

The Division coordinates and manages three home- and community-based services waivers: the Model Waiver, Senior Assisted-Housing Waiver, and Developmental Disabilities Waiver. The Division also directs nine targeted case-management services programs, and two managed-care waivers and proposals (Maryland Access to Care and the Diabetes Care Waiver).

PROGRAM SYSTEMS & OPERATIONS ADMINISTRATION

Joseph E. Davis, *Director*

201 West Preston St.
Baltimore, MD 21201—2399 (410) 767-5400

The Program Systems and Operations Administration began in 1975 as the Medical Care Operations Administration. In November 1993, the Administration was reorganized under its present name. The Administration develops and maintains systems for prompt and accurate payment to providers of health care services. It maintains files of approved providers of services and of Maryland residents certified as eligible to receive services through the Medical Assistance Program (Medicaid). The Administration also manages the Pharmacy Assistance Program. For low-income families and individuals who are not eligible for Medicaid, this State-funded program helps pay for certain kinds of maintenance prescription drugs for chronic conditions; anti-infective drugs, including AZT; and insulin syringes and needles.

The Administration directs Information Services; Program Operations; and Technical Operations.

INFORMATION SERVICES

Hugh C. Carrington, *Deputy Director*
(410) 767-6830

Information Services originated by 1967 as the Division of Data Processing under the Bureau of Analysis and Records. By 1973, the Division was placed under the Office of General Administration. As Data Systems, the unit was reorganized by 1977 as part of the Office of Service Operations. As the Division of Data Processing in 1981, it came under the Fiscal and Support Operations Administration. By 1983, the Division became part of the Information Systems Administration, renamed the Information Services Administration in 1985. The Administration, as Information Services, was made part of the Program Systems and Operations Administration in November 1993.

The Administration devises information-processing strategies and implements the policy, procedures, and controls required for automation programs. The Administration also provides systems analysis, programming and data communications, and training and computer operation services for the Department's information systems throughout the State.

PROGRAM OPERATIONS

John P. Stewart, *Deputy Director*
(410) 767-5406

Under Program Operations are the Kidney Disease Program; Maryland Access to Care (MAC) Recipient Services and Medical Assistance Provider Relations; and Recipient Eligibility Programs.

KIDNEY DISEASE PROGRAM

Barbara A. Bradford, R.N., *Chief*
(410) 767-5000

The *Kidney Disease Program* was formed in 1971. The Program financially assists Marylanders who are certified end-stage renal disease patients. This assistance for treatment is available only after all other medical and federal insurance coverage has been pursued.

MARYLAND ACCESS TO CARE (MAC) RECIPIENT SERVICES & MEDICAL ASSISTANCE PROVIDER RELATIONS

Dawn L. Grosshandler, *Chief*
(410) 767-5444

Recipient Hotline: (410) 767-5800
toll free: 1-800-492-5231

MAC Provider Hotline: (410) 767-5460
toll free: 1-800-934-6704

Medicaid Provider Hotline: (410) 767-5503
toll free: 1-800-445-1159

The *Maryland Access to Care (MAC) Program* started in December 1991 and was reorganized under its present name in November 1993. To improve the quality of health care for Medical Assistance recipients, the Program maintains a roster of primary care physicians. Recipients having difficulty finding their own physician may choose a primary care provider enrolled with the Program. That provider then refers the recipient to medical specialists as needed. The Program enrolls both recipients and providers and informs Medical Assistance recipients about the Program.

RECIPIENT ELIGIBILITY PROGRAMS

Vacancy, *Chief*
(410) 767-5406

Recipient Eligibility Programs began as the Division of Programs and Liaison. The Division was renamed the Division of Eligibility Services in 1989 and was reorganized under its present name in November 1993.

Recipient Eligibility Programs is responsible for systems and procedures that update the Recipient Eligibility Master File; produce and issue Medical Care Program identification cards; and resolve eligibility problems. It also oversees the *Pharmacy Assistance Program* and the *Buy-In Programs* for