Helping you manage your plan—and your health

We made changes to our secure member website to better serve you. This new member site is your go-to resource for managing your plan. It will help you use your Maryland Physicians Care benefits and services so you can get and stay healthy. You can:

• **Access health plan details:** Change your doctor, find forms or get member ID cards.
• **Get personalized health information:** Answer questions about your health and get the tips and tools you’ll need to meet your health goals, like quitting smoking and weight management.
• **Research prescription drugs:** Find a pharmacy, see how much a drug costs or ask for a drug not covered by your plan.
• **Get instant access to claims details:** See the status of your claim from start to finish.
• **Find support:** Get in touch with a nurse or learn more about the disease management and wellness programs that will help you stay on track with goals.

**Sign up today. It's easy.**
To set up your account or to learn more about these tools, you can visit www.marylandphysicianscare.com.

Keep in mind you’ll need your health plan member ID and a current email address to create an account.

**We’re always here to help**
For help getting started or to sign up over the phone, you can 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. The process of figuring out how to improve your care is called the Quality Improvement Program.

To find out more about our quality program, our goals and our progress in meeting our goals, visit our website at www.marylandphysicianscare.com/members.aspx.
Making the best of your doctor visits

How much do you think your doctor knows about your current health? Most likely a lot, but they will know much more if you do your part to keep them informed.

By making sure your doctor is aware of your visits to the emergency room or any unscheduled overnight stays in the hospital, by following up with your doctor after a visit with a specialist, by letting your doctor know your lab results, by letting your doctor know your numbers (blood pressure, cholesterol, hemoglobin A1C and body mass index) and by making sure your doctor is aware of any medication you are taking, you and your doctor can make better decisions about your medical care.

To prepare for a visit with a new primary care provider (PCP), bring a list of all medications that you are taking. Include a list of any concerns or symptoms that you may be experiencing. No matter how big or how small, talking about your concerns with your doctor could make a big difference in your health. So be sure to maintain an open discussion with your new or current PCP so that together you can make better decisions about your care.

Important changes to the formulary/approved drug list

Maryland Physicians Care, Inc. is making the following changes to our approved drug list:

<table>
<thead>
<tr>
<th>Medication</th>
<th>Change</th>
<th>Date of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advair</td>
<td>Symbicort and Dulera are medications similar to Advair. They have been added to the formulary. If you are age 12 or older, your provider will need to go through the prior authorization process for you to use Advair.</td>
<td>Sept. 1, 2015</td>
</tr>
<tr>
<td>Diabetic test strips</td>
<td>You will be able to obtain 150 diabetic test strips each month. If you need more than that, your provider will need to go through the prior authorization process.</td>
<td>Aug. 1, 2015</td>
</tr>
<tr>
<td>Nasonex</td>
<td>Nasacort OTC and Flonase OTC are medications similar to Nasonex. They have been added to the formulary. You must first use Nasacort OTC and Flonase OTC before being allowed to fill prescriptions for Flunisolide Nasal Spray and Fluticasone. Nasonex is no longer on the approved drug list.</td>
<td>Aug. 1, 2015</td>
</tr>
<tr>
<td>Oramorph OxyContin</td>
<td>Oramorph is a pain medication that is similar to OxyContin. You will have to try Oramorph ER before being approved for OxyContin.</td>
<td>Aug. 1, 2015</td>
</tr>
<tr>
<td>Dose optimization</td>
<td>On or after the effective date, Maryland Physicians Care will not cover multiple daily doses of the lower strength medication when an equivalent once-daily higher-strength dose is available without special permission from your provider.</td>
<td>Aug. 1, 2015</td>
</tr>
</tbody>
</table>

After Aug. 1, 2015, both new prescriptions and existing refills will have to go through the prior authorization process.

For more information regarding our approved drug list, talk to your provider and/or visit www.marylandphysicianscare.com/members/benefits/approved-drugs.

Learn more online!

Go to our website to check out more information on health: www.marylandphysicianscare.com. You can learn about health topics and care studied by doctors. Stay healthy by using our tools to help control your health. Community resources and discount programs are also just a few clicks away.
### Urgent care locations

For more information, visit [www.marylandphysicianscare.com](http://www.marylandphysicianscare.com) and click on “Find a Provider” at the top right of the page.

#### ALLEGANY COUNTY

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Matters, LLC</td>
<td>Cumberland, Maryland</td>
<td>(301) 729-3278</td>
</tr>
<tr>
<td>Hunt Club Medical Clinic</td>
<td>Short Gap, West Virginia</td>
<td>(304) 726-4501</td>
</tr>
<tr>
<td>WMHS Urgent Care Services (Frostburg)</td>
<td>Frostburg, Maryland</td>
<td>(301) 689-3229</td>
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#### ANNE ARUNDEL COUNTY

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Doctors Express–Edgewater</td>
<td>Edgewater, Maryland</td>
<td>(410) 956-3394</td>
</tr>
<tr>
<td>Pat Joint First–Glen Burnie</td>
<td>Glen Burnie, Maryland</td>
<td>(410) 496-9105</td>
</tr>
<tr>
<td>Patient First–Edmonston</td>
<td>Odenton, Maryland</td>
<td>(410) 351-3917</td>
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<tr>
<td>Pat Joint First–Pasadena</td>
<td>Pasadena, Maryland</td>
<td>(410) 573-0564</td>
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<tr>
<td>Righttime Medical Care–Annapolis</td>
<td>Annapolis, Maryland</td>
<td>(888) 808-6483</td>
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<tr>
<td>Righttime Medical Care–Gambrills</td>
<td>Gambrills, Maryland</td>
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<tr>
<td>Righttime Medical Care–Hanover</td>
<td>Hanover, Maryland</td>
<td>(410) 755-9253</td>
</tr>
<tr>
<td>Righttime Medical Care–Pasadena</td>
<td>Pasadena, Maryland</td>
<td>(888) 808-6483</td>
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#### BALTIMORE CITY

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<th>Location</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Priority Care Clinics LLC</td>
<td>Baltimore, Maryland</td>
<td>(410) 522-0001</td>
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#### BALTIMORE COUNTY

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<th>Location</th>
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<tbody>
<tr>
<td>Doctors Express</td>
<td>Pikesville, Maryland</td>
<td>(410) 484-4044</td>
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#### BALTIMORE COUNTY

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<tr>
<th>Location</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Doctors Express of Timonium</td>
<td>Lutherville Timonium, Maryland</td>
<td>(410) 453-0002</td>
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<tr>
<td>ExpressCare of Dundalk</td>
<td>Dundalk, Maryland</td>
<td>(410) 288-2121</td>
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<tr>
<td>ExpressCare of Owings Mills LLC</td>
<td>Owings Mills, Maryland</td>
<td>(410) 363-7281</td>
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<tr>
<td>ExpressCare of Parkville LLC</td>
<td>Parkville, Maryland</td>
<td>(443) 438-5147</td>
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<tr>
<td>Life Care Plus LLC</td>
<td>Baltimore, Maryland</td>
<td>(410) 542-1725</td>
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<tr>
<td>Lifeline Urgent Care</td>
<td>Randallstown, Maryland</td>
<td>(410) 496-9105</td>
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<tr>
<td>Patient First</td>
<td>Owings Mills, Maryland</td>
<td>(410) 902-6776</td>
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<tr>
<td>Patient First–Bayview</td>
<td>Baltimore, Maryland</td>
<td>(410) 814-4500</td>
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<td>Patient First–Catonsville</td>
<td>Catonsville, Maryland</td>
<td>(410) 514-1361</td>
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<td>Patient First–Lutherville</td>
<td>Lutherville Timonium, Maryland</td>
<td>(410) 583-2777</td>
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<tr>
<td>Patient First–Perry Hall</td>
<td>Nottingham, Maryland</td>
<td>(410) 529-9200</td>
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<tr>
<td>Patient First–Towson</td>
<td>Towson, Maryland</td>
<td>(410) 372-6373</td>
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<td>Patient First–White Marsh</td>
<td>Nottingham, Maryland</td>
<td>(410) 461-1997</td>
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<tr>
<td>Righttime Medical Care</td>
<td>Pikesville, Maryland</td>
<td>(888) 808-6483</td>
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#### CALVERT COUNTY

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<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Dunkirk Urgent Care Center</td>
<td>Dunkirk, Maryland</td>
<td>(410) 286-7911</td>
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#### CARROLL COUNTY

<table>
<thead>
<tr>
<th>Location</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Carroll Urgent Care LLC</td>
<td>Sykesville, Maryland</td>
<td>(410) 549-7222</td>
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<tr>
<td>MyCare Express</td>
<td>Eldersburg, Maryland</td>
<td>(410) 549-7222</td>
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<tr>
<td>U.N.I. Urgent Care Center</td>
<td>Westminster, Maryland</td>
<td>(410) 751-7480</td>
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#### CECIL COUNTY

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<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>ExpressCare of Elkton LLC</td>
<td>Elkton, Maryland</td>
<td>(443) 485-6213</td>
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<tr>
<td>Urgent Care at Principio</td>
<td>Perryville, Maryland</td>
<td>(443) 245-7378</td>
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#### CHARLES COUNTY

<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Health Provider MGMT LLC DBA My Doctor</td>
<td>Waldorf, Maryland</td>
<td>(301) 396-4444</td>
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<tr>
<td>Urgent Care at Principio</td>
<td>Perryville, Maryland</td>
<td>(443) 245-7378</td>
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#### CHARLES COUNTY

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<thead>
<tr>
<th>Location</th>
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<th>Phone</th>
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<tbody>
<tr>
<td>Prince Frederick Urgent Care Center</td>
<td>prince, Maryland</td>
<td>(410) 535-8911</td>
</tr>
<tr>
<td>Solomons Urgent Care Center</td>
<td>Solomons, Maryland</td>
<td>(410) 394-2800</td>
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#### CARROLL COUNTY

<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Prince First–Aberdeen</td>
<td>Aberdeen, Maryland</td>
<td>(410) 306-7880</td>
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#### CECIL COUNTY

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<thead>
<tr>
<th>Location</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>ExpressCare of Bel Air</td>
<td>Bel Air, Maryland</td>
<td>(410) 420-6970</td>
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#### FREDERICK COUNTY

<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Righttime Medical Care–Annapolis</td>
<td>Annapolis, Maryland</td>
<td>(888) 808-6483</td>
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#### FREDERICK COUNTY

<table>
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<tr>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Westview Urgent Care Medi Center</td>
<td>Frederick, Maryland</td>
<td>(301) 682-8888</td>
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#### HARFORD COUNTY

<table>
<thead>
<tr>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>ExpressCare of Bel Air</td>
<td>Bel Air, Maryland</td>
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#### HOWARD COUNTY

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<tr>
<th>Location</th>
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<tbody>
<tr>
<td>KinderMender LLC</td>
<td>Columbia, Maryland</td>
<td>(443) 492-4000</td>
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#### MONTGOMERY COUNTY

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>After Hours Urgent Care LLC</td>
<td>Rockville, Maryland</td>
<td>(301) 738-8889</td>
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#### MONTGOMERY COUNTY

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<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Briggs Chaney Walk-in Clinic</td>
<td>Silver Spring, Maryland</td>
<td>(301) 890-8000</td>
</tr>
</tbody>
</table>

Continued on next page
You’ve cut your finger. Do you know where to go for treatment?

Not to the emergency department. A finger cut isn’t an emergency. Head to an urgent care center instead.

Urgent care centers offer the same treatment as your doctor. They have longer hours on weekdays, Saturdays and Sundays.

You’re also likely to get faster treatment. That’s because emergency departments must first treat those who need care most, not those who have been waiting longest.

Urgent care isn’t the place to go in a crisis. For a heart attack or other life-threatening illness, seek emergency help.

Use the lists at right as a guide. Call your urgent care center and ask where to go if you’re not sure.

### Urgent care locations

**Continued from previous page**

**Fast Track Urgent Care**
Kensington, Maryland
1 (301) 949-0030

**Medical Access PC**
Germantown, Maryland
1 (301) 428-1070

**MedOne Urgent Care**
Bethesda, Maryland
1 (301) 652-0030

**Patient First–Silver Spring**
Silver Spring, Maryland
1 (301) 960-4682

**Righttime Medical Care**
Rockville, Maryland
1 (888) 808-6483

**Righttime Medical Care–Gaithersburg**
Gaithersburg, Maryland
1 (888) 808-6483

**Righttime Medical Care–Olney**
Olney, Maryland
1 (888) 808-6483

**XpressMedCare LLC**
Silver Spring, Maryland
1 (240) 558-3131

**NEW CASTLE COUNTY**
Fast Care Medical Aid Unit LLC
Claymont, Delaware
1 (302) 793-7506

**PRINCE GEORGES COUNTY**
Express Healthcare LLC
College Park, Maryland
1 (301) 441-1112

ExpressCare of Bowie LLC
Bowie, Maryland
1 (301) 383-0334

**Greenbelt Medical LLC**
(after hours)
Greenbelt, Maryland
1 (301) 220-0039

**KinderMender Laurel LLC**
Laurel, Maryland
1 (443) 492-4000

**My Care Urgent Care LLC**
Hyattsville, Maryland
1 (240) 667-2099

**Omni Medical Center**
Upper Marlboro, Maryland
1 (301) 350-8500

**Patient First–Laurel**
Laurel, Maryland
1 (301) 497-1820

**Urgent Care Matters**
Oxon Hill, Maryland
1 (301) 893-4513

**WASHINGTON COUNTY**
After Hours Pediatrics
Hagerstown, Maryland
1 (301) 302-7837

**MedExpress Urgent Care PC–Maryland**
Hagerstown, Maryland
1 (301) 790-0254

**Meritus Urgent Care LLC**
Hagerstown, Maryland
1 (240) 313-3100

**WICOMICO COUNTY**
Chesapeake Medical Solutions
DBA Your Docs
Salisbury, Maryland
1 (877) 222-4934

ExpressCare of Salisbury LLC
Salisbury, Maryland
1 (410) 543-2020

**WORCESTER COUNTY**
Acute Injury and Illness Centers
DBA West Ocean City Injury & Illness Center
Ocean City, Maryland
1 (410) 213-0119

---

### Urgent care
- Minor burns or cuts
- Sprains or strains
- Animal bites
- Cough, cold or sore throat
- Ear infections
- Rash or skin problems
- Flu-like symptoms
- Broken bones

### Emergency department
- Uncontrolled bleeding
- Loss of consciousness
- Chest pain that lasts more than a few minutes—call 911 immediately if you think it is a heart attack
- Sudden trouble seeing, talking, walking or other signs of a stroke—call 911 immediately
- Any sudden or severe pain
- Trouble breathing
- Coughing or vomiting blood
- Head injury

Sources: American College of Emergency Physicians; National Association for Ambulatory Care
Back to school
A checkup checklist

It’s back-to-school time. And that means it’s time for you to do a little homework.

Don’t panic! It won’t take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you’ll help start the school year right.

Here’s a checklist. Schedule:

☐ **A well-child checkup.** A yearly exam is important—even when your child isn’t sick. It may help spot problems early. And it gives your child’s provider a chance to offer advice to your child about how to stay healthy.

It’s also the time to:
• Make sure that immunizations are up-to-date.
• Get answers to questions you or your child might have.
• Schedule the physical that may be needed for your child to take part in school sports.

☐ **An eye exam.** Seeing well can be key to doing well in school. The sooner you find vision problems, the better.

☐ **A hearing screening.** Good hearing makes it easier to perform well in school. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. So it’s good for kids to be tested on an ongoing basis.

☐ **A dental checkup.** Trouble with your child’s teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child’s smile.

☐ **Lead screening.** Lead exposure can cause a lot of health problems in kids. It may harm their bodies and their brains and cause problems with: learning, behavior and growth. A blood test can detect levels.

If these visits reveal health concerns, you may have one more call to make—to your child’s school. Staff there should know about your child’s health conditions and what they can do to help.

Sources: American Academy of Otolaryngology—Head and Neck Surgery; American Academy of Pediatrics

Get your child’s eyes checked before school starts. Seeing well is part of being able to do well in school.

---

**FLU FACTS: Don’t let the flu get you down**

Germs can travel as far as **6 feet** when a person coughs or talks.

Flu viruses can survive on surfaces for **2–8 hrs.**

5–20% of the people in the U.S. get the flu each year.

The flu sends **200,000+ people** to the hospital each year.

**YOUR BEST PROTECTION:**
A **YEARLY FLU VACCINE.**
Nearly everyone older than 6 months should get one.

**MORE STAY-HEALTHY TIPS:**
Wash your hands often.
Avoid touching your face.
Steer clear of people who are sick.

Flu season lasts from October through May.

Source: Centers for Disease Control and Prevention
Vaccines for kids
Important for health

Vaccines make a big difference in kids’ lives. A quick look at the past shows how.

They work by prompting the body to make special proteins called antibodies. These proteins guard the body. They attack when they detect disease.

Some are good for a lifetime. Some need a nudge—a booster shot—to keep working as kids grow older.

We give babies shots to get those antibodies in place early. Shots are timed for the age when they work best in little bodies. And of course, they are carefully tested for safety.

Making progress
Serious diseases like smallpox and polio are now gone or rare in this country. The main reason: vaccines.

But that doesn’t mean the bacteria or viruses that cause them are gone. They live on here and in other countries too. People today can cross oceans in hours. Serious, deadly infections can as well.

That’s why kids really need their shots. And they need them on time, so they are as fully protected as possible.

Source: American Academy of Pediatrics

Routine vaccines children need
These are general recommendations. Talk with your doctor about what is right for your child.

**DTaP** = diphtheria, tetanus, pertussis (whooping cough)

**Flu** = influenza

**HepA** = hepatitis A

**HepB** = hepatitis B

**Hib** = *Haemophilus influenzae* type b

**HPV** = human papillomavirus

**IPV** = poliovirus (polio)

**MCV4** = meningococcal

**MMR** = measles, mumps, rubella

**PCV13** = pneumococcal

**PPSV23** = pneumococcal

**RV** = rotavirus

**Tdap** = tetanus, diphtheria, pertussis

**VAR** = varicella (chickenpox)

<table>
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<th>BIRTH MONTHS</th>
<th>YEARS</th>
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<tbody>
<tr>
<td>0</td>
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<tr>
<td>HepB</td>
<td>HepB</td>
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<tr>
<td>Hib</td>
<td>Hib</td>
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<tr>
<td>PCV13</td>
<td>PCV13</td>
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<tr>
<td>IPV</td>
<td>IPV</td>
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<tr>
<td>Flu, yearly (2 doses*)</td>
<td>Flu, yearly</td>
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<tr>
<td>MMR</td>
<td>MMR</td>
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<tr>
<td>VAR</td>
<td>VAR</td>
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<tr>
<td>HepA series</td>
<td>HepA series</td>
</tr>
<tr>
<td>MCV4 series</td>
<td>MCV4 series</td>
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</tbody>
</table>

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institutes of Health

Screen your teen
The teen years are a time of change: changing skin, changing bodies and changing health needs.

For these reasons and more, teens should have an annual health checkup. Depending on family and personal history, a teen may be screened for:

- Skin cancer
- Diabetes
- Obesity
- Substance abuse

Doctors also make sure teens have had all their shots. These vaccinations are recommended for teens who didn’t get them as preteens:

- HPV (human papillomavirus)
- Measles and mumps
- Hepatitis

Teens also need a booster shot at age 16 to prevent meningitis.

Many doctors now talk to teens about health and safety. Do they wear a seatbelt? Do they use tobacco? Are they dating? Teens who are having sex may be tested for sexually transmitted diseases.

Screenings help parents and health providers guide teens as they prepare to become adults.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institutes of Health

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**< Clip and save**

- Range of routinely recommended ages
- Range for certain high-risk groups
- Range for catch-up immunizations
- Needed in some cases

<table>
<thead>
<tr>
<th>Vaccine</th>
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<tbody>
<tr>
<td>PCV13</td>
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<td>PPSV23</td>
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<td>HPV series</td>
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<td>DTap</td>
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<td>VAR series</td>
</tr>
<tr>
<td>HepA series</td>
</tr>
<tr>
<td>MCV4 series</td>
</tr>
</tbody>
</table>

Updated 2015, with information from the Centers for Disease Control and Prevention
HPV vaccine

A shot for protection

Of all the sexually transmitted infections, human papillomavirus (HPV) is the most common. Most people who are sexually active will get at least one type at some point.

Even so, most people who get HPV won’t even know it. Why? Because it can occur without symptoms and go away on its own.

But some types of HPV can cause problems like genital warts or cancer.

To learn more, visit the Centers for Disease Control and Prevention website at www.cdc.gov.

Certain types of HPV are the main cause of cervical cancer. As many as 12,000 women get this type of cancer each year in the U.S. Some 4,000 of them will die of the disease.

HPV can also cause other cancers.

There are multiple vaccines that can help guard against HPV. They help protect females from cervical cancer. One also helps males and females avoid most types of genital warts.

The shots work best when given before a person has sex for the first time. The first dose can come as early as age 9. Shots can be given as late as age 26.

Shots are given in a series of three doses spread out over six months.

Talk with your provider to learn more. He or she can help you decide:
• Who should get HPV shots
• When shots should start
• Which vaccine is best

Source: Centers for Disease Control and Prevention

Case Management

Our Case Management Department is here to help you understand and control complex health conditions. Case managers and care coordinators can help Monday through Friday during normal business hours. A case manager may be assigned to help you plan for and receive health care services. The case manager also keeps track of what services are needed and what has been provided. HealthChoice members with special needs may also qualify for case management, including:
• Children with special needs
• People with physical and/or developmental disabilities
• Pregnant and postpartum women
• People who qualify for our Small Miracles program
• People who are homeless
• People with HIV/AIDS
• People who need substance abuse treatment
• Children in state-supervised care

To request Case Management services or for more information regarding our program, please contact our Special Needs Coordinator at 1 (410) 401-9443 or 1 (800) 953-8854.

Is there a health topic you would like to see discussed in our member newsletter? Would you like to offer feedback or recommendations on current or new member education programs? Would you like to learn more about a health topic? If so, we would love to hear from you! Please give us a call at 1 (800) 953-8854 and follow the prompts to the Prevention and Wellness Department.
Disease management

We offer disease management programs that can help you better manage your health. These programs educate you on your disease and give you tips on how to stay healthy. If you are an adult over the age of 18 and have asthma or diabetes, we can help you.

Through the Disease Management Program, you can get information to read and the names and phone numbers of resources who can help you manage your illness. We’ll work with your doctor to come up with a care plan that is just right for you. The care plan will help you meet your goals and manage your illness.

It’s your choice to participate in a disease management program. You can join by calling our Special Needs Coordinator at 1 (410) 401-9443 or by email at MBU-MDMedicaidSpecialNeeds@marylandphysicianscare.com. Your primary care provider, specialist or other health care providers may also suggest that you join the program. Because it’s an opt-in program, you can choose to join or leave the program at any time without any impact to your benefits.

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 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
• Disease Management Program

• Clinical practice guidelines
• Utilization management
• Pharmacy/prescription drug management
• Benefits and coverage
• Member rights and responsibilities
• Member Handbook

• Provider directory
• Protected health information use and disclosure

If you do not have Internet service, you can reach us by phone (numbers listed at top of page) 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 (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

Case Management/Disease Management
1 (800) 953-8854
1 (401) 401-9443

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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