Pregnant? Get the care you need

The Small Miracles Program wants to help you get the best prenatal care possible for you and your baby. We are here to help you with your pregnancy needs or concerns. If your pregnancy is high risk or your OB doctor ever tells you that it is high risk, please call us at 1 (410) 401-9052 so our OB nurse case managers can follow your pregnancy. Some examples of high-risk problems are:
- Preterm labor or problems with the cervix
- High blood pressure
- Other medical conditions (thyroid problems, seizure disorder, blood clotting problems)
- Vomiting with weight loss
- Placenta problems
- Previous stillbirth, fetal death or more than two miscarriages
- Diabetes
- HIV
- Age less than 15 years or older than 35 years
- Pregnant with more than one baby
- Smoking more than half a pack of cigarettes a day

When you’ve just had a baby

Remember to go to your postpartum care visit

Are you a new mom? Take the time to go to your doctor visit, called a postpartum care visit.

This visit should happen three to six weeks after your baby is born. It’s your chance to make sure you’re healing well. And to ask your doctor questions about your health.

Of course, you can call your doctor any time. Especially if you have concerns about the way your body changes after your baby is born. It’s normal for you to have:
- *Fluid come out of your vagina.* You’ll need to wear pads for a few weeks.
- *Menstrual-like cramps.* Ask your doctor if you can take pain medicine.
- *Soreness in the area between the vagina and rectum.* Use a cold pack or try a warm bath for relief.

For help scheduling a postpartum visit, call HEDIS Outreach at 1 (866) 651-7838.

Sources: March of Dimes; Office on Women’s Health

Become eligible to receive a gift when you keep your postpartum appointment!
Digital mammograms: What you need to know

All mammograms start with an x-ray of the breast. But a digital mammogram does not use film. It saves images on a computer.

The breasts must still be compressed to get good pictures. But digital mammograms are better than film in some ways.

**Viewing and sharing**
A doctor checks the images from your mammogram. With digital mammograms, the doctor can:
- Adjust the pictures on the computer screen to get a better look
- Change the size
- Change the brightness
- Change the contrast

This may mean fewer women have to come back for more tests.

The doctor can show the images to other doctors. He or she can also send them to your primary care provider. It’s easy to share the images with electronic devices. This is like how digital photos can be shared.

Both film and digital mammograms work well at finding breast cancer. But digital images may work better for:
- Women younger than 50
- Women with dense breast tissue

**Safe and useful**
All x-rays use radiation. But the dose from both types of mammograms is quite small. If you can only get film mammograms, don’t worry.

Both types are very good at finding breast changes early. That is when treatment works best.

Women should start having mammograms once a year at age 40. To find out more, visit [www.cancer.org](http://www.cancer.org).

Source: American Cancer Society

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Check up on your health
A little prevention goes a long way

Don’t let illness sneak up on you. Keep an eye on your health, even when you feel fine. To help protect your health, have regular checkups with a doctor.

Ask your doctor what screening tests are right for you. These tests can help spot problems early. They might even prevent a problem from happening at all.

**Screenings**
- **Cholesterol.** Your total is best kept less than 200. Bad cholesterol (LDL) should be less than 100. Good cholesterol (HDL) should be more than 40 for men and more than 50 for women. Triglycerides should be less than 150. High numbers mean a higher risk for heart disease.
- **Blood pressure.** It is written with two numbers—120/70, or “120 over 70.” The first should be less than 130. The second should be less than 80. Work with your doctor to make a plan to control blood pressure. He or she may recommend a healthier diet, more exercise and taking medicines as directed. High blood pressure raises risks of heart and kidney disease and stroke.
- **Diabetes: Average blood glucose.** This is called an A1C test. It shows the average amount of glucose in your blood over two or three months. Most people with diabetes should have an A1C of less than 7 percent. If your A1C is more than 7 percent, your diabetes is not controlled. Your blood glucose is probably too high. Your goal should be to have a blood glucose level between 80 and 120. That will help keep your A1C lower. If your A1C is between 5.7 and 6.4, you may have prediabetes. You should work to lower that number by changing your diet and exercising. Talk to your provider about keeping your sugar level normal.
- **Body mass index (BMI).** Your BMI is a number. It’s based on your height and weight. It can give you a good idea about how much fat there is in your body. Too much fat around your belly raises your risk for high blood pressure and high cholesterol. The higher your BMI is, the more likely you are to have a serious health problem. A high BMI raises your risk for diabetes, heart disease and even cancer.

Sources: Agency for Healthcare Research and Quality; American Heart Association; National Diabetes Information Clearinghouse
Protect your family from HPV

Human papillomavirus (HPV) is a virus spread mostly by sexual contact.

It’s very common. In fact, most people who have sex will get some type of HPV. Most will never know it. That’s because HPV usually has no symptoms.

Some kinds of HPV cause genital warts. These are bumpy growths on the vagina, penis and other genital areas.

Some types of HPV can even lead to cervical cancer.

How to protect yourself
You can take steps to help prevent HPV.
• Choose not to have sex.
• Use a condom during sex.
• Get vaccinated.

There are two vaccines for girls and women. Both help protect against the types of HPV most likely to cause cancer. One also can help prevent the kinds of HPV that lead to most genital warts.

Cancer is rarely a worry for guys with HPV. But boys and men can get an HPV shot that protects against viruses likely to cause most warts too.

Anyone ages 9 to 26 can get an HPV vaccine. They work best when given before a person ever has sex. Your provider can help decide if the shot is right for you or others in your family.

Sources: American College of Obstetricians and Gynecologists; Centers for Disease Control and Prevention

The Pap test: Find cancer before it starts

Cervical cancer used to cause a lot of deaths of women in the U.S.
But not anymore.
The reason why? The Pap test, also called a Pap smear. Most women have a test along with a regular pelvic exam.

Where’s the cervix?
Your cervix is the opening at the top of the vagina. It leads into your uterus.
Also called the womb, the uterus is where a fetus grows into a baby. Babies travel through the cervix and out the vagina as they’re born.

Cervical cancer is cancer that starts in the cervix.

The Pap test:
• Can spot cell changes before they become cancer. A Pap test will find cell changes in your cervix. Your doctor can remove these changed cells before they have a chance to turn into cancer.
• Can find cancer early. In its early stages, cancer is easier to treat. That gives you a better chance to overcome it.
• May save your life. The Pap test came into use around 1950. Since then the number of cervical cancers and the death rate from cervical cancer have both gone down a great deal.

You should have a Pap test once every three years starting at age 21. After age 29, you may need the test more or less often. Ask your doctor what is best for you.

Sources: National Cancer Institute; American College of Obstetricians and Gynecologists

For help scheduling a Pap exam, call HEDIS Outreach at 1 (866) 651-7838.
Your satisfaction is our goal

Grievances
If you have a complaint about something other than not receiving a service, this is called a grievance. Examples of grievances would be not being able to find a doctor, trouble getting a doctor’s appointment, or not being treated fairly by someone who works at Maryland Physicians Care (MPC) or at your doctor’s office.

MPC will solve:
• Urgent medical problems within 24 hours
• Nonurgent medical problems within five days
• Nonmedical problems within 30 days

If you have a grievance, you can contact us at 1 (800) 953-8854 or TTY/TDD at 1 (800) 735-2258.

Appeals
If you have a complaint about a service you or a provider feels you need but MPC will not cover, you can ask us to review your request again. This is called an appeal.

If you want to file an appeal, you have to file it within 90 days of the date that you receive the letter saying that MPC would not cover the services you want. You can call us at 1 (800) 953-8854 to file your appeal.
You may also send your appeal in writing. You can mail your written appeal to:

Maryland Physicians Care, MCO
Attn: Appeals Unit
509 Progress Drive, Suite 117
Linthicum, MD 21090

For more information about grievances and appeals, please see your MPC enrollee handbook (pages 28 to 30).

You can also visit us at www.marylandphysicianscare.com to see the handbook online or call the Member Services Department at 1 (800) 953-8854 to have a copy mailed to you.

Help stop fraud
Please remember: It is everyone’s responsibility (a requirement that can be subject to federal or state sanctions) to report suspected fraud or abuse.

To report fraud or abuse, call the Maryland Physicians Care (MPC) compliance hotline at 1 (866) 781-6403. We prefer, but do not require, that you leave your name. Please leave enough information to help us investigate, including the:
• Name of the MPC member or provider you suspect of fraud
• Member’s MPC card number
• Name of the doctor, hospital or other health care provider
• Date of service
• Amount of money that MPC paid for the service
• Description of the acts you suspect involve fraud or abuse

You can also visit MPC’s website at www.marylandphysicianscare.com. Click on “Fraud & Abuse,” and you can email us suspected fraud information. Either way, it’s really important that we hear from you.

Thanks for your continued support!
Sincerely,
MPC Compliance Department

Visit our website
Find information on:
• Quality Improvement Program
• Case Management Program
• Clinical practice guidelines
• Utilization management
• Pharmacy/prescription drug management
• Benefits and coverage
• Member rights and responsibilities
• Provider directory
• Protected health information (PHI) use and disclosure

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 (888) 696-9596

Public Mental Health Services
1 (800) 888-1965

Utilization Management (UM)
1 (800) 953-8854—follow the prompts to UM

Superior Vision
1 (800) 428-8789

HEDIS Outreach
1 (866) 651-7838

YOUR FAMILY’S HEALTH is published as a community service for the friends of Maryland Physicians Care, 509 Progress Drive, Suite 117, Linthicum, MD 21090-2256, 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 health care needs. The plan does not provide health care services; you must receive health care services from your provider.

Models may be used in photos and illustrations.

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