

## Issue 15: INSIDER'S EDGE: Let's go SHOPPING!

Medicaid Marge back again. This week, we get to talk about my FAVORITE topic *ever*: SHOPPING!



Ok, so maybe not that kind of shopping! Remember, Medicaid recipients will be able to select their MCO in Maryland Health Connection. Let's join Annie Applicant for a day of virtual shopping and see what happens when she uses Maryland Health Connection!

### **Annie Applicant goes shopping for an MCO**

Annie doesn't have insurance through work, so she wants to find out if she is eligible for Medicaid or insurance assistance through Maryland Health Connection. Annie goes online and logs into Maryland Health Connection. Following the step-by-step questions in the system, Annie provides information about her income, household size, and other background information. With a few clicks of her mouse and the help of Maryland Health Connection's real-time information, Annie receives good news: she is eligible for Medicaid! Now what?

Just like the application portion of Maryland Health Connection, the process for selecting an MCO is easy. Maryland Health Connection uses a series of questions to help Annie find the MCO best for her. Annie loves her doctor so she selects her primary care provider (PCP) in the system. Maryland Health Connection uses this information to list the MCOs active where Annie lives who work with Annie's doctor. The system allows Annie to compare the different MCOs side-by-side (though Annie might rather be comparing new shoes at Payless).



All of the language used in Maryland Health Connection, including the descriptions of the different MCOs and the services they offer, is simple and easy to read. Annie doesn't have to be a rocket scientist to understand it (pewh)!

Annie picks an MCO and Maryland Health Connection confirms that she will soon be enrolled. In the meantime, Annie can expect to receive a Medicaid/Medical Assistance card in the mail to use until she is enrolled with the MCO she chose. Annie also completes a form regarding her Health Service Needs. (A.k.a., the Health Risk Assessment. It's built into Maryland Health Connection too!) Providing this information will allow Annie's new MCO to help her quickly if she has urgent needs or is pregnant.

## **So what will the Maryland Health Connection look like??**

Sadly, I can't show you a picture of what Maryland Health Connection looks like just yet. (I know, I know!) But, I have it on good authority that the [Health Connection](#) looks a lot like travel web sites where you can compare prices on multiple hotels or flights at the same time.

Tune in next time for another informative edition of INSIDER'S EDGE! As always, if you have questions, send them to [dhmh.medicaidmarge@maryland.gov](mailto:dhmh.medicaidmarge@maryland.gov). No prize packages, but curiosity is its own reward when your question gets featured in a future issue of the INSIDER'S EDGE.