

## MARYLAND RESOURCE CONTACTS

### BALTIMORE COUNTY-AREA

#### Agency on Aging:

- Baltimore County Agency on Aging – 611 Central Avenue Towson, MD 21204 / Phone: 410-877-2594 / Email: [agingingo@baltimorecountymd.gov](mailto:agingingo@baltimorecountymd.gov)

#### Center for Independent Living:

- Maryland Department of Disabilities – 217 E. Redwood St, Suite 1300 Baltimore, MD 21202 / Phone: 410-767-3600 / website: [www.mdod.maryland.gov](http://www.mdod.maryland.gov)
- Image Center for People with Disabilities – 300 East Joppa Road Towson, MD 21286 / Phone: 410.982.6311 / <https://imagemd.org/>

#### Protection and Advocacy:

- First Maryland Disability Trust – 1400 Front Ave, Suite 303 Lutherville, MD 21093 / Phone: 410-296-4408 / [www.firstmdtrust.org](http://www.firstmdtrust.org)
- The Arc Baltimore – 7215 York Road Baltimore, MD 21212 / Phone: 410-296-2272 / Website: [www.thearcbaltimore.org](http://www.thearcbaltimore.org)

#### Aging and Disability Resource Center:

- Maryland Access Point (MAP) – Phone: 844-627-5465 / Website: <https://marylandaccesspoint.211md.org/>

#### Quality Improvement Organization:

- Maryland Department of Health & Mental Hygiene, Office of Health Care Quality, Quality Monitoring & Complaints. Online Complaint Form: <http://www.maryland.gov/OHCQ> / Fax: 410.402.8056 / Mail: 7120 Samuel Morse Drive, 2nd Floor, Columbia, MD 21046-3422
- Community Healthcare Accreditation Partners (CHAP): 800.656.9656 / [complaints@chapinc.org](mailto:complaints@chapinc.org)



## MARYLAND LEADERSHIP

### Clinical Manager

Bethany Chandonais, SLP  
866.919.3240, ext. 267

### Administrator

Amy Pape, RN/Director of Nursing  
866.919.3240, ext. 325

## AGENCY RESOURCES

### Quality Assurance Department

(Concerns/Complaints)

866.919.3240, ext 375

[QualityAssurance@KidsCareHH.com](mailto:QualityAssurance@KidsCareHH.com)



24/7 Nurse On-Call Line

866.449.7692

## CURRENT PATIENT INFORMATION

### Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- [Authorizations@KidsCareHH.com](mailto:Authorizations@KidsCareHH.com)

### Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 262
- [InsuranceVerification@KidsCareHH.com](mailto:InsuranceVerification@KidsCareHH.com)