

## PLAN PHONE NUMBERS AND WEBSITES

### Medical Plans

#### **CareFirst BlueCross BlueShield PPO**

State Operations Center  
(410) 581-3601 (Baltimore)  
1-800-225-0131 (Outside Baltimore)  
(410) 998-7338 TTY/TDD  
Open Enrollment Hotlines  
(410) 581-3602 (Baltimore)  
1-800-852-4463 (Outside Baltimore)  
Website: [www.carefirst.com/statemd](http://www.carefirst.com/statemd)

#### **CareFirst BlueCross BlueShield Maryland POS**

State Operations Center  
(410) 581-0021 (Baltimore)  
1-800-203-2763 (Outside Baltimore)  
(410) 998-7338 TTY/TDD  
Open Enrollment Hotline  
(410) 581-3602 (Baltimore)  
Website: [www.carefirst.com/statemd](http://www.carefirst.com/statemd)

#### **CareFirst BlueCross BlueShield BlueChoice HMO**

(410) 654-8675 (Baltimore)  
1-800-445-6036 (Within Maryland)  
(410) 605-2492 TTY/TDD  
1-800-828-3196 TTY/TDD  
Website: [www.carefirst.com/statemd](http://www.carefirst.com/statemd)

#### **Kaiser Permanente (HMO)**

1-800-777-7902 (Baltimore)  
(443) 663-6181 (Baltimore)  
(301) 468-6000 (Washington)  
1-800-368-5784 (Washington)  
(410) 339-5545 TTY/TDD (Baltimore)  
(301) 816-6344 TTY/TDD (Washington)  
Website: [www.KaiserPermanente.org](http://www.KaiserPermanente.org)

#### **Aetna QPOS**

1-800-501-9837  
1-800-501-9837 TTY/TDD  
Website: [www.aetna.com](http://www.aetna.com)

#### **MLH-EAGLE PPO (MAMSI)**

1-800-447-6267  
(301) 309-1710 TTY/TDD  
Website: [www.Mamsi.com](http://www.Mamsi.com)

#### **M.D.IPA Preferred POS (MAMSI)**

1-800-447-6267  
(301) 309-1710 TTY/TDD  
Website: [www.Mamsi.com](http://www.Mamsi.com)

#### **Optimum Choice HMO (MAMSI)**

1-800-447-6267  
(301) 309-1710 TTY/TDD  
Website: [www.Mamsi.com](http://www.Mamsi.com)

### Prescription Plan

#### **Catalyst RX**

Prescription Drug Plan Hotline:  
1-866-643-3004  
Website: [www.catalystrx.com/statemd](http://www.catalystrx.com/statemd)

### Dental Plans

#### **Dental Benefits Providers DHMO**

1-877-566-3562  
Website: [www.dbp-inc.com](http://www.dbp-inc.com)

#### **United Concordia DHMO and DPPO**

1-888-MD-TEETH  
(1-888-638-3384)  
Website: [www.ucci.com](http://www.ucci.com)

### Mental Health/Substance Abuse Plan

#### **APS Healthcare, Inc. (APS)**

1-877-239-1458  
Website: [www.APSHelpLink.com](http://www.APSHelpLink.com)  
MD State Code: SOM2002

### Long Term Care Plan

#### **The Prudential Insurance Company of America**

1-800-732-0416  
Website: [www.prudential.com/gltc](http://www.prudential.com/gltc)  
(group name: maryland, password: marylandltc)

### Accidental Death and Dismemberment

#### **Metropolitan Life Insurance Co.**

1-866-492-6983  
Website: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

### Term Life Insurance Plan

#### **Standard Insurance Co.**

1-888-246-9002  
Website: [www.standard.com/mybenefits/maryland](http://www.standard.com/mybenefits/maryland)

### Flexible Spending Account (FSA) Administration

#### **SHPS, Inc. (FSA Administrator Effective for Claims and Service Incurred beginning July 1, 2005):**

1-877-358-4276  
FAX: 1-866-643-2219  
Website: [www.myshps.com](http://www.myshps.com)

### Employee Benefits Division

301 West Preston Street, Room 510  
Baltimore, MD 21201  
(410) 767-4775  
1-800-30-STATE (1-800-307-8283)  
Website: [www.dbm.maryland.gov](http://www.dbm.maryland.gov)  
(Click on "Employee Services")

#### **Open Enrollment Hotlines:**

1-866-268-4459  
Email questions to: [dbmbenefitshelp@dbm.state.md.us](mailto:dbmbenefitshelp@dbm.state.md.us)  
(Available during Open Enrollment only)

Call: IVR 410-669-3893 or 1-888-578-6434  
TTY/TDD 410-333-5244  
24 Hours a day, 7 days a week during Open Enrollment