



Important phone numbers

Member Services

1-800-953-8854

Mon-Fri 8 a.m.–5 p.m.

Maryland TDD Relay Services

1-800-735-2258

24-Hour Health Information Line

1-800-953-8854

DentaQuest

1-800-685-1150

Healthy Smiles Dental Services

1-855-934-9812

Superior Vision

1-800-428-8789

State of Maryland Public Mental Health Services

1-800-888-1965

Emergency Call **911**

www.MarylandPhysiciansCare.com

Welcome to Maryland Physicians Care

We are very glad that you chose us. Our goal is to give you the care and services you need. Take some time to look through this welcome packet. If you have questions, call us at **1-800-953-8854**.

Your welcome package includes:

- A Notice of Privacy Practices that explains how we protect information about you
- Your member handbook, which has information about your benefits and covered services
- Additional information about our adult vision and dental benefits
- Our Start Smart program to help you have a healthy pregnancy
- A Continuity of Care Notice

You'll receive your ID card in the same package. If anything on the ID card is wrong, call us right away. Keep it in a safe place. Always bring your Maryland Physicians Care ID card with you to your provider appointments.

Your ID card is for your use only—don't let anyone else use it. Letting someone else use your card is fraud. You can lose your Medicaid eligibility if you let someone else use your card. If you lose your ID card, call Member Services right away at **1-800-953-8854**. We'll send you another one.

Emergency department or urgent care

When you need emergency care, call 911 or go to the closest hospital. True emergencies include:

- Sharp chest pains
- Passing out
- Severe burns
- Bleeding that will not stop
- Poisoning
- Extreme shortness of breath

Urgent care is often a good choice

Urgent care can treat illness or injury that is non-life-threatening. You can go to these centers when your PCP is not available. They are open longer hours and on weekends. You don't need an appointment. Conditions treated at an urgent care center include:

- Colds/flu/fever
- Sore throat
- Earaches
- Pink eye
- Vomiting/diarrhea
- Urinary tract infection
- Rashes
- Minor cuts
- Moderate headaches

We do not discriminate

Maryland Physicians Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Maryland Physicians Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-953-8854**. Help is available in your language: **1-800-953-8854** (TTY: **1-800-735-2258**). These services are available for free.

SPANISH/ESPAÑOL: Hay ayuda disponible en su idioma: **1-800-953-8854** (TTY: **1-800-735-2258**). Estos servicios están disponibles gratis.

CHINESE/中文: 用您的语言为您提供帮助: **1-800-953-8854** (TTY: **1-800-735-2258**)。这些服务都是免费的。

Mobile app

Now you can find a provider, see your handbook, check claims, and view or order a new ID card on your smartphone. You can also send us a secure message through our mobile app to change a provider. It is easy to use and right on your cellphone.

To download the Maryland Physicians Care mobile app—for iPhones, go to the Apple App Store; for Androids, go to the Google Play Store.

Your primary care provider

Your primary care provider (PCP) is the doctor or nurse practitioner who manages your medical care. Your PCP needs to be part of our network.

We can help you find a PCP

You can search for a PCP on our website at **www.MarylandPhysiciansCare.com**.

You can also call Member Services at **1-800-953-8854** for help. We'll help look for you.

Once they choose a PCP, new members should make an appointment for an initial health exam within three months of joining our health plan. This helps your PCP get to know you and catch any problems early. And your PCP can refer you to a specialist if you need one.

It's OK to change your PCP

It's important that you are comfortable with your PCP. We want you and your doctor to work together.

To change your PCP, just call Member Services at **1-800-953-8854**. You'll get a new ID card with the name of your new PCP within 10 days of the requested change.

If you are pregnant

Getting your pregnancy off to a good start is important for your health and your baby's health. You need to schedule your first prenatal appointment with your obstetrician (OB) as soon as you learn you're pregnant. We have a special program for pregnant women called "Start Smart." The Start Smart team will work with you and your doctor to get you the care you need. Once you have your baby, our Newborn Coordinator will make sure your baby is enrolled in our system, has a health insurance card and is assigned to the PCP of your choice. It is important that your newborn have a checkup with his or her doctor two weeks after birth. Please schedule an appointment today if your baby has not seen a doctor.

Join our Consumer Advisory Board

We are looking for members to be part of the Consumer Advisory Board. The board meets six times a year—three times in person and three times by phone—to discuss improvements. Be part of the solution by sharing your ideas. We will provide lunch and help with transportation to and from the board meetings. All board members will receive an incentive for their participation in the meetings. If you are interested, call Member Services at **1-800-953-8854** and ask to speak to an outreach representative.

Free cellphone

Now you can stay connected with those who care about you. Call your doctor, your family and your friends. With your free cellphone you get:

- 350 free minutes a month
- Free unlimited text messaging
- Free calls to our Member Services

You can also get text messages sent directly to your phone with health tips, reminders about doctor appointments, flu shots and more.

Check out our website

From finding a provider to special programs offered, it is all online at **www.MarylandPhysiciansCare.com**.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own healthcare needs.