

WHOLE you

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How can Maryland Physicians Care help you?

Maryland Physicians Care can help you in many ways.

We can help you:

- Find a doctor.
- Make health appointments.
- Get a copy of your member handbook.
- Get a ride to your appointments (for members with transportation as a covered benefit).
- Be sure to call at least 48 hours before your appointment.

Find us online at MarylandPhysiciansCare.com. Our website has information about health and your health plan. We can help you get a paper copy of anything on the website. Questions? Call Member Services at 1-800-953-8854.

We care about quality

Maryland Physicians Care focuses on our members' health and keeping members healthy. We want to serve you better. So we closely evaluate and monitor the medical care and programs our members receive. We measure their quality and safety to find out what works best. That helps us improve our members' health. It also lets us find areas to improve.

To find out more about our quality program, our goals and our progress in meeting our goals, visit our website at MarylandPhysiciansCare.com/for-members.html.

WHOLE you

Breathe Easy: Five Tips to Help You Control Your Asthma



Experience a breath of relief. Manage your asthma with these five steps.

- 1. Create an Action Plan.** Be prepared if your asthma gets worse. Make a plan with your Primary Care Provider (PCP). Learn the best way to take your medicine, how to avoid triggers and when to get help. If you have an attack, look back at your plan to understand what made your symptoms worse.
- 2. Tame Your Triggers.** These are different for everyone. They include mold, pet dander and household cleaners. Write down how shifts in weather affect you. This will help you remember which seasons irritate your asthma the most. You can then limit outdoor activities during these seasons in the future.
- 3. Keep Moving.** Physical activity can make lungs stronger and lower the risk of an attack. It can also make your quality of life better. Do warm-up exercises before going harder. If it's cold, wear a face mask to warm the air you breathe in. In extreme temperatures, choose an indoor activity instead. As with any exercise program, check with your PCP before starting.
- 4. Manage Medications.** People react to medications differently. You may need to try a few types to find what works best for your asthma. The sooner you treat symptoms, the less severe they will be and the less medication you'll need.
- 5. Breathe Better.** Watch for signs like wheezing or shortness of breath. These could mean you are about to have an attack. If you experience symptoms, breathing exercises can help you remain calm and in control. Talk with your PCP or look into our Asthma Care Management program to learn more.

Sources:

<https://www.aafa.org/asthma-treatment-action-plan/>

<https://www.aaaai.org/conditions-and-treatments/library/asthma-library/asthma-triggers-and-management>

WHOLE you

How to Eat Healthy and Shop Smart on a Budget

Healthy eating doesn't have to come with a high price tag. Check out these ideas for nutritious budget meals.

Choose wisely by selecting in-season and frozen fruits and vegetables. Check for price-per-pound deals on meat; consider buying larger portions and freezing what you don't use. Ask the butcher for lean and inexpensive cuts. Beans are also an easy and affordable source of protein.

Discount grocers and farmers' markets offer healthy options at lower costs than other stores. Many of the same products are carried in sister stores with different brand names.

Make a shopping list to cut down on impulse buys. Check the weekly advertisements of the grocers in your area to find the best deals on healthy options. Cut out or print coupons. Many grocers now have their own apps that let you make a shopping list. Then you can "clip" electronic coupons and view their advertised sales.

Cook once, eat twice. For example, whole chickens are usually a cheaper protein source that can extend into multiple meals.

Going in with a friend or family member to purchase bulk items helps keep your spending and food waste down. Freeze individual packs of food in freezer-safe storage bags for fast and easy food prep later.



WHOLE you

Allergies Are Nothing to Sneeze At

Watery, itchy eyes. Sneezing fits. If you have allergies, you know how miserable this time of year can be. There are things you can do that can make you feel better this allergy season.

Allergy testing lets your doctor know what you're allergic to. That way a plan can be made to help you deal with allergies. Getting tested is a good first step to finding relief.

Additionally, what time you are outside and the weather can have a big effect on your allergies. Pollen levels are higher in the morning. So plan to be outdoors later in the day if possible. And if it's dry and windy, it is better to limit the amount of time you spend outside.

You can also learn about the amount of pollen in your area, watch the local TV news during the weather report, and visit weather websites. There are also emails and other ways to check pollen near you.

Open windows expose you to pollen and other allergens. Use your air conditioner when at home or riding in a car. Check and change your air filters to improve air quality. And keep your carpets and floors clean and dust-free.

Lastly, watch what you eat. Foods like sugar, wheat and dairy can make allergies worse. If you get symptoms like nausea, headache, dizziness, an itchy throat or wheezing, take note and avoid that food in the future. Don't forget to drink plenty of water to flush and hydrate your system.



WHOLE you

Spring Break, Healthy Break?



Spring break is a good time to relax. With these five tips, make your spring break a healthy break—and feel great.

1. Enjoy activity. You don't need a gym. Take a hike, go sightseeing on a bicycle or enjoy a swim. Prefer games? Grab a Frisbee, start a game of disc golf or try your hand at another type of play. There are many fun activities that can keep you moving.
2. Give back. Look for ways to support your community by volunteering. Many nonprofit organizations need assistance. Helping others relieves stress. A win-win!
3. Practice moderation. For some, having a drink or two is part of unwinding. But alcohol can negatively impact even occasional drinkers because it elevates blood sugar levels. It can also lead to unhealthy snacking. Make sure to drink water and limit your intake.
4. Eat smart. Just because you're on vacation doesn't mean calories and nutritional value don't count. Your body still needs vitamin-rich fuel. If you indulge at one meal, don't let it derail your week. Eat veggies, fruits and lean proteins throughout the day to feel your best.
5. Catch some shut-eye. Try to keep your sleep routine within an hour or so of normal. By sticking to a consistent sleep schedule, you will feel more rested and have the energy to make your spring break the best one ever.

Visit our website

Find information on:

- Quality improvement program
- Case management program
- Disease management program
- Clinical practice guidelines
- Utilization management, including decision-making criteria, affirmative statement and staff availability
- Pharmacy and prescription drug management
- Benefits and coverage
- Member rights and responsibilities
- Protected health information use and disclosure
- Member handbook
- Provider directory

If you do not have internet service, you can reach us by phone (numbers listed in “Who to call”) for more information.

Who to call

Member Services

(benefits, ID cards, appeals, PCP changes, etc.):

1-800-953-8854

DentaQuest (adults only):

1-800-685-1150

Healthy Smiles Dental

Services: 1-855-934-9812

Public Mental Health Services:

1-800-888-1965

Superior Vision:

1-800-428-8789

Utilization Management (UM):

1-800-953-8854—

follow prompts to UM

Case Management/ Disease Management:

1-800-953-8854

Health Education Requests:

1-800-953-8854



It's that time of year again!

Every year, certain Maryland Physicians Care (MPC) members are chosen to participate in a satisfaction survey between February and April. The survey can be completed by mail or by phone and your personal identity and answers are confidential. Your input is very important so please complete the survey if you receive it. The results help MPC improve our quality of care and service.

The survey asks questions about your satisfaction with:

- Personal doctors (primary care provider or PCP)
- Specialists (doctors you may see for special problems)
- Health care services, like getting care, appointments and care that you need from your providers
- Health plan services, like MPC's Customer Service, Case Management and Health Education Program

Remember, our goal is to keep you happy, healthy, and provide excellent customer service. If, at any time, you have any problems getting the care you need or you are not satisfied, please contact our Member Service so we can help. Be sure to call if you have serious medical problems or special needs.

To view our 2019 survey results, please visit our website at MarylandPhysiciansCare.com.

Nondiscrimination Notice

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.

Maryland Physicians Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats, such as large print in a manner that takes into consideration the special needs of those who are visually impaired, hearing-impaired or have limited reading proficiency
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

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**.

If you believe that Maryland Physicians Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
1201 Winterson Road
Linthicum, MD 21090

Telephone: 1-800-953-8854, TTY 1-800-735-2258

Email: MPCCCompliance@marylandphysicianscare.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

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.*

Español/Spanish

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

አማርኛ/Amharic

እገዛ በ ቋንቋዎ ማግኘት ይችላሉ:-: **1-800-953-8854** (TTY: **1-800-735-2258**). እነዚህ አገልግሎቶች ያለክፍያ የሚገኙ ነጻ ናቸው.

العربية/Arabic

المساعدة متوفرة في لغتك: اتصل على الرقم **1-800-953-8854** (للمعاقين سمعياً: **1-800-735-2258**) مجاناً أو فواتم تآمدخ لآ هذه

中文/Chinese

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。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-953-8854** (خط تماس افراد ناشنوا **1-800-735-2258**)
دنتسه سرتسد رد ناگیار تروص هب تآمدخ نیآ

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-953-8854** (TTY: **1-800-735-2258**). Ces services sont disponibles pour gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-953-8854** (ટીટીવાય: **1-800-735-2258**). સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-953-8854** (TTY: **1-800-735-2258**). Sèvis sa yo disponib gratis.

Igbo

Enyemaka di na asusu gi: **1-800-953-8854** (TTY: **1-800-735-2258**). Ọrụ ndị a dị na enweghi ugwo i ga akwu maka ya.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-953-8854** (TTY: **1-800-735-2258**). 무료로 제공 됩니다.

Português/Portuguese

A ajuda está disponível em seu idioma: **1-800-953-8854** (TTY: **1-800-735-2258**). Estes serviços são oferecidos de graça.

Русский/Russian

Помощь доступна на вашем языке: **1-800-953-8854** (TTY: **1-800-735-2258**). Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyong wika: **1-800-953-8854** (TTY: **1-800-735-2258**). Ang mga serbisyong ito ay libre.

اردو/Urdu

آپ کی زبان میں مدد دستیاب ہے: **1-800-953-8854** (ٹی ٹی وائی: **1-800-735-2258**)
سیہ ہایتسد ےئل ےک تفم تآمدخ

Tiếng Việt/Vietnamese

Hỗ trợ là có sẵn trong ngôn ngữ của quý vị **1-800-953-8854** (TTY: **1-800-735-2258**). Những dịch vụ này có sẵn miễn phí.

Yorùbá/Yoruba

Ìrànlọ́wọ̀ wà ní àrọ̀wọ̀tó ní èdè rẹ: **1-800-953-8854** (TTY: **1-800-735-2258**). Awon ise yi wa fun o free.