

**MARYLAND MEDICAID • HEALTHCHOICE & PRIMARY ADULT CARE (PAC) PROGRAMS
PHARMACY BENEFIT MANAGERS PHONE NUMBERS FOR MANAGED CARE ORGANIZATIONS**

Managed Care Organization (MCO)	Pharmacy Benefit Manager	Hours of Operation for Pharmacy Benefit Manager	Phone Number for Pharmacy Providers	Phone Number for Physician Providers
AMERIGROUP Community Care*	Caremark, Inc.	24 hours – 7 days per week	1-800-345-5413	AMERIGROUP Pharmacy Department 1-800-454-3730 Mon – Fri 8:00am – 7:00pm** Saturday 10:00am – 2:00pm 24 hour Nurse is available after hours
Diamond Plan from Coventry Health Care	Caremark, Inc.	24 hours – 7 days per week	1-800-345-5413	Diamond Plan Prior Authorization Unit 1-877-215-4100 Mon – Fri 8:30am – 6:00pm EST Except Holidays**
Jai Medical Systems*	BioScrip	24 hours – 7 days per week	1-800-213-5640	BioScrip Prior Authorization Desk 1-800-555-8513
Maryland Physicians Care*	Express Scripts, Inc.	7:00am – 7:00pm	1-800-235-4357	1-800-235-4357
MedStar Family Choice	Caremark, Inc.	24 hours – 7 days per week	1-800-345-5413	MedStar Family Choice 410-933-2200 or 1-800-905-1722 Mon – Fri 8:30am – 5:00pm**
Priority Partners*	Caremark, Inc.	24 hours – 7 days per week	1-800-345-5413	Priority Partners 1-888-819-1043 Mon – Fri 8:00am – 5:00pm**
UnitedHealthcare*	Medco Health Solutions	24 hours – 7 days per week	1-800-922-1557	1-800-310-6826 Physician Prior Authorization Phone Unit 24 hours – 7 days per week

*MCOs with HealthChoice & PAC enrollees.

** Per Caremark - they only handle calls from pharmacists, therefore, MCO information has been included for physician questions.

ELIGIBILITY ISSUES: Call the HealthChoice Eligibility Verification System (EVS) 1-866-710-1447 (24 hours/7 days)

Call the PAC Eligibility/General Information Hotline at 1-800-226-2142 (Monday – Friday 8:00 AM to 4:30 PM)

Provider inquiries/complaints – HealthChoice/PAC Provider Hotline 1-800-766-8692, Option 5

Recipient inquiries/complaints – HealthChoice/PAC Enrollee Action Line 1-800-284-4510, Option 2 for HealthChoice, Option 3 for PAC

At the time of printing, the information and phone numbers listed are correct. This chart will be updated as changes are received.