **INTRODUCTION TO THE GUIDE**

The Mid-Shore Mental Health Systems, Inc. (MSMHS) is pleased to present the 2008 edition of the *GUIDE TO MENTAL HEALTH SERVICES IN CAROLINE, DORCHESTER, KENT, QUEEN ANNE'S AND TALBOT COUNTIES, MARYLAND*. This guide, while not inclusive of every service or mental health provider in the five-county area, represents our effort to help the citizens of the region become more aware of the services that are available to them.

MSMHS is a private, not-for-profit 501(c) (3) organization, serving Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties. MSMHS was incorporated in 1993 through a collaboration of the five county governments and mental health stakeholders.

The Board of Directors consists of ten members appointed by the five local governments, five at-large members, and three charter members representing all stakeholders, specifically consumers and families of consumers.

### ***Mission***

To continually improve the provision of mental health services for residents of Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties through effective coordination of services in collaboration with consumers, family members, providers and community leaders.

We believe that the mental health system should assure quality, cost-effective services that meet the needs of our consumers. Consumers are the focus of MSMHS, and it is our goal through partnership with other agencies to develop a full array of easily accessible services for the consumer. We strongly believe in the empowerment of individuals, consumers and family members to help develop their fullest potential.

### ***Vision***

The vision of Mid-Shore Mental Health Systems, Inc. is to develop a model rural mental health delivery system with a continuum of mental health services that are culturally diverse. These services assure consumer empowerment, have a community focus, are cost-effective for the system and are integrated to serve the community as a whole, private and public sector, regardless of cultural or ethnic background.

### ***What is a CSA?***

We are a Core Service Agency (CSA), the local mental health authority under contract with the State of Maryland's Mental Hygiene Administration (MHA), Department of Health and Mental Hygiene Administration (DHMH). The Annotated Code of Maryland Health General Article 10-1202 and 1203 mandates CSAs. As such, our responsibility is to plan, manage and monitor publicly-funded medically necessary mental health services in the five-county region for consumers of all ages: children, adolescents, adults and the geriatric population.

On the local level, the CSA assures that mental quality health services are developed, and that the needs of the consumer are met. The CSA acts as county government's agent to meet the needs of county residents under a letter of agreement. We work collaboratively with all county agencies such as the Local Management Boards, Departments of Social Services, Education, etc.

### ***What is the funding source?***

The Mental Hygiene Administration allocates funding for each jurisdiction which includes state dollars and Medical Assistance funding. The total expenditure for the Public Mental Health System (PMHS) in the mid-shore region is approximately \$16 Million.

APS Healthcare, Inc., MAPS-MD is the organization under contract with MHA to process claims, enroll consumers, preauthorize medically necessary services, credential providers and pay claims.

### ***Who are the Consumers in the PMHS?***

The Public Mental Health System (PMHS) provides for medically necessary services for the Medical Assistance recipient and for some individuals who are uninsured (Medical Assistance Ineligible).

### ***Who are the Providers in the PMHS?***

Providers in our system include: state psychiatric hospitals, acute hospitals, residential treatment centers, outpatient mental health clinics, psychiatric rehabilitation programs, partial hospitalization services, intensive outpatient services and private providers. (See pages 5-19 for information about providers located in the Mid-Shore region.)

## Acronyms & Other Terms

**CSI** - Community Service Initiative - child's treatment team needs to develop a community plan that will serve the child's needs and costs less than \$70,000 per year with local agency match funding.

**CSA** - Core Service Agency

**CSR** - Customer Service Representative

**DHMH** - Department of Health and Mental Hygiene

**EBP** - Evidence Base Practice

**FIS** - Family Intervention Specialist - This is a collaborative project with Department of Juvenile Justice. A mental health professional serves on the team with Department of Juvenile Services Case Managers to provide community support to youth to prevent out of home placement.

**IAC** - Inter-Agency Committee - The purpose of this committee is to discuss children who are causing concern in the school or the community and develop plans to improve functioning.

**IFPS** - Interagency Family Preservation Services - this service is to help prevent out-of-home placement for youth who are at imminent risk of removal from their homes.

**IOP** - Intensive Outpatient Program

**LCC** - Local Coordinating Council - The role of the LCC is to ensure that community alternatives have been exhausted before a child is placed in institutional care. If appropriate community services will be developed to prevent placement in institutional care.

**LMB** - Local Management Board

**MA** - Medical Assistance

**MAI** - Medical Assistance Ineligible (formerly called and still referred to as Gray Zone or GZ)

**MCO** - Managed Care Organization

## Cont'd Acronyms & Other Terms

**MHA** - Mental Hygiene Administration

**MPAP** - Maryland Pharmacy Assistance Program

**MSMHS** - Mid-Shore Mental Health Systems, Inc.

**Multi-D** - The Multi-Disciplinary Team - the purpose is to discuss cases from Child Protective Service or IAC that had multi-agency involvement.

**OMHC** - Outpatient Mental Health Clinics

**PHP** - Partial Hospitalization Programs

**PMHS** - Public Mental Health System

**PRP** - Psychiatric Rehabilitation Program

**Rehab Option** - For a child at risk of out of home placement because of mental illness.

**RRP** - Residential Rehabilitation Program

**RTC** - Residential Treatment Center

**SEP** - Supported Employment Program

**SSDI** - Social Security Disability Insurance

**SSI** - Supplemental Security Income

**TAY** - Transitional Age Youth Project - A state funded grant to assist youth from 16 to 22 in transitioning to independent living. Youth are to have been in RTC or at risk of going to RTC. Emphasis is on education, community integration and building a natural support system.

## **AT THE LOCAL LEVEL**

**Mid-Shore Mental Health Systems, Inc.  
8221 Teal Dr., Suite 203, Easton, MD 21601  
Office: 410-770-4801/Fax: 410-770-4809  
Website: [www.msmhs.org](http://www.msmhs.org)  
E-Mail: [csa@msmhs.org](mailto:csa@msmhs.org)**

MSMHS can assist you by providing information regarding:

Area resources;

Other agencies in the area; and

Consumer services supported by MSMHS including:

- direct consumer needs fund
- pharmacy for those ineligible for Medical Assistance
- transportation assistance

MSMHS can also assist with concerns you may have regarding the services you or a family member are receiving. We first encourage you to discuss your concerns directly with the provider. However, if you feel you need help, please call our office.

If you have been denied a service by APS Healthcare, Inc., you have the right to appeal that decision. Please refer to the *Grievances and Appeals* section of this guide for more information.

### **MSMHS Staff:**

#### **Administrative Staff**

Joe Newell	Executive Director
Ashley Vacek	Executive Secretary
Kevin Rader	Administrative Director
Stephanie Cleary	Administrative Coordinator
Lorry Hofman	HMIS Systems Coordinator
Jean Honey	Telepsychiatry Project Coordinator
Joyce Alderman	Receptionist

#### **Program Staff**

Kitty Nelson, LCSW-C	Clinical Director
Marian Sinclair, LCSW-C	Child & Adolescent Coordinator
Holly Ireland, LCSW-C	Adult Coordinator

## **MENTAL HEALTH SERVICES**

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## **Alphabetic Provider Listing**

### **AF Whitsitt Center**

300 Scheeler Road, Chestertown, MD 21620  
410-778-6404 ext 33

### **Caroline Center, Inc.**

PO Box 460, 12061 School Street, Ridgely, MD 21660  
800-863-2102/Fax 410-634-2653  
E-Mail: [carolinecenter@friendly.net](mailto:carolinecenter@friendly.net)  
Website: [www.carolinecenterinc.net](http://www.carolinecenterinc.net)

### **Caroline County Mental Health Clinic**

606 Sunnyside Drive, Denton, MD 21629  
410-479-3800/Fax 410-479-0052  
E-Mail: [mikec@carolinehd.org](mailto:mikec@carolinehd.org)

### **Channel Marker, Inc.**

8626 Brooks Drive, Easton, MD 21601  
410-822-4619/Fax 410-822-0984  
Website: [www.channelmarker.org](http://www.channelmarker.org)

#### **Talbot County**

222 Port Street, Easton, MD 21601  
410-822-4611/Fax 410-822-6186

#### **Caroline County**

508 Kerr Avenue, Denton, MD 21629  
410-479-2318/Fax 410-820-0124

#### **Dorchester County**

420 Dorchester Avenue, Cambridge, MD 21613  
410-228-8330/Fax 410-221-6459

### **Chesapeake Center, Inc.**

PO Box 1906, 713 Dover Street, Easton, MD 21601  
410-822-4122/Fax 410-822-4184  
E-Mail: [dharrison@chesapeakecenter.com](mailto:dharrison@chesapeakecenter.com)  
Website: [www.chesapeakecenter.com](http://www.chesapeakecenter.com)

### **Chester River Health System**

100 Brown Street, Chestertown, MD 21620  
410-778-3300, Ext. 2500  
Website: [www.chesterriverhealth.org](http://www.chesterriverhealth.org)

**Chesterwye Center, Inc.**

PO Box 96, 110 Chesterwye Lane, Grasonville, MD 21638

410-827-7048/ Fax 410-827-6457

E-Mail: [jakers@chesterwye.com](mailto:jakers@chesterwye.com)

Website: [www.chesterwye.com](http://www.chesterwye.com)

**Children's Choice, Inc.**

1103 Butterworth Court, Stevensville, MD 21666

410-643-9290/Fax 410-643-9293

Website: [www.childrenschoice.org](http://www.childrenschoice.org)

**Choptank Community Health System**

1013 S. Talbot Street, Unit L, St. Michaels, MD 21663

410-745-5020/Fax 410-745-0492

E-Mail: [whoward@choptankhealth.com](mailto:whoward@choptankhealth.com)

**Crossroads Community, Inc.**

**Queen Anne**

P.O. Box 718, 120 Banjo Lane, Centreville, MD 21617

410-758-3050/Fax 410-758-1223

Website: [www.ccinonline.com](http://www.ccinonline.com)

**Dorchester County**

404 Lecompte Street, Cambridge, MD 21613

410-221-7540/Fax 410-221-7541

**Kent County**

937 Gateway Drive, Chestertown, MD 21620

410-778-9200/Fax 410-778-9622

**Deaf Independent Living Association, Inc. (DILA)**

806 Snow Hill Road

Salisbury, MD 21804

410-742-5052/Fax 410-543-4874

Website: [www.dila.org](http://www.dila.org)

**Delmarva Community Services, Inc.**

2450 Cambridge Beltway, Cambridge, MD 21613

410-221-1900/Fax 410-221-1917/Toll Free 800-439-1222

E-Mail: [santa@dcsdct.org](mailto:santa@dcsdct.org)

Website: [www.dcsdct.org](http://www.dcsdct.org)

**Delmarva Family Resources**

**Dorchester County**

828 Airpax Drive, Building B, Suite 300, Cambridge, MD 21613  
410-228-3929/Fax 410-228-3810

**Queen Anne's County**

PO Box 536, 142 Coursevall Road, Centreville, MD 21617  
410-758-1787/Fax 410-758-1789

**Eastern Shore Hospital Center**

5262 Woods Road, P.O. Box 800, Cambridge, MD 21613  
410-221-2300/Fax 410-221-2497  
E-Mail: [jhendricks@dhhm.state.md.us](mailto:jhendricks@dhhm.state.md.us)

**Eastern Shore Psychological Services**

29516 Canvasback Drive, Easton, MD 21601  
410-822-5007/Fax 410-822-5569  
E-Mail: [m.davis@espsmd.com](mailto:m.davis@espsmd.com)

**For All Seasons, Inc.**

**Talbot County**

300 Talbot Street, Easton, MD 21601  
410-822-1018/Fax 410-820-5884  
Website: [www.forallseasonsinc.org](http://www.forallseasonsinc.org)

**Caroline County**

322 Market Street, Denton, MD 21629  
410-479-4788/Fax 410-479-0067

**Dorchester County**

208 Cedar Street, Cambridge, MD 21613  
410-476-4441/Fax 410-476-3087

**Kent County**

516 S. Washington Street Suite 4, Chestertown, MD 21620  
410-778-5147/Fax 410-778-7595

**Queen Anne's County**

206 Del Rhodes Ave., Queenstown, MD 21658  
410-827-6300/Fax (410) 827-6363

**Gail Weissert, LCSW-C**

23627 Willow Park Road, Denton, MD 21629  
410-479-0434/Fax 410-479-2723  
E-Mail: [gwa@goeaston.net](mailto:gwa@goeaston.net)

**Go Getters, Inc.**

505 E Main Street, Salisbury, MD 21801  
410-546-0381

**Hudson Health Services, Inc.**

PO Box 1096, 1506 Harting Drive, Salisbury, MD 21802

410-219-9000/Fax 410-742-7048

E-Mail: [info@hudsonhealth.org](mailto:info@hudsonhealth.org)

Website: [www.hudsonhealth.org](http://www.hudsonhealth.org)

**Kent Center**

903 Washington Avenue, Suite 4, Chestertown, MD 21620

410-778-7803/Fax 410-778-7305

Website: [www.kentcenter.org](http://www.kentcenter.org)

**Kent County Behavioral Health**

300 Scheeler Road, Chestertown, MD 21620

410-778-6800/Fax 410-778-7344

E-Mail: [cwise@dnhm.state.md.us](mailto:cwise@dnhm.state.md.us)

**Linda Hendrickson – LCSW-C**

143 Log Canoe Circle, Stevensville, MD 21666

410-604-1277/Fax 410-604-1310

E-Mail: [lrhlcswc@cs.com](mailto:lrhlcswc@cs.com)

**Maple Shade Youth and Family Services**

23704 Ocean Gateway, Mardela Springs, MD 21837

410-742-7400/Fax 410-742-6452

Website: [www.maple-shade.org](http://www.maple-shade.org)

**Marshy Hope Family Services**

429 Race Street, Cambridge, MD 21613

410-221-2266/Fax 410-221-2878

E-Mail: [marshyfam@dmv.com](mailto:marshyfam@dmv.com)

**Mentor Clinical Care**

8133 Elliott Road, Suite 236, Easton, MD 21601

410-820-4703/Fax 410-820-8459

E-Mail: [belindafrankel@thementornetwork.com](mailto:belindafrankel@thementornetwork.com)

**Pam Schulte, MSW, LCSW-C**

6 Belvedere Avenue, Cambridge, MD 21613

410-901-9500

E-Mail: [pwschulte@aol.com](mailto:pwschulte@aol.com)

**Potomac Ridge Eastern Shore**  
821 Fieldcrest Drive, Cambridge, MD 21613  
410-221-0288/Fax 410-228-9588

**Publik House**  
114 Lynchburg Street, Chestertown, MD 21620  
410-778-2616/Fax 410-778-7052

**Rockford Center**  
100 Rockford Drive, Newark, DE 19713  
302-996-5480/Fax 302-996-0269  
Website: [www.rockfordcenter.com](http://www.rockfordcenter.com)

**Shore Behavioral Health Services**  
Dorchester General Hospital  
300 Byrn Street, Cambridge, MD 21613  
410-228-6800/5511/Fax 410-228-3491  
Toll free: 888-514-4500  
Website: [www.shorehealth.org](http://www.shorehealth.org)

**Shore Health System at Memorial Hospital at Easton**  
219 S. Washington Street, Easton, MD 21601  
410-822-1000, Ext. 5555  
Website: [www.shorehealth.org](http://www.shorehealth.org)

**Shore Health System at Dorchester General Hospital**  
300 Byrn Street, Cambridge, MD 21613  
410-228-5511, Ext. 8360  
Website: [www.shorehealth.org](http://www.shorehealth.org)

**Springfield Hospital Center (Muncie and Deaf Service Unit)**  
6655 Sykesville Road  
Sykesville, MD 21784  
410-970-7200

**The Schapiro Training & Employment Program, Inc. (STEP, Inc.)  
Division of the Goodwill Industries of The Chesapeake, Inc.**  
P.O. Box 2920, Easton, MD 21601  
410-820-9853/Fax 410-770-3555  
Website: [www.stepincweb.org](http://www.stepincweb.org)

**Upper Shore Community Mental Health Center**  
300 Scheeler Road., P.O. Box 229, Chestertown, MD 21620  
410-778-6800/Fax 410-778-1648

**Warwick Manor Behavioral Health**

3680 Warwick Road, East New Market, MD 21631  
410-943-8108/ Hotline 800-344-6423

**Other Supportive Agencies**

**Caroline County**

**Caroline County Department of Social Services**

207 S. Third Street, Denton, MD 21629  
410-819-4500/Fax 819-4504

**Caroline County Health Department**

403 S. 7<sup>th</sup> St, Denton, MD 21629  
410-479-8030/Fax 410-479-0554

**Caroline County Human Service Council (LMB)**

317 Carter Avenue, Suite 101, Denton, MD 21629  
410-479-4446/Fax 410-479-4617  
E-Mail: renee\_woodworth@mail.cl.k12.md.us

**Family Support Center Caroline County**

100 N. 6<sup>th</sup> Street, Denton, MD 21629  
410-479-3298/Fax 410-479-3789  
E-Mail: tearesa\_french@mail.cl.k12.md.us

**Judy Center Caroline County**

Federalburg Elementary School, Academy Avenue,  
Federalburg, MD 21632  
410-754-2467/Fax 410-754-7091  
E-Mail: tearesa\_french@mail.cl.k12.md.us

**Caroline County Department of Juvenile Services**

317 Carter Avenue, Suite 105, Denton, MD 21629  
410-819-6556/Fax 410-479-5719

**Dorchester County**

**Dorchester County Department of Social Services**

627 Race Street, Cambridge, MD 21613  
410-901-4100/Fax 901-2705

**Dorchester County Health Department**

3 Cedar St, Cambridge, MD 21613  
410-228-3223/Fax 410-228-9319

**Dorchester County Office of Child & Family Services (LMB)**  
PO Box 26, 501 Court Lane, Room 103, Cambridge, MD 21613  
410-228-0638/Fax 410-228-9642  
E-Mail: nshockley@lmb.docogonet.com

**Judy Center Dorchester County**  
1405 Glasgow Road, Cambridge, MD 21613  
410-221-5268/Fax 410-228-0534  
E-Mail: fisherm@dcpsmd.org

**Dorchester County Department of Juvenile Services**  
310 Gay Street, Cambridge, MD 21613  
410-228-6452/Fax 410-228-3342

**Kent County**

**Family Support Center Kent County**  
601 High Street, Chestertown, MD 21620  
410-778-7911/Fax 410-778-6328  
E-Mail: director@soskfc.com

**Judy Center Kent County**  
Garnett Elementary School  
320 Calvert Street, Chestertown, MD 21620  
410-810-3903/Fax 410-778-5707  
E-Mail: bpack@kent.k12.md.us

**Kent County Department of Social Services**  
(Physical Address): 350 High Street, Chestertown, MD 21620  
(Mailing Address): PO Box 670, Chestertown, MD 21620  
410-810-7600/Fax 778-1497

**Kent County Health Department**  
125 Lynchburg St, Chestertown, MD 21620  
410-778-1350/Fax 410-778-6119

**Kent County Local Management Board for  
Child & Family Services (LMB)**  
118 N. Cross Street, 2nd Floor, Chestertown, MD 21620  
410-810-2673/Fax 410-778-2674  
E-Mail: cedwards@kentgov.org

**Kent County Department of Juvenile Services**  
215 Court Street, Chestertown, MD 21620  
410-778-6103/Fax 410-778-6307

## **Queen Anne's County**

### **Family Support Queen Anne's County**

5441 Main Street, Grasonville, MD 21638  
410-827-7656/Fax 410-827-7861  
E-Mail: qacfam1st@goeaston.net

### **Judy Center Queen Anne's County**

5441 Main Street, Grasonville, MD 21638  
410-827-4629/Fax 410-827-4548  
E-Mail: thomsog@qapcs.k12.md.us

### **Queen Anne's Co. Community Partnership for Children (LMB)**

PO Box 418, 320 Pennsylvania Avenue, Centreville, MD 21617  
410-758-6677/Fax 410-758-6904  
E-Mail: mclark@qac.org

### **Queen Anne's County Department of Social Services**

125 Comet Drive, Centreville, MD 21617  
410-758-8000/Fax 758-8110

### **Queen Anne's County Health Department**

206 N. Commerce St, Centreville, MD 21617  
410-758-0720 x307/Fax 410-758-2838

### **Queen Anne's County Department of Juvenile Services**

120 Broadway, Suite 9, Centreville, MD 21617  
410-819-4180/Fax 410-819-4190

## **Talbot County**

### **Family Support Center Talbot County**

126 Port Street, Second Floor, Easton, MD 21601  
410-820-6940/Fax 410-820-6958  
E-Mail: katstork@talbothealth.org

### **Judy Center Talbot County**

Easton Elementary School-Dobson Building  
305 Glenwood Avenue, Easton, MD 21601  
410-820-7468/Fax 410-820-8793  
E-Mail: madkins@tcps.k12.md.us

### **Talbot County Department of Social Services**

PO Box 1479, 301 Bay Street, Unit 5, Easton, MD 21601  
410-770-4848/Fax 410-820-7117

**Talbot County Health Department**  
100 S. Hanson St, Easton, MD 21601  
410-819-5600/Fax 410-819-5690

**Talbot Family Network (LMB)**  
142 N. Harrison Street, Easton, MD 21601  
410-770-6870/Fax 410-822-2670  
E-Mail: dhacker@talbotcountymd.gov

**Talbot County Department of Juvenile Services**  
600 Dover Road, Suite 104, Easton, MD 21601  
410-822-5010/Fax 410-822-5550

## **Regional**

**Maryland Coalition of Families for Children's Mental Health**  
10632 Little Patuxent Parkway, Suite 119, Columbia, MD 21044  
410-479-4934/Fax 410-479-5667  
E-Mail: hrochon@mdcoalition.org  
Website: www.mdcoalition.org

**Local Family Navigators**  
Caroline County - Heidi Rochon  
317 Carter Avenue, Suite 103  
Denton, MD 21629  
410-479-1146  
hrochon@mdcoalition.org

QA/Kent County - Diane Lane  
118 N Cross Street, 2<sup>nd</sup> Floor  
Chestertown, MD 21620  
410-810-2673  
dlane@mdcoalition.org

Talbot/Dorchester County - Bernadette Townsend  
2450 Cambridge Beltway  
Cambridge, MD 21613  
410-901-1007  
btownsend@mdcoalition.org

## **TELEPSYCHIATRY PARTNERS**

### **Maryland Department of Health and Mental Hygiene/ Mental Hygiene Administration**

55 Wade Avenue, Catonsville, Maryland 21228  
410-767-6860 / 1-877-463-3464  
[www.dhmh.state.md.us](http://www.dhmh.state.md.us)

### **University of Maryland School of Medicine, Department of Psychiatry**

701 West Pratt Street,  
Baltimore, Maryland 21201  
410- 706-4730  
[bgrady@psych.umaryland.edu](mailto:bgrady@psych.umaryland.edu)

[medschool.umaryland.edu/Psychiatry](http://medschool.umaryland.edu/Psychiatry)

Robert White, Director of Behavioral Health  
[rwhite@psych.umaryland.edu](mailto:rwhite@psych.umaryland.edu)  
(410) 328-8549  
Fax (410) 328-1132  
[medschool.umaryland.edu/](http://medschool.umaryland.edu/)

### **Garrett County Core Service Agency**

1025 Memorial Drive Suite 104,  
Oakland, MD 21550  
301-334-7440  
Fax (301) 334-7441  
[gccsa@dhmh.state.md.us](mailto:gccsa@dhmh.state.md.us)  
[www.garretthealth.org/departments/core](http://www.garretthealth.org/departments/core)

### **St. Mary's County Department of Human Services**

23115 Leonard Hall Drive,  
Leonardtown, MD 20650  
301-475-4361  
Fax: 301-475-4290  
[csa@mhasm.com](mailto:csa@mhasm.com)  
[www.stmarysmc.com/humanservices/](http://www.stmarysmc.com/humanservices/)

**TELEPSYCHIARTY SITES:**

**St. Mary's County**

Pathways, Inc  
44101 Airport View Drive  
Hollywood, Maryland 20636  
301-373-3065

**Garrett County**

Garrett County Health Department  
1025 Memorial Drive  
Oakland, Maryland 21550  
301-895-3111

**Dorchester County**

Dorchester County Wellness Center Program  
Mace's Lane Middle School  
1101 Maces Lane  
Cambridge, Maryland 21613  
410-228-0973

**Talbot County**

Maple Shade Youth and Family Services  
Choptank Community Health Clinic, Bay Hundred  
1013 Talbot Street  
St. Michaels, Maryland 21663  
410-777-8491

**Kent County**

A.F. Whitsitt Center  
300 Scheeler Road  
Chestertown, Maryland 21620  
410-778-6404 ext. 33

**Caroline County**

Caroline County Mental Health Clinic  
606 Sunnyside Avenue  
Denton, MD 21629  
410-479-3800

**OTHER LISTINGS**

**Mid-Shore Council on Family Violence**

P.O. Box 5, Denton, MD 21629

24-Hour Hotline .....1-800-927-4673

Provides direct services for victims of family violence including: 24-hour hotline, crisis intervention, counseling, support groups, emergency shelter, client advocacy, children's program, batterers' program, court accompaniment, information & referral.

Website: [www.msfcv.org](http://www.msfcv.org)

**Caroline County:**.....410-479-1149

**Dorchester County:**.....410-221-9787

**Kent County:** .....410-778-4316

**Queen Anne's County:**.....410-827-7656, Ext. 306

**Talbot County:** .....410-820-9333

**Chesapeake Helps**

Information Resource for Families.....866-722-4577

Website: [www.chesapeakehelps.org](http://www.chesapeakehelps.org)

**American Red Cross**

24-Hour Answering Service .....800-777-6620

Website: [www.redcrossdelmarva.org](http://www.redcrossdelmarva.org)

**National Alliance on Mental Illness (NAMI)**

Dedicated to improving the quality of life for children and adults with neurobiological based mental illnesses/brain disorders.

Website: [www.nami.org](http://www.nami.org)

**NAMI Mid-Shore**

Cambridge, MD 21613 .....410-228-5680

**Mid-Shore Anti-Stigma Coalition**

The Mission of the Mid-Shore Anti-Stigma Coalition is to significantly improve the perceptions of the public regarding mental illness, thereby increasing opportunities for people with mental illness to lead a satisfying and productive life on the mid-shore of Maryland.

8221 Teal Drive, Suite 203, Easton, MD 21601

Website: [www.msmhs.org](http://www.msmhs.org)

**Mental Health Association in Talbot County**

Dedicated to promoting mental health, preventing mental illness through programs of advocacy, public education and community service.

611-B Dutchman's Lane, Easton, MD 21601

410-822-0444/Fax 410-820-7283

**Recorded Information Service**

(from The Mental Health Association and The Memorial Hospital of Easton)  
An anonymous system for obtaining confidential information about a variety of health and related subjects.

410-819-6600

Website: [www.shorehealth.org](http://www.shorehealth.org)

**Talbot County disAbility Coalition**

A collaboration of agencies serving individuals with disabilities of all forms - physical, developmental or mental health. Meetings are open to all that wish to attend.

Talbot County Chamber of Commerce

101 Marlboro Avenue, Easton, MD 21601

410-822-4606/Fax: 410-822-7922

**Talbot Partnership Services**

For alcohol and other drug abuse prevention.....410-819-8067

**MyFamilyNeeds**

Database of community information for Caroline County. Funded by a grant from Caroline County Human Services Council and sponsored by Caroline County Libraries.

Website: [www.myfamilyneeds.info](http://www.myfamilyneeds.info)

**Maryland Disability Law Center (MDLC)**

A private non-profit organization staffed by attorneys and paralegals. The protection and advocacy organization for Maryland.

1800 N Charles Street, 4th Floor, Baltimore, MD 21201

410-727-6352 or 800-233-7201/Fax 410-727-6387

Website: [www.mdlcbalto.org](http://www.mdlcbalto.org)

**Maryland Volunteer Lawyers Service (MVLS)**

Legal assistance for people in need. MVLS provides free or reduced fee representation to low-income individuals and non-profit organizations that have civil legal issues throughout Maryland.

One North Charles Street, Suite 222, Baltimore, MD 21201

800-510-0050 (toll free)

Website: [www.mvlslaw.org](http://www.mvlslaw.org)

**The Parents' Place of Maryland**

If you have a child with a disability, or if you want to help parents who do.

801 Cromwell Park Drive, Suite 103, Glen Burnie, MD 21061

410-768-9100/Fax 410-768-0830

E-mail: [info@ppmd.org](mailto:info@ppmd.org)

Website: [www.ppmd.org](http://www.ppmd.org)

**The Rockford Center**

Rockford Center is an acute, psychiatric hospital located in Newark, DE, specializing in the care of individuals suffering from acute psychiatric symptoms. Rockford Center accepts Delaware and Maryland medical assistance as well as most major insurance carriers. Rockford Center has an Assessment and Referral Center (ARC) that operates 24 hours a day and 7 days a week. Rockford Center is also a dual-diagnosis facility and is fully equipped to handle patients suffering from co-occurring disorders.

100 Rockford Drive, Newark, DE 19713  
302-996-5480/Fax 302-996-0269  
Website: [www.rockfordcenter.com](http://www.rockfordcenter.com)

**Social Security Office**

828 Airpax Road, Suite 500, Cambridge, MD 21613  
410-228-8811 or 800-772-1213 (toll free)

**Other Websites:**

- Department of Health and Mental Hygiene [www.dhmf.state.md.us](http://www.dhmf.state.md.us)
- Mental Hygiene Administration [www.dhmf.state.md.us/mha](http://www.dhmf.state.md.us/mha)
- Department of Human Resources [www.dhr.state.md.us](http://www.dhr.state.md.us)
- Governors Office for Children [www.ocyf.state.md.us](http://www.ocyf.state.md.us)
- Department of Disabilities [www.mdod.maryland.gov](http://www.mdod.maryland.gov)
- Substance Abuse and Mental Health Services Administration [www.samhsa.gov](http://www.samhsa.gov)
- Social Security Online [www.ssa.gov](http://www.ssa.gov)
- Voice of the Homeless [www.umbprojecjumpstart.org](http://www.umbprojecjumpstart.org)
- Centers for Medicare & Medicaid Svc. [www.cms.hhs.gov](http://www.cms.hhs.gov)
- Mental Health America [www.nmha.org](http://www.nmha.org)

**HOMELESS RESOURCES**

**Case Management (PATH)**

Homeless Outreach Case Management  
Crossroads Community, Inc. (Mental Health Only)  
Serving all 5 counties.....410-758-3050

**Emergency Shelters**

Neighborhood Service Center (Easton).....410-822-5015 or 410-820-7013  
Salvation Army (Cambridge).....410-228-2442  
Christian Shelter (Salisbury).....410-749-5673

**Cold Weather Shelters**

Kent County (The Samaritan Group).....443-480-3564  
or inquire at Kent County DSS.....410-810-7600  
Dorchester County .....410-901-4100  
(through Dorchester County DSS)  
Queen Anne’s County.....410-643-3316  
(Our Haven Shelter – www.qacca.org)  
Caroline County.....866-607-7482  
(Voice of the Homeless – www.voiceofthehomeless.com)  
Talbot County – Under Development – www,whatsoeveryoudo.net for updates

**Transitional Shelters**

Delmarva Community Action Center.....410-901-2991  
(Cambridge)  
St. Martin’s House (Ridgely) .....410-634-2537

**Permanent Housing**

Supportive Housing Program – (Mental Health Only)  
Crossroads Community, Inc. ....410-758-3050  
Shelter Plus Care Housing Program – (Mental Health Only)  
Mid-Shore Mental Health Systems, Inc.  
(General Info. for Providers) .....410-770-4801  
(Outreach/Intake) .....410-758-3050

**Affordable Housing**

Main Street Housing  
(Mental Health Only).....410-770-4801

**Planning & Prevention**

Mid-Shore Roundtable (A Collaborative Effort to Improve Housing, Support Services and Resources to Address Homelessness)  
Mid-Shore Mental Health Systems, Inc. –  
Lead Agency.....410-770-4801

**Homeless Management Information Systems (HMIS)**

Data base for providers. Information and referral as well as tracking of homeless services in the region.

Mid-Shore Mental Health Systems, Inc.  
Serving all 5 counties.....410-770-4801

**Veterans Initiative Program**

Maryland’s Commitment to Veterans is a 3 year national model, pilot project funded by the State of Maryland in partnership between the Department of Health and Mental Hygiene, the US Department of Veterans Affairs, Maryland Department of Veterans Affairs, and the Maryland National Guard and Defense Force. The project offers resources to veterans returning from Iraq and Afghanistan who have not been able to obtain timely access to mental health, psychiatric and/or substance abuse services through the US Department of Veterans Affairs. Regional Resource Coordinators will work with veterans and family members to access these important services. Call toll free 1-877-770-4801 for more information.

Regional office locations:

**Eastern Shore Region**

Michael Bargiband  
611B Dutchman’s Lane  
Easton, MD 21601  
Cell: 410-725-9996  
Fax: 410-820-7283  
Email: [mbargiband@msmhs.org](mailto:mbargiband@msmhs.org)

**Western Region**

Benjamin Taylor  
339 East Antietam Street, Suite 5  
Hagerstown, MD 21740  
Cell Phone: 410-725-9837  
Fax: 301-739-2250  
Email: [btaylor@msmhs.org](mailto:btaylor@msmhs.org)

**Central Region**

Dennis “Mike” Duggan  
201 East Baltimore Street, Suite 1340  
Baltimore, MD 21202  
Cell Phone: 410-725-9971  
Fax: 410-837-2672  
Email: [mduggan@msmhs.org](mailto:mduggan@msmhs.org)

**Southern Region**

Arianna Hammond  
P.O. Box 2150  
La Plata, MD 20646  
Cell Phone: 410-725-9993  
Fax: 301-396-5248  
Email: [ahammond@msmhs.org](mailto:ahammond@msmhs.org)

**Program Director:**

**Laura Copland, MA, LCMHC**  
CoplandL@dhhm.state.md.us  
Phone: 410-724-3175

**OVERVIEW OF THE MARYLAND****PUBLIC MENTAL HEALTH SYSTEM (PMHS)**

At MSMHS we know that you may have other questions or concerns that this guide does not answer. Please call the 24-hour, toll-free help line at APS Healthcare, Inc.: **1-800-888-1965**

APS Healthcare, Inc., MAPS-MD is the organization under contract with MHA to process claims, enroll consumers, preauthorize medically necessary services, credential providers and pay claims.

**EVERYTHING IS CONFIDENTIAL**

All staff must follow strict rules and follow all laws and regulations about releasing consumer information. A consumer must provide written authorization before information is released, unless a psychiatric emergency or law shows otherwise. No one can obtain information from the PMHS about your care unless they are part of the Public Mental Health System providing or managing your health care services.

### ***How do I know if I need help?***

You may need help if:

- you can't cope with daily life;
- you feel very sad, stressed or worried;
- you are not sleeping or eating well;
- you want to hurt yourself or others; and/or
- you are troubled by strange thoughts or strange sounds (e.g., hearing voices).

### ***How do I know if my child needs help?***

Your child may need help if he/she:

- has trouble concentrating;
- loses interest in activities;
- withdraws from friends without explanation;
- shows dramatic changes in sleeping and/or eating;
- is preoccupied with death or violence;
- is frequently aggressive; and/or
- shows a decline in school performance.

### ***Can the system help me?***

You can get help if you need mental health care and receive Medical Assistance. You may be able to get help if you have limited income, but do not qualify for Medical Assistance.

If you do not have Medical Assistance, you may need to pay a portion of your care. Your provider can help you determine how much you need to pay, if any.

If you need assistance, contact MSMHS at **410-770-4801**.

### ***How can the system help?***

Your benefits include the following:

- A toll-free number for assistance or to answer questions 24-hours-a-day, 7-days-a-week at 1-800-888-1965;
- Help in an emergency or a crisis;
- Many types of mental health services; and,
- A Care Management Team ready to understand your needs and assist you in finding the help you need.

Contact your Managed Care Organization (MCO) to make sure your physical care needs are addressed.

## ***How to use Maryland's PMHS toll-free Help Line***

One call provides access to all services, 24-hours-a-day, any day of the year. Call for help or information about:

- Emergency help around the clock, every day of the year;
- Information about the program benefits and services;
- Obtaining mental health services.

### ***Who will take the call?***

A Client Service Representative (CSR) will answer the phone. They will ask for general information such as your name and the reason for calling. If treatment is needed, you can speak with a Care Manager.

A Care Manager coordinates the services to be provided. They are experienced and licensed and will help you get the best care possible.

### ***What types of services are covered?***

Maryland's PMHS is positioned to meet your mental health needs anywhere in the state. Covered services may include:

24-Hour Crisis Help	Hospitalization
Outpatient Therapy	Residential Rehabilitation
Supported Living	Outpatient
Rehabilitation Services	Mental Health Services
Targeted Case Management	Mobile Treatment
Intensive Support Services	Respite
Day Treatment	Partial Hospitalization
Other Community-Based	Intensive Outpatient Services
Residential Treatment	

\*Please Note: All of the above services may not be available to all consumers.

### ***How to get help?***

When you think you might have a mental health problem, getting help may be urgent. You can obtain help quickly in these ways:

- Call MAPS-MD at any time of the day or night, seven days a week. They will arrange for the right type of service to meet your needs.
- During business hours, you may call or walk into any Public Mental Health System provider in your area to request services.
- Your Managed Care Organization (MCO) or Primary Care Physician may refer you to MAPS-MD for mental health care.

*If you're not sure what to do,  
call MAPS-MD at 1-800-888-1965*

### *Getting Care Approved*

MAPS-MD must approve a service before a provider can give you care. They approve services that will best meet your needs.

Services are approved because they are:

- Appropriate for your needs;
- Provided in the setting that gives you the most freedom; and,
- Believed to be the most helpful.

### *Emergency Care*

If you believe you or a family member has an emergency, you should go to the emergency room closest to your home or call 911. If you are not sure, be safe: Call the Life Crisis Hotline at 1-800-422-0009 OR 410-749-HELP to discuss your concerns. Additionally, you can call the MAPS-MD help line at 1-800-888-1965. You will be helped to assess the seriousness of the situation and assisted in obtaining care right away.

Emergency rooms in the Mid-Shore region are:

- Chester River Health System, 100 Brown Street, Chestertown, MD
- Shore Health Systems at Dorchester General Hospital, 300 Byrn Street, Cambridge, MD
- Shore Health Systems at Memorial Hospital at Easton, 219 South Washington Street, Easton, MD.

### *Claims and Payment*

The Care Manager at MAPS-MD consults with your provider to develop a care plan. If hospitalization is needed, the Care Manager approves a certain number of days. MAPS-MD will monitor your care and work with your providers.

MAPS-MD will pay providers for the services that you receive. If you do not receive Medical Assistance, you may be asked to pay part of the fee based on your ability to pay.

### **MEDICAL ASSISTANCE INELIGIBLE**

**Medical Assistance Ineligible (MAI)** consumers are individuals for whom, because of the severity of mental illness and financial need, the cost of medically necessary and appropriate mental health services will be subsidized by the **Mental Hygiene Administration (MHA)**. The benefits are subject to the availability of funds appropriated to the MHA. The term 'benefit' as referred to MAI consumers does not

guarantee rights to services. The term 'uninsured' refers to consumers who have no insurance.

Medical Assistance Ineligible (MAI) consumers may be served in the PMHS if they meet one of the following criteria:

- Meet the criteria for Pharmacy Assistance;
- Have been served in the PMHS before 7/1/2002;
- Are currently homeless;
- Have SSDI with a Mental Health Disability;
- Are on Conditional Release from MD Medicaid Psychiatric Hospital;
- Have been discharged from a Maryland Medicaid Psychiatric Hospital within the last three months; and/or
- Have been released from prison within the last three months.

### ***Eligibility Requirements***

In order to be eligible for benefits, an applicant must be a citizen of the United States with a valid social security number or be one of the following:

- An alien who is lawfully admitted for permanent residence;
- An alien who is permanently residing in the United States under order of law, in accordance with the provisions of the Immigration and Nationality Act, 8 U.S.C. 1011, *et seq.*, including an alien who is lawfully present in the United States under 212(d)(5) of the Immigration and Nationality Act, 8 U.S.C. 1182(d)(5);
- An alien lawfully admitted to the United States on or after April 1, 1981, under the Refugee Assistance Act of 1980, PL 96-212, 8 U.S.C. 1521-1525, and who has resided in the United States for less than 36 months;
- An alien who has been granted (and maintains) temporary lawful residence status under Section 245A of the Immigration and Nationality Act, P.L. 99-603, 8 U.S.C. 1255a, and is in one of the excepted groups; or
- An alien who is a pregnant woman or child and has permanent residence and/or has been lawfully granted temporary resident status.

### ***Residency***

In order to be eligible for benefits, an applicant shall be a resident of Maryland. An applicant is a resident of Maryland if, at the time of application, the person is voluntarily living in Maryland with the intention of making Maryland the applicant's home. If an applicant has entered the State for a temporary purpose and is not intending to become a resident of Maryland, the applicant is not eligible. Residency is retained until abandoned. Temporary absence from the State with the intention to return to the State does not interrupt continuity of residency.

## *Services*

### **Psychiatric Rehabilitation Services for MAI Consumers:**

To be eligible for psychiatric rehabilitation and residential rehabilitation services, the consumer must be in the target population. Target population is defined as those children, adolescents and adults for whom, because of the seriousness of their mental illness, extent of functional disability and financial need, the Department has declared priority for publicly funded services.

Target population includes:

**Child or Adolescent** with serious emotional disturbance, a condition that is:

- Diagnosed with a mental health diagnosis, according to a current Diagnostic and Statistical Manual of the American Psychiatric Association and;
- Characterized by a functional impairment that substantially interferes with or limits the child's role or functioning in the family, school or community activities.

**Adult** with a serious and persistent mental disorder which is:

- Diagnosed according to a current Diagnostic and Statistical Manual of the American Psychiatric Association and;
- Characterized by impaired role functioning on a continuing or intermittent basis for at least two years.

### **Outpatient Services for MAI Consumers:**

For outpatient services, the consumer must have a Pharmacy Assistance Program Card or meet the criteria for Pharmacy Assistance and have an urgent need for immediate outpatient services.

## *Application/Registration Process*

Requests for services for MAI consumers can come from the provider or the consumer by calling MAPS-MD at 1-800-888-1965. MAPS-MD will conduct a preliminary assessment over the phone to establish that the consumer is eligible to receive services in the PMHS. The consumer will then be referred to a provider according to his or her level of need (routine, urgent or emergent). A provider could also request services for MAI consumers through Care Connections. Requests will be forwarded to the CSA for review and authorization.

## *Special Circumstances*

A co-pay for services may be required.

**INFORMATION ON ENTITLEMENTS**  
**(Public Mental Health System)**

**INCOME SUPPORTS**

**Federal Level:**

1. **Supplemental Security Income (SSI-Title XVI):** This federal government income supplement is for those who meet the Social Security Administration's (SSA) requirements for financial need due to disability, blindness, or age, and have no substantial history of employment. As of January 1, 2006, the maximum monthly benefit available to an individual was \$603; for a couple \$904. If you are found eligible for SSI, you are automatically eligible for Medical Assistance.
2. **Social Security Disability Insurance (SSDI-Title II):** This federal government income support is also for those who have met eligibility requirements for disability, but is based on the amount and recency of one's past earnings. If the amount of the SSDI benefit is below \$504 per month, it is possible to receive SSI as well. Benefits from a spouse's record can be granted to a disabled widow over age 50, even if the widow has never been employed. Individuals who are disabled prior to age 18 may be able to draw on a disabled, deceased or retired parent's claim indefinitely.

For both of these entitlements, there is a complicated application process and several eligibility requirements that must be met. The application process begins by contacting the local Social Security Office located at 828 Airpax Road Suite 500, Cambridge, Maryland 21613; website: [www.ssa.gov/work/Resources/Toolkit/redbook.pdf](http://www.ssa.gov/work/Resources/Toolkit/redbook.pdf); 410-228-8811 or 1-800-772-1213; to request full information as well as forms to be mailed to you, and to schedule an appointment.

Information that you will need to submit:

- Original social security card and proof-of-age documents (no copies accepted).
- Full medical information including name, address and phone numbers of all physicians, hospitals, clinics, etc., that have provided treatment. This is needed to document your disability.
- Summary of employers and type of work performed during the previous 15 years.
- Copy of the previous year's W-2 form from any employment.
- Proof of marriage, if the spouse is applying.

It is recommended that the completed application and all accompanying and subsequent documentation be **HAND DELIVERED** to the Social Security office rather than mailed. You should request a receipt or some documentation from SSA.

If you are applying for SSI, you will also need full information regarding financial assets (bank accounts, stocks, bonds, trust accounts and burial accounts or trusts, etc.). If you are living with family who helps to support you, the monetary award will be less. Families are often contacted regarding how much support they provide. If a recipient of SSI obtains employment, Social Security must be notified immediately.

Social Security considers many factors in making awards, including ability to work and diagnosis. Some diagnoses qualify a person automatically; others require substantial documentation and may require a physical examination by a physician under contract to the Social Security Administration.

The process of determining your disability is the same for SSI and SSDI. The process takes approximately 120 days and will include consideration of your ability to work in jobs other than the kind you may have done prior to becoming disabled. For medical determination, Social Security uses the Disability.

## **HEALTH INSURANCE**

**Medicare** - An individual becomes eligible for Medicare after receiving SSDI for 24 months or if over 65 years of age. Part A provides hospitalization coverage at no cost to the recipient. Part B is optional and covers other medical expenses on a co-payment schedule of 80/20 percent. The cost of Part B (\$43.60) is deducted from the monthly Social Security check.

**Medicaid (Medical Assistance)** - This health insurance is a joint federal and state entitlement available to those who meet requirements of income and documented expenses. It is provided automatically for recipients of SSI by the state and to TEMHA recipients on a temporary basis. In some cases, it is available to those with very high medical expenses on a spend-down basis. If the individual receives Medical Assistance as the primary insurance, he/she would access services in the Public Mental Health System when treatment exceeds the ability of the primary care physician to provide or when the individual needs rehabilitation services funded only by the Public Mental Health System.

Since July 1997, somatic health care under Medicaid has been administered through a program called HealthChoice. If you receive Medicaid, you will need to select a primary care physician to address your medical needs. The change does not apply to those in nursing homes or who receive Medicare and Medicaid.

All recipients will have to choose one of the HealthChoice approved Managed Care Organizations (MCO).

**The Maryland Children's Health Program (MCHP):** On April 28, 1998, Governor Glendening signed a law that created the Maryland Children Health Program which provides health insurance coverage for average to low income children and pregnant women. Those eligible will be included in the Health Choice program. The new

program began on July 1, 1998. Children under the age of 19 and pregnant women of any age are eligible for the program if they have a family income that is at or below \$22,422 for a family of two, \$28,231 for a family of three or \$34,040 for a family of four.

The following medical services are covered under the program: hospital care, prenatal doctor visits and hospital delivery bill, home health, mental health, drug and alcohol abuse services, prescription medicines, dental and vision care, shots, lab work and tests, doctor visits, check-ups and specialty care

You may obtain an application from your county health department or Department of Social Services. For further information, call 1-800-456-8900. Determination Services Agency in Towson, Maryland. If benefits are denied, there is an appeal process available.

Both SSI and SSDI programs have a variety of work incentives to encourage individuals with disabilities to re-enter the work force while maintaining their benefits. Information about these programs can be obtained from the local Social Security office or from a vocational counselor in an approved vocational program.

**Employed Individuals with Disabilities Program (EID):** This program offers Medical Assistance benefits to those with disabilities who work. All Medical Assistance services are covered including prescription drugs. This program has higher income guidelines than any other Medical Assistance program. There is a fee of \$75 to enroll in the program and you must enroll every six months. If you cannot afford the fee you can request a waiver. You may stay in the program as long as you qualify. If you lose your job for reasons beyond your control you may remain in the program for four months after the end of your employment.

**Primary Adult Care (PAC):** This program provides coverage for out patient services for adults over 19 who have limited income. Under PAC you will get free visits to a family doctor and low cost or no cost prescriptions. This plan does not cover admissions to a hospital.

**Maryland Health Insurance Plan (MHIP):** MHIP is a state administered health insurance program for Maryland residents who do not have access to health insurance. You may be eligible if:

- Are not eligible for group health coverage or any other government sponsored health insurance coverage.
- Have exhausted all available group coverage or moved into Maryland from another state's high-risk pool.
- Have, or have been offered, health insurance that provides limited coverage or excludes coverage for specific medical conditions.
- Are receiving unemployment benefits because your job was eliminated because of the effect of foreign imports on your employer or receive pension benefits from the Pension Benefit Guaranty Corporation..
- Have been refused individual health insurance for medical reasons or have a specified medical condition.

## State Level:

1. **Public Assistance for Adults:** This personal needs allowance is designated for individuals who reside in Residential Rehabilitation Programs (RRPs) funded by the Public Mental Health System. Yearly re-application is necessary. The amount available is small (\$82 per month in 1999). Apply through local Department of Social Services office.
2. **TEMHA - Transitional Emergency Medical and Housing Assistance:** A short-term program for individuals who can document a disability and who have no income and very few resources. This program provides a small monthly cash allotment (maximum \$185 per month) during which time you are required to apply for Social Security benefits. If you are denied benefits, free legal assistance is provided. It is considered a loan and must be repaid: a) by the individual if the disability lasts less than one year, or b) from the individual's Social Security back-benefit award when granted.
3. **TCA - Temporary Cash Assistance to Families with Dependent Children:** This income support program is administered by the state through the Department of Social Services. This time-limited program provides temporary cash assistance to someone with a child six months or older and the recipient is required to actively participate in seeking employment.
4. **Energy Assistance, Food Stamps, and the WIC (Women, Infants & Children) Program:** All these programs offer specific, limited support with varying eligibility requirements. Information regarding Energy Assistance and Food Stamps can be obtained through the Department of Social Services. The WIC program provides formula, milk and pabulum for new mothers in need. This program can be accessed through your local Health Department.
5. **MPAP - Maryland Pharmacy Assistance Program:** This program helps low income resident's pay for certain maintenance medications used to treat chronic conditions. Recipients pay a small co-pay and have to meet income and asset guidelines. Currently, an individual may have an income of \$10,428 and qualify for this service. Call 1-800-226-2142 for an application/information. Available to qualified Medicare beneficiaries whose income is low, but too high to qualify for Medical Assistance.

### **Providing Services through the Public Mental Health System**

To become a provider under the Public Mental Health System, your first step is to contact Medical Assistance (MA) Provider Enrollment at 410-767-5340 to obtain an MA Number. At the same time, you should contact the Office of Health Care Quality at 877-463-3464 to obtain an application packet.

Any provider who is authorized under Health Occupations Article to provide mental health services or is licensed, approved, or certified, has the requisite experience and complies with Medical Assistance and Mental Health Regulations can be a provider in the PMHS.

In order to provide and bill for services under the PMHS, providers must be enrolled in APS Care Connections System. Information about MAPS-MD and how to enroll in the APS Care Connections System can be found at <http://maps-md.com>.

MAPS-MD: 1-800-888-1965  
Provider Relations: 410-277-0513, Ext. 13

Following enrollment, providers will be supplied with the Public Mental Health System Provider Manual and other training materials.

### **GRIEVANCES AND APPEALS**

If you or your provider do not agree with a MAPS-MD decision about your care, you may appeal. The appeal process can include three levels of review. Care Managers must ask the opinion of a physician advisor before care can be denied and must offer an alternate plan to the services being requested.

**LEVEL I:** You or your provider may ask for a review by the physician advisor. The decision is made within 24 hours of the request unless it is urgent. In this case, the decision is made within one hour of the request.

**LEVEL II:** If either you or your provider is not satisfied, you may request within three business days a second opinion from MAPS-MD Medical Director. Requests may be made in writing or by phone. More information may be shared and discussed during this time.

**LEVEL III:** If either you or your provider is still not satisfied, you may request an opinion from MSMHS. A decision will be made within ten working days, unless it is urgent. In this case, the decision is made within five working days. During review by MSMHS, care will continue to be provided to you.

Medical Assistance recipients also have the right to appeal to the State Office of Administrative Hearings (11101 Gilroy Road, Hunt Valley, MD 21031; 410-229-4100) at any point during the appeal process.

Consumers who do not have Medical Assistance can appeal to the Mental Hygiene Administration.

## Complaints

If you are not satisfied with a provider, services or the mental health system, call toll-free 1-800-888-1965. MAPS-MD will assist you and refer your call or issue to the appropriate party.

You may also call MSMHS at 410-770-4801 and we will assist you.

For questions regarding private insurance please contact:

**MARYLAND INSURANCE ADMINISTRATION – MIA**  
**525 ST. PAUL PLACE, BALTIMORE, MD 21202-2272**  
**410-468-2000 OR 1-800-492-6116 (TOLL FREE)**  
**1-800-735-2258 (TTY)**  
Website: [www.mdinsurance.state.md.us](http://www.mdinsurance.state.md.us)

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Please visit  
**Mid-Shore mental Health Systems, Inc.’s**  
website at:

**<http://www.msmhs.org>**

We have additional information and links to a variety of sites that provide information on pharmaceuticals, state and federal programs, mental health issues, and other information that might be valuable to individuals interested in mental health and human services.