

WHOLE you

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Renew Your Benefits

Did you know that to keep your health benefits, members must renew health coverage once per year?

You can renew your health benefits in the following ways:

- **Renew Online:** Visit Maryland Health Connection's website, create/log into your account, and click the "Change My Information/Renew Coverage" button.
- **Renew by Phone:** Call Maryland Health Connection at 855-642-8572 (TTY: 855-642-8573) to talk to an agent.
- **Renew on the Mobile App:** Use the "Enroll MHC" mobile app to re-enroll in Medicaid/MCHP, view notices, upload verification documents, and more.
- **Renew in Person:** Maryland Health Connection has an option to search for free, in-person help with renewal. Visit Marylandphysicianscare.com for information.

Making the Best of Your Doctor Visits

How much do you think your doctor knows about your current health? For example, if you are seeing a new doctor, does he/she have your current health records?

Most likely a lot, but your doctor will know much more if you do your part to keep him or her informed.

You and your doctor can make better decisions about your medical care by:

- Making sure your doctor knows of your visits to the emergency room, any unscheduled overnight hospital stays, or visits with a specialist.
- Asking your doctor about your latest lab results and what your numbers mean (blood pressure, cholesterol, hemoglobin A1c, and body mass index).
- Making sure your doctor is aware of any medication you are taking
- Bringing 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 doctor so that together you can make better decisions about your care.

Are You at Risk for Diabetes?

Type 2 diabetes is a condition that makes blood sugar levels higher than normal. This happens when your body does not use insulin the right way. Some people are more at risk for type 2 diabetes. This includes people who

- Are overweight
- Are over age 45
- Have family members with diabetes
- Have high blood pressure
- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian, or Pacific Islander

If you have type 2 diabetes, you should see your doctor several times a year. Your doctor can make sure your diabetes is under control. You may need to watch what you eat, take pills, or give yourself insulin shots. It is important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves, or heart. MPC has health management services that can help you live with chronic conditions like diabetes. Call 1-800-953-8854 to learn more.

Know Your Numbers

What are some things you can do to live a healthier life? Whatever age you are, you are more in control of your health than you know. Making simple lifestyle changes can lower your risk of getting certain diseases. Start by talking to your doctor.

- When you have tests, ask about the results
- Ask the doctor what your numbers are and what they mean
- Ask the doctor what changes you can make that will help you

Numbers to Know	Target Range	Why is it important?
Blood Pressure	120/80 or lower	High blood pressure is a force behind heart disease, stroke, and kidney failure
Cholesterol	HDL (good cholesterol) 60 mg/dL and above LDL (bad cholesterol) - below 100mg/dL	High cholesterol is a risk factor for heart disease and stroke
Glucose	Below 100 (fasting)	High blood sugar levels can lead to heart disease, diabetes, and Alzheimer's disease
Waist & Weight	Less than half of your height. Women 35 inches; Men 40 inches Body Mass Index - 18.5-24.9	A large waist increases your risk of heart disease and diabetes Excess weight increases the risk of heart disease, certain cancers, and diabetes

We Care about Quality!

MPC's Quality Management (QM) program includes monitoring the quality of care and services members receive. Goals are set, data is collected and with input from our members, providers, staff, and others, MPC takes actions to improve. To obtain more information about our QM Program and view the latest member satisfaction survey results, please visit our website at <https://www.marylandphysicianscare.com/for-members/benefits/quality-improvement.html> or contact member services at 1-800-953-8854.



WHOLE
you

What Women Need to Know

Q: How often do you need a “well woman” exam?

As a general rule of thumb, women should have a well woman exam at least once per year starting at age 21 years old or earlier if you are sexually active. This annual exam should include a pelvic exam even if you are not due for specific “tests”.

Q: What is included in a “well woman” exam?

The well woman exam is separate from your routine annual check-up with your primary care provider although some primary care providers are qualified to do both. The annual well woman exam allows time to focus on your reproductive and female wellness needs. Your healthcare provider will conduct a full health history, general physical, and pelvic exam. You can receive family planning services, updates on vaccines, screening tests, and other services to help you stay healthy.

Q: How often should I get a PAP test?

PAP tests (or Pap smears) are routine cervical cancer screening tests. They look for abnormal cells that may be cancer or lead to cancer. The test is performed during your annual pelvic exam. Women ages 21-65 years old are advised to get these tests at least every 3 years. The frequency may be different for you depending on your risks, medications, or other tests you receive.

Q: What other tests do I need during my routine exam?

If you are sexually active and under 25 years old, it is recommended that you receive yearly tests for chlamydia and gonorrhea. If you are older than 25, talk to your doctor about your risk factors. Chlamydia and gonorrhea testing can be done during a pelvic exam or with a urine test.

Do not assume your exam will include testing for other sexually transmitted diseases. If you have concerns, tell your doctor, and discuss the proper testing. In some cases, HIV and Hepatitis-C screening tests are recommended.

Q: How often should I get a Mammogram?

The United States Preventive Services Task Force recommends screening mammograms every 2 years for women 50-74 years old. However, earlier screening and other tests/treatments should be discussed with your OB/GYN or PCP to determine what is best for your specific needs.

MPC provides a full range of benefits to cover your well woman and family planning needs. You do not need a referral to seek care from an OB/GYN provider. Use our online find a provider directory at <https://www.marylandphysicianscare.com/members/provider-directory.html> to find an in-network provider or contact Member Services at 1-800-953-8854.

Is it an Emergency?

When you cannot see your doctor, you may think your only option for help is a hospital emergency department. The hospital is the best place to go if you are truly having a medical emergency. But for less serious situations you have other choices. You can use your MyVirtualMPC app or go to an urgent care center.

How Do You Know Which is the Best Place to Take Your Child?

Consider the MyVirtualMPC App for things such as:

- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea
- Rashes, allergic reactions, animal/insect bites
- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General medical questions
- If you are not sure where to get care

Consider urgent care for things such as:

- A cold or cough that doesn't get better in several days or a cold that gets worse and is accompanied by a fever
- A minor cut that needs stitches
- A rash, especially with fever
- Vomiting and diarrhea that lasts for more than a few hours
- A severe sore throat or a problem swallowing
- A minor bone fracture
- An insect or animal bite

But you will want to call 911 or go to the emergency department if there are signs of a medical emergency. Those include:

- Any significant change in behavior, such as being confused, excessively sleepy, or becoming increasingly less responsive or alert
- A severe headache or vomiting, especially after a head injury
- Uncontrolled bleeding
- Problems breathing
- Increasing pain or severe, persistent pain
- Severe or persistent diarrhea

MPC members should schedule an appointment with their primary care physician following a MyVirtualMPC virtual visit, emergency room visit, urgent care visit, or inpatient stay.

WHOLE you

Coronavirus (COVID-19) and the Flu

Protecting yourself from respiratory (airway and lung) infections is more important this year than ever. COVID-19, the flu, and the common cold have similar symptoms but are caused by different viruses.

Getting a flu vaccine will protect you from the flu. If you have not gotten a flu vaccine, it is not too late. Contact your doctor or a participating pharmacist to arrange to get a flu vaccine.

Other ways to protect yourself are:

- Continue to practice social distancing
- Wear a mask over your nose and mouth in public
- Wash your hands for at least 20 seconds, frequently
- Disinfect surfaces you come into contact with
- Avoid touching your face, mouth, eyes
- If you develop symptoms, contact your doctor or use MyVirtualMPC at <https://myvirtualmpc.com/>
- Get tested as recommended by your doctor for the flu and/or COVID-19

Pregnant women, young children, adults over age 65, and those with a condition like asthma or heart disease are at a

higher risk for serious complications from respiratory illness.

If you need help finding a doctor or pharmacy or have any questions about the flu or COVID-19, please visit our website at www.marylandphysicianscare.com or call us at 1-800-953-8854. We are here to help!

You can also find more information on MPC's website:

<https://www.marylandphysicianscare.com/for-members/coronavirus-information.html>





Health Education for All Your Needs

Understanding your health care conditions and wellness needs gives you the power to make decisions about the types of care and services that are best for you. Health Education builds awareness and motivation to help you lead a healthier life.

Your doctor and healthcare team are always available to provide information on your health conditions, treatment options, and answer questions you may have. MPC's website is loaded with information and resources. Check out some of these links:

Member Handbook	Our Member Handbook provides important phone #s, your rights and responsibilities, benefit information, how to access care, and preventive health schedules.
Health and Wellness Topics	Health Information on: <ul style="list-style-type: none"> • Children's Health • Men's Health • Women's Health • Healthy Living • Chronic Conditions • COVID-19 • And much more
Member Newsletters	Member Newsletters are published 4 times a year in English and Spanish.
Krames Online Health Library	This search engine provides reliable information on over 4,000 topics and 33,000 medications.
Health Education Classes & Events	Health Education Classes and Health Events are posted to the website and advertised on Facebook.

If you do not see what you are looking for or just want more health education, feel free to call us at 1-800-953-8854. We have qualified staff available who can assist you with getting the health education you need.

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
- Credentialing rights

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

1-800-953-8854

Health Education Requests:

1-800-953-8854



Fraud and Abuse

MPC needs your help to prevent fraud and abuse! We encourage you to report anything suspicious you may have seen. You may report fraud and abuse without the fear of retaliation. Fraud and abuse occur when someone gives false information to receive health care benefits and/or services. Fraud and abuse is against the law. MPC reports all suspected incidences of fraud and/or abuse to the Maryland Department of Health, Office of Inspector General for further investigation which can result in criminal penalties. Examples of fraud and abuse include:

- Someone using an ID card that does not belong to them
- Providers billing for services or supplies that were not provided
- Providers giving excessive or unnecessary tests and services
- Selling prescription medications or making changes to a written prescription
- Falsely reporting household income
- Not living in Maryland

Ways to report fraud and abuse to MPC: You do not need to give us your name or contact information to report fraud and abuse, but if you do, we will keep it private. It is important that you give us as much information as you can. It will help us do a complete and correct investigation. You can report fraud and abuse in the following ways:

- Call MPC’s Compliance Hotline at 1-866-781-6403 and leave a detailed message.
- Go online at <https://www.marylandphysicianscare.com> and click on the Fraud and Abuse tab at the top to complete the Fraud and Abuse Form.
- Write to the Compliance Officer at MPC: 1201 Winterson Road Linthicum, MD 21090.