

**ASSISTANCE IS AVAILABLE TO HELP
YOU RESOLVE COVERAGE DISPUTES
WITH YOUR HMO OR INSURANCE CARRIER**

As one of your health care providers, we wanted you to know that if you ever encounter a problem because your HMO or health insurance carrier refuses to cover a medical procedure, the Maryland Attorney General's Consumer Protection Division has a Unit that specializes in assisting people with those types of problems. This Unit is called the Health Education and Advocacy Unit.

To contact the Health Education and Advocacy Unit you can:

- call Mon - Fri from 9 a.m. to 4:30 p.m.
 - 410-528-1840
 - 877-261-8807 (toll free throughout Maryland)

- file a complaint over the internet at –
<http://www.oag.state.md.us/Consumer/HEAU.htm>
(Note – this page also contains links to lots of helpful consumer education information.)

- send a letter to:
The Health Education and Advocacy Unit
Consumer Protection Division
200 Saint Paul Place, 16th Floor
Baltimore, Maryland 21202

We hope that you never have a problem obtaining coverage from your HMO or insurance carrier. If you do, and if it involves one of our services, we want you to know that after you file a complaint with the Health Education and Advocacy Unit, we will provide that office with all of the information and documents you authorize us to release to assist that office in working toward a resolution of your problem.

Thank you.