

Maryland Health Connection: Name & Gender Marker Changes

Effective Oct. 1, 2019, legislation passed by the Maryland General Assembly allows a person to select M (male), F (female), or X (unspecified or other) for their Maryland drivers license or identification card. In addition, the new law allows a person to change gender without presenting documents to verify the gender selected. This change in the law may increase the number of inquiries consumers make about how to identify or change their gender in their Maryland Health Connection account. Remember, self-identification of gender is just as important as self-identification of race or ethnicity, and consumer assistance workers should withhold judgment on this issue, regardless of personal beliefs, and instead assist the consumer to the best of their ability. Please review the system steps below for assisting with gender and name changes.

Assisting Transgender and Non-binary applicants in HBX

1) Gender and first name changes can be made in the consumer portal by following these steps:

- Log into the consumer's account
- Select "Change my Information,"
- Select "Add, Remove or Edit Household Member"
- Re-select gender choice and/or re-enter new first name
- Continue through the application to save and submit.

First Name and Gender changes will be transmitted to the carrier or managed care organization. At this time Gender X is not available in Maryland Health Connection

2) Gender changes can also be made in the worker portal:

- Search the consumer, open the application, select "Change my Information"
- Answer the VR question and select "Save"
- On the "Primary Applicant Information" page, select "View All"
- Select add/edit on the household members page:

The screenshot shows the 'Household Members' page with an 'Add/Edit' link. On the left is a table of household members, and on the right is a form for editing a primary applicant's information.

Primary Applicant	First Name, Middle Name, Last Name & Suffix	Gender	SSN/ITIN*	Person ID	DOB	Needs Health Coverage	Needs Dental Coverage
Yes	Skye Vasquez	Female	214-04-0175	2914045	07/07/1983	Yes	Yes
No	Riley Dorsey	Female	212-83-8265	2914060	08/08/2008	Yes	Yes

The form on the right shows the 'Primary Applicant' section with fields for First Name (Skye), Middle Name, Last Name (Vasquez), Suffix, Needs Coverage (Yes), and Resides with Primary (Yes). Below this is a warning: 'You may edit the demographics for the primary applicant, but do not try to change the primary applicant to a different person.' The demographic fields are: Gender (Female), SSN (214-04-0175), DOB (07/07/1983), and a checkbox for 'Applying for SSN ITIN'.

- On the demographics page, type over first name and/or re-select gender, select "Save" and click through to submit the application

For complete (first and last) name changes, or complete name changes associated with a gender change, contact: wonda.oliver@maryland.gov, (Appeals Administrator, Appeals & Grievances).

For complaints about services provided by an MCO or with trouble accessing services, call MDH's Complaint and Grievance unit for assistance, (800) 284-4510. This unit will review the case and determine if the consumer has an administrative right to change MCOs.

Complaints about services provided by a private insurance carrier are handled by the Maryland Insurance Administration, 410-468-2000 or 1-800-492-6116.

Source:

<https://www.marylandhbe.com/new-law-recognizes-non-binary-gender-identification/>