



**VISITATION,  
COMMUNICATION, &  
SERVICES  
REFERENCE GUIDE  
FOR**

**VISITORS, FAMILIES,  
FRIENDS, & LOVED ONES  
OF THE INCARCERATED**

UPDATED: OCTOBER, 15 2021



Maryland

DEPARTMENT OF PUBLIC SAFETY & CORRECTIONAL SERVICES



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## GENERAL NOTE

Maintaining and improving relationships between inmates and their families, friends, and loved ones is one of the Department of Public Safety and Correctional Services (DPSCS) key initiatives. Strengthening this bond offers a support net that can help inmates not only achieve success after they leave Maryland DPSCS, but also heal their families and social support systems.

## MARYLAND'S DPSCS COVID-19 HOTLINE

Maryland DPSCS employees are available to answer questions related to the care of those in our custody during the COVID-19 pandemic. The DPSCS COVID-19 Hotline is staffed 24 hours a day, 7 days a week. Please call **410.724.5722** to speak to a DPSCS employee today.

*NOTE: Information is not specific to individual inmates and is limited to public general information specific to Maryland DPSCS facilities and inmate population.*

# MARYLAND'S DPSCS FACILITY CONTACT INFORMATION

## MARYLAND DPSCS - DETENTION FACILITIES

ACRONYM	FACILITY NAME	FACILITY MAILING ADDRESS	FACILITY PHONE
BCBIC	BALTIMORE CENTRAL BOOKING AND INTAKE CENTER	300 EAST MADISON STREET BALTIMORE, MARYLAND 21202	410-545-8080
CDF	CHESAPEAKE DETENTION FACILITY	410 EAST MADISON STREET BALTIMORE, MARYLAND 21202	410-625-5300
MTC	METROPOLITAN TRANSITION CENTER	954 FORREST STREET BALTIMORE, MARYLAND 21202	410-230-1452
MRDCC	MARYLAND RECEPTION, DIAGNOSTIC, AND CLASSIFICATION CENTER	550 EAST MADISON STREET BALTIMORE, MARYLAND 21202	410-878-3500
YDC	YOUTH DETENTION CENTER	926 GREENMOUNT AVENUE BALTIMORE, MARYLAND 21202	410-230-1452

## MARYLAND DPSCS - CORRECTIONAL FACILITIES

ACRONYM	FACILITY NAME	FACILITY MAILING ADDRESS	FACILITY PHONE
BCCC	BALTIMORE CITY CORRECTIONAL CENTER	901 GREENMOUNT AVENUE BALTIMORE, MARYLAND 21202	410-332-4340
CMCF	CENTRAL MARYLAND CORRECTIONAL FACILITY	7301 BUTTERCUP ROAD SYKESVILLE, MARYLAND 21784	410-781-4444
DRCF	DORSEY RUN CORRECTIONAL FACILITY	2020 TOULSON ROAD JESSUP, MARYLAND 20794	410-379-6020
ECI	EASTERN CORRECTIONAL INSTITUTION	30420 REVELLS NECK ROAD WESTOVER, MARYLAND 21890	410-845-4000
JCI	JESSUP CORRECTIONAL INSTITUTION	P.O. BOX 534 JESSUP, MARYLAND 20794	410-799-6100
MCI-H	MARYLAND CORRECTIONAL INSTITUTION - HAGERSTOWN	18601 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746	240-420-1000
MCI-J	MARYLAND CORRECTIONAL INSTITUTION - JESSUP	7803 HOUSE OF CORRECTIONS ROAD JESSUP, MARYLAND 20794	410-799-7610
MCI-W	MARYLAND CORRECTIONAL INSTITUTION - FOR WOMEN	7943 BROCKBRIDGE ROAD JESSUP, MARYLAND 20794	410-379-3800
MCTC	MARYLAND CORRECTIONAL TRAINING CENTER	18800 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746	240-420-1601
NBCI	NORTH BRANCH CORRECTIONAL INSTITUTION	14100 MCMULLEN HIGHWAY, SW CUMBERLAND, MARYLAND 21502	301-729-7400
PATX	PATUXENT INSTITUTION	7555 WATERLOO ROAD JESSUP, MARYLAND 20794	410-799-3400
RCI	ROXBURY CORRECTIONAL INSTITUTION	18701 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746	240-420-3000
WCI	WESTERN CORRECTIONAL INSTITUTION	13800 MCMULLEN HIGHWAY, SW CUMBERLAND, MARYLAND 21502	301-729-7000

# INMATE VISITATION SERVICES

## OVERVIEW

Maryland's Department of Public Safety and Correctional Services (DPSCS) views visitation as a privilege that is an important part of inmate development and case management. DPSCS reserves the right to manage this privilege effectively through procedures that ensure the safety and security of our institutions, employees, members of the public, and inmates.

## COVID-19 & IN-PERSON SOCIAL VISITATION

Effective July 19, 2021, Maryland DPSCS will begin Phase 1 of reinstating in-person social visitation with inmates, using newly instated COVID-19 protocols and policies.

### PHASE 1, IN-PERSON SOCIAL VISITS - GENERAL ELIGIBILITY REQUIREMENTS

- Individuals must be on the inmate's Approved Visitor List;
- Individuals must be 12 years of age or older;
- Individuals must be fully vaccinated for SARS-CoV-2 (COVID-19) and provide proof of vaccination;
  - Proof of vaccination means the signed CDC Vaccination Card you received at the time of your vaccination;
- Inmates are required to be vaccinated prior to receiving an in-person visitation;
  - Inmates who are currently quarantined or in medical isolation may not participate in in-person visitation, but may participate in [Virtual Visits](#) (see below).

Individuals who are not yet vaccinated but wish to visit with a family member, friend, or loved one may participate in [Virtual Visits](#) (see below).

### PHASE 1, IN-PERSON SOCIAL VISITS - ADDITIONAL RULES

- An inmate may only receive two visitors during a scheduled visit;
- Visits are by appointment only;
- Visitors must wear a surgical or cloth face mask at all times during the visit - No gaiters, scarfs, or bandanas are permitted;
- Visitors must participate in front entry COVID-19 protocols, to include a questionnaire and temperature screening; and
- Visitors must comply with social distancing requirements and remain 6 feet from the inmate and other visitors not in your group.

*NOTE: Any visitor that does not comply with the required procedures shall be denied entry and their visit will be forfeited.*

### PHASE 1, IN-PERSON SOCIAL VISITS - APPOINTMENTS

Each correctional facility will establish a visitation schedule that allows employees, inmates, and visitors to maintain social distancing requirements.

- Visitor registration for a scheduled visitation day will begin seven (7) days prior to the visit and will close three (3) before the visit.
- Due to the limited availability of appointments, visits will be approved on a first come, first scheduled basis.

- Managing officials will determine the length of a regular in-person visit;
  - Managing officials may not approve regular in-person visits for a period longer than one (1) hour;
- Visiting areas will be cleaned and disinfected in between scheduled visits.
- Visitors arriving at the correctional facility more than 30 minutes past the scheduled appointment time will be denied entry for that day.

To schedule an in-person visit at a DPSCS correctional facility, please [click here](#) and follow the instructions to email your in-person social visitation request. You will receive a confirmation email in response to your request for an in-person visit.

If you have any questions please contact the Maryland DPSCS COVID-19 Hotline at 410.724.5722.

## **PHASE 1, IN-PERSON SOCIAL VISITS - GENERAL RULES**

All general rules for in-person visitation still apply.

See the [Visitation Program Rules & Information](#) section below.

## **VIRTUAL SOCIAL VISITATION SERVICES**

In the face of the global COVID-19 pandemic where travel restrictions and social distancing is helping keep society healthy, Maryland DPSCS has developed a solution to ensure our inmate and detainee population has the means for virtual visitations (video and audio) with their support network (family, friends, loved ones, etc.).

Effective immediately, Maryland DPSCS will replace the software and service Skype with Microsoft Teams for all virtual social visitations. Visitors must complete the [Video Visitation Acknowledgement Form](#) prior to participating in a virtual visitation.

Virtual visitation is a free service being offered to eligible inmates and authorized visitors.

For instructions to access Microsoft Teams, please click [here](#).

## **SOCIAL VISITATION PROGRAM RULES & INFORMATION**

### **SOCIAL VISITATION RULES**

#### **INMATES**

Must serve a minimum of 30 days before qualifying for visitation.

#### **VISITORS**

- Must be on the inmate's Approved Visitor List.
- Must comply with the Department's visitor dress code (see below).
- Must comply with all posted correctional facility policies and rules.
- Must comply with directions from Department employees.
- Must not be a fugitive from any federal, state or local criminal justice agency.
- Must not have any open warrants for arrest.
- Must not be under the supervision of the Division of Parole and Probation or currently on home detention.
- Must not pose a threat to the safety and security of the facility, an inmate, employees, or other visitors.

- Must not be under the influence of drugs or alcohol.
- Who are 16 years or older must present a valid state-issued photo identification.
- Must consent to and pass security protocols for entry to the facility. This may include a frisk search.
- Must comply with age requirements:
  - 19 years of age and older - must be on the inmate's approved visitor list.
  - 18 years of age or younger - must be immediate family to the inmate or adult visitor.

## **VISITOR CODE OF CONDUCT**

Failure to comply with the following behaviors will result in immediate termination of the visit.

### **ANY VISITOR VISITING A MARYLAND DPSCS INMATE MUST:**

- Follow all of the facility's posted visitation rules.
- Comply with all directions given by correctional employees.
- Wear the appropriate visitor's badge visibly at all times.
- Keep hands in plain sight and on top of the table at all times.

### **ANY VISITOR VISITING A MARYLAND DPSCS INMATE MUST NOT:**

- Possess and/or attempt to bring contraband (see below) into the facility. The following list of items are prohibited:
  - Cell phones;
  - Electronic devices;
  - Jewelry, includes watches;
  - Tobacco products; and
  - Alcohol-based beverages and products (hand-sanitizer will be available in the facility);
- Allow any item, object, or child to be passed between the visitor and the inmate;
- Be overly physical with an inmate during a contact visit;
- Be verbally or physically disruptive during the visit;
- Refuse to be searched;
- Carry any item into the visiting area with the exception of:
  - A fast-acting rescue medication to treat a life-threatening medical condition; and
  - Up to \$10.00 cash in \$1.00 bills, only if the visiting area contains a vending machine.

### **IMPORTANT NOTES FOR VISITORS:**

- Any visitor who leaves the visitation area to use the restroom will not be allowed to return to the room during that visit.
- Any visitor who is found with contraband in their possession may be subject to criminal prosecution.
- Any visitor who refuses to be searched or refuses to permit a search of their possessions shall not be allowed to enter the facility.
- Any visitor who refuses to submit to fingerprint identification shall not be allowed to enter the facility.
- Any visitor who is verbally or physically disruptive during the visit shall be removed from the facility and may be prohibited from returning.

## VISITOR DRESS CODE

Any visitor visiting a Maryland DPSCS inmate must dress appropriately for all inmate visits, including virtual visitation.

The following clothing items are **not** permitted to be worn when visiting an inmate:

- Tube tops
- Tank tops
- Halter tops
- See-through clothing
- Miniskirts
- Mini-dresses
- Shorts
- Skorts
- Culottes (at or above kneecap)
- Form fitting clothing includes: leotards, spandex, and leggings
- Clothes that expose a person's midriff, side, or back
- Tops or dresses that have revealing necklines and excessive splits or both
- Jewelry
  - **includes:** tongue, ear, facial, and body piercings
  - **excludes:** a wedding ring, wedding band, or medical alert tag

## SOCIAL VISITATION AND CONTRABAND CRIMINAL VIOLATIONS

Pursuant to Maryland's Criminal Law Article, § 9-410 and § 9-412 through § 9-417, it is unlawful for a person to possess, deliver, or possess with intent to deliver contraband in a place of confinement. Such items include but are not limited to telecommunication devices, contraband to effect an escape, weapons of any type, alcoholic beverages, controlled dangerous substances, and tobacco.

It is unlawful for a person to deposit or conceal a telecommunication device in or about a place of confinement with the intent that it be obtained by a person detained or confined.

Violators are subject to arrest and will be prosecuted to the fullest extent of the law. Upon conviction, violators are subject to imprisonment from periods of 3 to 10 years, fines of \$1,000 to \$5,000, or both.

**"Contraband"** means an item, material, substance, or other thing that:

- Is not authorized for inmate possession by a managing official;
- Is not permitted in a correctional facility as established by statute, regulation or prohibited by the managing official; or
- Is brought into a correctional facility in a manner prohibited by the managing official.

**"Contraband"** includes but is not limited to:

- An alcoholic beverage;
- A controlled dangerous substance;
- A cellular phone or unauthorized telecommunication device; and
- A weapon.

# INMATE COMMUNICATION SERVICES - PHONE SERVICES

## OVERVIEW

The Maryland Department of Public Safety and Correctional Services (DPSCS) supports and embraces family, friends, and loved ones of those who have been incarcerated to maintain contact. DPSCS permits and encourages an inmate to correspond with family, friends, and loved ones with minimum interference and consistent with the legitimate security needs of the facility.

Maryland's DPSCS offers both inmate phone services and inmate mail services.

## INMATE PHONE SERVICES (CALLING AN INMATE)

The most common communication method between inmates and friends, family, and loved ones is the use of phone calls.

ConnectNetwork™ is DPSCS's authorized deposit and account management portal. With several different deposit methods available, ConnectNetwork™ is the quickest and most convenient option to fund a correctional account.

DPSCS is not in charge of setting up phone accounts, ConnectNetwork™ creates all phone accounts. ConnectNetwork™ should be contacted with any concerns about phone accounts at (877) 650-4249 or by clicking [here](#).

The two (2) current ConnectNetwork™ services DPSCS utilizes are:

### 1. ADVANCEPAY® ACCOUNTS

ConnectNetwork™ AdvancePay® is the fastest and most convenient phone service connecting friends, family members, and loved ones to inmates.

When you create an AdvancePay® account, you're creating a prepaid collect calling service that allows an inmate to call your phone number using deposited funds.

Multiple AdvancePay® accounts are allowed to be established if you have inmates in separate facilities and wish to have calls directed to different phone numbers.

After setting up an AdvancePay® account, you can start adding money and receiving phone calls. As long as there is a balance for at least a one-minute call in your account, you can receive a call at any time.

To ensure you don't miss any calls, you can sign up to be notified via text messages when your balance is low, or also sign up for auto reload to automatically replenish your account.

## FEATURES

- Only your phone number can be called with the funds in your account.
- You control expenses and call acceptance.

- Options are available to securely store your credit card number and automatically reload your account when your account balance is low.
- Helpful alerts by text, email, or automated phone call can remind you to fund your account when your balance is low.
- It is easy and quick to make mobile deposits via the ConnectNetwork™ [mobile app](#).

## HOW IT WORKS

Once you establish an account, which becomes active as soon as you fund it, you can receive calls from an inmate. You always have the option to accept or reject a call and the value of each completed call is immediately deducted from your account.

If an inmate is expected to be released shortly after intake (e.g., within 24 to 48 hours) or you do not have sufficient credit card funds for a minimum deposit, there is a variation of AdvancePay that allows you to pay for just one call.

Refunds are available if the inmate who calls you is released, or you no longer need an AdvancePay® account.

## WAYS TO PAY

While making a [deposit online](#) in your ConnectNetwork account or over the phone at (800) 483-8314 is the easiest and fastest way to make a deposit, there are several different [payment options](#) available for AdvancePay®.

## 2. PIN DEBIT ACCOUNTS

Inmates with PIN Debit prepaid phone accounts can pay for their own phone calls and call any phone numbers allowed by their facility. Many facilities allow friends and family to make deposits directly into the inmate's PIN Debit account. Inmates can also fund this phone account from their commissary/trust account.

Unused funds in a PIN Debit account are refunded upon release, but otherwise cannot be used for any other purpose than paying for phone calls.

## FEATURES

- Offers the ability for inmates to reach those friends or family members who may not be able to pay for calls.
- Multiple convenient ways for friends and family members to [make deposits](#).
- Limits use of funds by inmates to just phone calls.

## HOW IT WORKS

To fund an inmate's PIN Debit account, you'll first need to create a ConnectNetwork account. During that process, you'll be asked to select a facility and add an inmate for whom you wish to make a deposit. Once you have set this up, you'll be able to begin making deposits. Please remember that money deposited becomes the inmate's property.

Note: If you choose to make a PIN Debit deposit via the [automated phone system](#), you may need to provide the facility's "Site ID" (located on each [facility page](#)), if necessary.

## READY TO GET STARTED?

Step 1: Check PIN Debit service [availability at a facility](#).

Step 2: Sign in or create an account to make a deposit.

# INMATE COMMUNICATION SERVICES - MAIL SERVICES

## OVERVIEW

The Maryland Department of Public Safety and Correctional Services (DPSCS) supports incarcerated individuals maintaining meaningful contact with family, friends, and loved ones. Consistent with the legitimate security needs of the facility DPSCS permits and encourages inmates to correspond with family, friends, and loved ones.

Do not mail checks, money orders or cash to the correctional facility. See [Inmate Banking Services](#) on how to send your family, friend, or loved one money.

## INMATE MAIL SERVICES (WRITING AN INMATE)

DPSCS permits and encourages inmates to receive mail, reading materials, and publications consistent with the United States Constitution, Maryland State and Federal laws and regulations, and Maryland DPSCS policies and procedures.

## INMATE MAIL SERVICES - ADDRESSING MAIL

### MAIL AND BOOKS **MUST** CONTAIN:

- The inmate's name;
- The inmate's State Identification (SID) number;
- The inmate's [facility acronym](#) (see below) ; and
- The name and return address of the sender.

SENDER'S NAME	[STAMP]
STREET ADDRESS	
CITY, STATE ZIP	
INMATE NAME , SID#	
FACILITY ACRONYM	
STREET ADDRESS	
CITY, STATE ZIP	

## INMATE MAIL SERVICES - GENERAL RULES

### MAIL AND BOOKS **MUST NOT** CONTAIN:

- An item glued, taped, or otherwise attached;
- An aftermarket alterations, such as paint, crayon, marker, ink, glitter, cloth, or string;
- A label or sticker (including address labels) except for a postage that is to be removed;
- A biohazard, illicit substance, scent, or lipstick;
- A liquid stain;

- Any material of a sexually explicit nature;
- Any material which suggests, represents, references, depicts, or incites acts of:
  - Criminal or illegal gang activity;
  - Violence;
  - Riots;
  - Racism; or
  - Threatens the security of the facility.
- A message that appears to be written in code;
- Actual or described plans or implements that may be used to escape;
- Actual or described construction or use of weapons or other devices to be used to inflict illness or injury;
- Information for making illegal substances such as alcohol or drugs;
- Information about theory, design, or manufacturing of correctional facility security systems, communication systems, or security equipment;
- Instructions on how to violate correctional facility rules or encourage a breach of security;
- Materials that advocate for or provide instruction in the formation of inmate unions;
- [Contraband](#); or
- Cash, money orders, checks, or stamps.

**BOOKS MAILED TO AN INMATE AT THE FACILITY MAY NOT HAVE:**

- A hard cover;
- Removed, torn, or reattached pages; or
- Removed or reattached book covers.

**MARYLAND DPSCS DETENTION FACILITIES - MAILING ADDRESS**

ACRONYM	FACILITY NAME	FACILITY MAILING ADDRESS
BCBIC	BALTIMORE CENTRAL BOOKING AND INTAKE CENTER	300 EAST MADISON STREET BALTIMORE, MARYLAND 21202
CDF	CHESAPEAKE DETENTION FACILITY	410 EAST MADISON STREET BALTIMORE, MARYLAND 21202
MTC	METROPOLITAN TRANSITION CENTER	954 FORREST STREET BALTIMORE, MARYLAND 21202
MRDCC	MARYLAND RECEPTION, DIAGNOSTIC, AND CLASSIFICATION CENTER	550 EAST MADISON STREET BALTIMORE, MARYLAND 21202
YDC	YOUTH DETENTION CENTER	926 GREENMOUNT AVENUE BALTIMORE, MARYLAND 21202

## MARYLAND DPSCS CORRECTIONAL FACILITIES - MAILING ADDRESS

ACRONYM	FACILITY NAME	FACILITY MAILING ADDRESS
BCCC	BALTIMORE CITY CORRECTIONAL CENTER	901 GREENMOUNT AVENUE BALTIMORE, MARYLAND 21202
CMCF	CENTRAL MARYLAND CORRECTIONAL FACILITY	7301 BUTTERCUP ROAD SYKESVILLE, MARYLAND 21784
DRCF	DORSEY RUN CORRECTIONAL FACILITY	2020 TOULSON ROAD JESSUP, MARYLAND 20794
ECI	EASTERN CORRECTIONAL INSTITUTION	30420 REVELLS NECK ROAD WESTOVER, MARYLAND 21890
JCI	JESSUP CORRECTIONAL INSTITUTION	P.O. BOX 534 JESSUP, MARYLAND 20794
MCI-H	MARYLAND CORRECTIONAL INSTITUTION - HAGERSTOWN	18601 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746
MCI-J	MARYLAND CORRECTIONAL INSTITUTION - JESSUP	7803 HOUSE OF CORRECTIONS ROAD JESSUP, MARYLAND 20794
MCI-W	MARYLAND CORRECTIONAL INSTITUTION - FOR WOMEN	7943 BROCKBRIDGE ROAD JESSUP, MARYLAND 20794
MCTC	MARYLAND CORRECTIONAL TRAINING CENTER	18800 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746
NBCI	NORTH BRANCH CORRECTIONAL INSTITUTION	14100 MCMULLEN HIGHWAY, SW CUMBERLAND, MARYLAND 21502
PATX	PATUXENT INSTITUTION	7555 WATERLOO ROAD JESSUP, MARYLAND 20794
RCI	ROXBURY CORRECTIONAL INSTITUTION	18701 ROXBURY ROAD HAGERSTOWN, MARYLAND 21746
WCI	WESTERN CORRECTIONAL INSTITUTION	13800 MCMULLEN HIGHWAY, SW CUMBERLAND, MARYLAND 21502

# INMATE BANKING SERVICES

## OVERVIEW

The Department of Public Safety and Correctional Services (DPSCS) uses Access Corrections® for the processing and management of all money orders sent to inmates in all Maryland correctional institutions and all online and over-the-phone credit card transactions.

## INMATE BANKING

Access Corrections® is committed to providing technologies and resources that allow friends, family, and loved ones to assist inmate loved ones. You can deposit money into the inmate banking accounts quickly and easily using the following deposit services.

### 1. ACCESS CORRECTIONS LOCKBOX DEPOSIT

The Lockbox is a banking depository service that DPSCS uses to assist with processing money sent to inmates at a Maryland correctional institution. Lockbox accepts Money Orders, Approved Vendor Checks, and Official Business Checks only.

Other items such as cards, letters, magazines, notes, and packages are not accepted and should be sent directly to the facility. Please see the [Inmate Mail Services](#) section of this document for more information.

#### LOCKBOX FAQs

- ***What information is required on the money order?***  
The Inmate's Name, Facility Name or Abbreviation, Inmate's State Identification # (SID), Sender's correct Name and Address. The money order is made payable to the inmate as shown above. No aka's or nicknames accepted. Please print and use black or blue ink pen only.
- ***What is the address to send money orders to for Lockbox facilities?***  
P.O. Box 17111, Baltimore, MD 21297-0382.
- ***How long does it take for funds to be deposited to an inmate's account?***  
Usually 2-7 business days from the date received and processed by Lockbox if the information is correct. If you Include mail delivery it may take up to 10 days.
- ***Are holds placed on money orders?***  
Yes. If \$250.00 or more they are placed in a hold status for 30 days.
- ***Can I send more than one money order in an envelope?***  
You may send multiple money orders in the same envelope.
- ***Are money orders refundable?***  
No, once we deposit them, they are not refundable.

## 2. ACCESS CORRECTIONS SECURE DEPOSITS

In an effort to improve the efficiencies and security regarding inmate deposits, Access Corrections® Secure Deposits now offers the following payment options for family and friends of Maryland DPSCS Inmates:

### TOLL FREE PHONE DEPOSITS

As low as \$3.95

1-866-345-1884

### INTERNET DEPOSIT

As low as \$2.95

[www.accesscorrections.com](http://www.accesscorrections.com)

Access Secure Deposits takes all MasterCard and Visa debit and credit cards. Additional information is also located on the following website [www.accesscorrections.com](http://www.accesscorrections.com) under Frequently Asked Questions.

## INMATE BANKING - ASSISTANCE WITH MONEY ORDERS

Prior to making an inquiry about the status of a money order, please contact the money order company for the date the money order was cashed.

Once you have the following information:

1. Inmate Name;
2. Inmate's State Identification (SID) Number;;
3. Receipt Number;
4. Date the Money Order was Cashed; and
5. Total Amount Deposited

please contact us at:

1. 410-540-6221,
2. 410-540-6222, or
3. 410-540-6223

You may also send questions pertaining to Access Corrections® Lockbox to [CRF.Inmateaccounts@maryland.gov](mailto:CRF.Inmateaccounts@maryland.gov) and put Lockbox and the inmate's SID number in the subject field.

You can call the banking institution that issued the money order for the date cashed or similarly related questions.

**Fidelity:**  
1-800-621-8030

**Global Express:**  
1-800-394-4525

**Money Gram:**  
1-800-542-359

**US Postal Service:**  
1-866-459-7822

**Wells Fargo:**  
1-800-869-3557

**Western Union:**  
1-800-999-9660

# INMATE CARE PACKAGE SERVICES

## OVERVIEW

Access Securepak is the most comprehensive custom care package program in the correctional industry. Access Securepak is a program designed to allow family members, friends, and loved ones to send care packages to inmates. Access Securepak was developed to eliminate contraband and greatly reduce the time and labor required to process packages.

## WAYS TO ORDER

- Online: [marylandpackage.com](http://marylandpackage.com)
- Phone: 1-800-546-6283
- Mail: Access Securepak (MD), 10880 Linpage Place, St. Louis, MO 63132

## ACCEPTABLE FORMS OF PAYMENT

- Credit/Debit Cards—VISA, MasterCard, Discover
- Prepaid cards that have a verifiable United States address
- Cashier's check
- Money order

Access Securepak does not accept personal checks and will return them to the sender. Credit/debit and prepaid cards will be charged on the day the order is placed. Refunds or credits will be applied to the card used for the order (allow additional time for refunds/ credits on prepaid cards).

Access Securepak reserves the right to remove one or more items from the order due to insufficient payment.

## SALES TAX

There is 6% sales tax on hygiene, candy and processing fees.

## ELIGIBILITY

Access Securepak verifies inmate eligibility before shipping packages, if applicable.

## LIMITS

Maximum \$100 of product per inmate per quarter. Multiple packages can be ordered, and we will consolidate orders not to exceed the maximum \$100 of product per quarter.

## CATALOG CHANGES

Every effort has been made to show and describe the merchandise as accurately as possible. Because many manufacturers change an item's design, color, package size and style after our catalog is produced, we reserve the right to discontinue or change product specifications without prior notice. We regret any changes that might occur and will make every effort to minimize these occurrences. Inadvertent errors in product descriptions, pricing and special offers are not binding on Access Securepak, and we may make adjustments at any time. Additionally, many of our food items may contain common allergens such as milk, eggs, wheat and peanuts. Before consuming a food item, please consult the product packaging for specific information on its ingredients. Prices and offers are subject to change and available while supplies last. Always consult the [marylandpackage.com](http://marylandpackage.com) website for the latest updates on this package program.

## **CUSTOMER SERVICE**

- [Marylandpackage.com](http://Marylandpackage.com)
- 1-800-546-6283
  - Automated phone systems are available 24 hours a day, seven days a week
  - Live bilingual representatives are available Monday through Friday, 8:30 a.m.–11:59 p.m. EST, and Saturday, 11 a.m.–5 p.m. EST.

## **GET STARTED TODAY!**

Download the Maryland DPSCS order form by clicking [here](#) or send a personalized care package to an inmate online by clicking [here](#).



Maryland

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