

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: aginginfo@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
- Image Center for People with Disabilities – 300 East Joppa Road #312 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
- The Arc Baltimore – 7215 York Road Baltimore, MD 21212 / Phone: 410-296-2272 / Website: 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
- Livanta - Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)
- www.livantaqui.com Phone: 888-396-4646



MARYLAND LEADERSHIP

**Alternate Administrator
/ Regional Director of Therapy**

Bethany Chandonais, SLP
866.919.3240, ext. 267

Administrator

Dustin Reeves, RN/Director of
Nursing

866.919.3240, ext. 325

AGENCY RESOURCES

Quality Assurance Department
(Concerns/Complaints)

866.919.3240, ext 375

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

Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 385
- IVTeam@KidsCareHH.com