

WHOLE you

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Table of Contents

Page 1

Free and Easy COVID-19 Testing
We Can Help You Make Appointments

Page 2

You Have Rights and Responsibilities
We Want to Hear Your Concerns
Your Privacy is Important - Privacy Notice

Page 3

Sexual Health

Page 4

Getting Back on Track with Well Visits and
Vaccines

Page 5

Attention People with Asthma

Page 6

Is Your Child at Risk of Lead Poisoning?

Page 7

Who Needs a Flu Vaccine This Fall?
Telehealth Services
Nurse Advice Line

Page 8

Getting Care Needed Quickly

Page 9

Pregnancy and Depression

Page 10

Visit Our Website
Take Charge of Your Health!
Who to Call

Free and Easy COVID-19 Testing

Keep your family healthy during the COVID-19 outbreak by getting tested. Maryland Physicians Care members of all ages can get a free and easy test by calling a doctor or visiting the [Maryland Department of Health testing site locator found here.](#)

We Can Help You Make Appointments

Your benefits are the services Maryland Physicians Care covers. It's important that you understand your benefits. You can find out more about them in the Member Handbook. If you don't have a copy, we can send you one. Just call us at 1-800-953-8854.

We can also help you make an appointment with your doctor and find transportation to appointments. If you can't get to an appointment, let the provider's office know as soon as possible.

We offer free interpreter services to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments.

You Have Rights and Responsibilities

Maryland Physicians Care members have rights. They also have responsibilities.

Rights are things you can expect from your health plan. They include:

- Getting all the services we provide
- Being treated with respect
- Having your medical information kept private
- Getting a copy of your medical record

Responsibilities are things your health plan expects from you. They include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

You can find more rights and responsibilities in your member handbook. Read it on our website at MarylandPhysiciansCare.com. Call 1-800-953-8854 to ask for a paper copy.

We Want to Hear Your Concerns

We do our best to give you the healthcare you need. If you are not satisfied with the care you get, you can file an appeal or a complaint.

Appeals: Maryland Physicians Care may decide you do not need a treatment or service. If we decide to stop or deny a service, you will receive a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing. Appeals must be filed within certain time frames. Review your member handbook or call Member Services at 1-800-953-8854 to learn more.

Complaints: Are you unhappy with care you got, or how you were treated by the plan or a provider? You can file a complaint, also called a grievance. Just call Member Services at 1-800-953-8854 to voice your concern.

Your Privacy is Important - Privacy Notice

Your privacy is important. Maryland Physicians Care works hard to guard your protected health information (PHI). Here are some of the ways we protect your PHI:

- We train staff to follow privacy and security plans.
- We talk about your PHI only for business reasons.
- We talk about it only with people who need to know. We keep the wrong people from seeing your PHI.



WHOLE
you

Sexual Health

It is important to protect yourself and your partners from Sexually Transmitted Infections (STIs). A sexually transmitted infection (STI) is a disease that is spread during sex. (An STI can also be called an STD for sexually transmitted disease). You can catch an STI if you have sex with someone who has an STI. Any sex that involves the penis, vagina, anus or mouth can spread disease. Some STIs spread through body fluids such as semen, vaginal fluid or blood. Others spread through contact with affected skin.

How Do I Know if I Have an STI?

Symptoms of STIs include:

- Unusual discharge
- Lumps, bumps or rashes
- Sores that may be painful, itchy, or painless
- Itchy skin
- Burning with urination
- Pain in the pelvis, abdomen, or rectum

Did you know that condoms are available to MPC members at no cost? Just show your Maryland Physicians Care ID card at the pharmacy counter!

Many times STIs do not show symptoms, but you can still give or get them from your partners. The only way to know if you have an STI is to be tested by a health care provider. You can [find STI testing near you by following this link](#), or by contacting your primary care provider.

Human Immunodeficiency Virus (HIV)

HIV is an STI that has no cure. Like other STIs, HIV is preventable. There are also a number of treatments available to reduce the damage done by HIV. Left untreated, HIV can lead to AIDS (Autoimmune Disease) which can even lead to death.

Like other STIs, HIV often does not have symptoms for long periods of time. Even with no symptoms, HIV can be given to sexual partners.

If you think you might be at risk of having HIV, you should get tested as soon as possible. The Maryland Department of Health sponsors these locations for HIV Testing. All HIV testing is confidential, and some locations offer anonymous testing.

Getting Back on Track with Well Visits and Vaccines

As a parent, we always want to keep our children safe. There is no vaccine yet to protect you or your child from COVID-19, but vaccines are important to prevent other serious diseases. It's time to get your kids back on track with vaccinations and well visits to keep them safe from preventable childhood diseases. Contact your primary care provider to discuss the extra steps they are taking to make your visit safe. Examples of steps offices are taking to prevent the spread of COVID-19 include screening and separating sick people from those that are coming in for well visits, requiring staff and visitors to wear masks, increased cleaning, making hand gel available, and other actions to limit your contact with people and surfaces.

Call today and schedule an appointment to get your child up to date on vaccinations or schedule a well visit. Watch this short video from the Maryland Department of Health for additional information.

Vaccines aren't just for babies!

Tweens (11-12 year olds) need important vaccines, yet many children in this age don't get the protection they need. Before their 13th birthday, kids should receive:

- 2 HPV (at least 2 shots depending on the type of vaccine used)
 - o This is for both boys and girls
 - o It protects against certain type of cancers
- 1 Tdap (one shot)
 - o This protects against Tetanus exposure which occurs through cuts on the skin
 - o Boosters are needed every 5-10 years
- 1 Meningococcal (one shot)
 - o This provides protection to certain types of meningitis which is highly contagious and has serious long-term complications
 - o A Booster shot is recommended at age 16
- Flu vaccine
 - o Recommended every year for all people 6 months and older
 - o It is best to get the flu vaccine in the early FALL

Click here for a [guide for Teen Well Visits](#) and check out <https://MD.MyIR.net> to view your immunizations records on file with the Maryland Vaccine Registry.

Well Visits

Regular well visits at certain ages are important to detect problems, provide early treatment, and prevent long-term complications. Are you and your child up to date with your well visit screenings?

Are You Due for a Well Visit?

Well Visits are due at following ages:

- 2-3 weeks
- 1, 2, 4, 6, 9, 12, 15, 18 Months
- 1 Year
- 2 Years
- 30 months
- 3-64 Years should receive a yearly well exam

Resources

American Academy of Pediatrics - <https://brightfutures.aap.org>

Maryland MyIR - <https://md.myir.net>

Adolescent Vaccines - <https://www.cdc.gov/vaccines/schedules/easy-to-read/adolescent-easyread.html>

Childhood Vaccines - <https://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html>

WHOLE you

Attention People With Asthma

Ask your provider if a 90-day supply is right for you! Taking your controller medication every day, as directed, is important to manage your asthma. Obtaining a 90-day supply of your controller medication can help you avoid missing doses between refills.

Your Maryland Physician Care benefits cover a 90-day supply for medications on the preferred drug list.

- Call or make an appointment with your provider
- Ask your provider if a 90-day supply of medication is right for you
- Your provider will need to provide a new prescription with the 90-day supply/quantity noted
- Fill the prescription at a participating pharmacy
- Show the pharmacy your Maryland Physicians Care Member ID Card

Information and updates on MPC's Drug Benefits and Preferred Drug Listing (Formulary) are available on our website at <https://www.marylandphysicianscare.com/members/benefits/approved-drug-benefits.html>.

For important COVID-19 information for people with Moderate to Severe Asthma, go to <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/asthma.html>.

If you have any questions about your benefits or have any difficulty getting your prescribed medications, please contact our Member Services at 1-800-953-8854, Monday – Friday 8:00am – 5:00pm. We are here to help!



WHOLE you

Is Your Child at Risk of Lead Poisoning?

Yes, all children are at risk of lead poisoning. Lead is present in our environment naturally but when it enters the human body, it can be toxic.

Lead poisoning can result in damage to the brain and nervous system. This can lead to learning and behavior problems, slow growth and development delays. It can also result in hearing and speech problems.

Lead poisoning is preventable and there are no early warning symptoms for lead exposure. For this reason, ALL children need a blood lead test on or before their first birthday and again at their 2nd birthday. Your PCP will ask questions at every well child visit from 6 months through 6 years old to determine if your child needs earlier or additional testing.

If your baby is one year old and has not had a blood lead test, it is important to call your provider right away to make arrangements for the test. Do not wait! If you have any problems getting the test or want more

information on why lead tests are important, Maryland Physicians Care can help. Just call Member Services at 1-800-953-8854.

Children can become exposed to lead by:

- Putting hands in their mouths after crawling or touching lead contaminated dust
- Touching or eating peeling paint containing lead
- Drinking water that comes from lead pipes
- Playing in lead-contaminated soil
- Eating food made with lead-containing imported spices or candies
- Using ceremonial make-up or powders that contain lead
- Living with adults whose jobs or hobbies involve working with lead
- Cooking or serving food in certain imported pottery

Source: <https://www.cdc.gov/nceh/lead/national-lead-poisoning-prevention-week.htm>



Who Needs a Flu Vaccine This Fall? You Do!

Flu and COVID-19

While it's not possible to say what will happen in the fall and winter, the Centers for Disease Control (CDC) believes it's likely that flu viruses and the virus that causes COVID-19 will both be spreading. That means getting a flu vaccine will be more important than ever. The CDC recommends that all people 6 months and older get a yearly flu vaccine. Flu vaccines are available through participating providers, facilities, and pharmacies. The best time to vaccinate is in the fall.

Just show your Maryland Physicians Care ID card to a network provider or at a pharmacy offering flu vaccines and roll up your sleeve. Maryland Physicians Care makes it that easy to protect you and your loved ones from complications of the flu.

“Now” is always the best time to ask if you are due for other vaccines, including the pneumonia vaccine.

Source: <https://www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm>

Telehealth Services

Get answers to your questions with MyVirtualMPC

Why wait for an appointment when you can talk to a doctor from your own home? MyVirtualMPC is your access to local doctors for answers to your health questions through your phone or computer.

Feeling sick and think you might need a prescription? Have a bad cut and aren't sure if you need stitches? MyVirtualMPC's doctors can answer all your questions from 9am to 9pm, 365 days a year.

MyVirtualMPC gives you the peace of mind of knowing if you should “just go back to bed and touch base in the morning,” or if you should “go to the emergency room or urgent care center.” You can download the MyVirtualMPC app from your app store.

Nurse Advice Line

Not sure you need a doctor or just need some advice? The Nurse Advice Line is available 24/7 to answer your non-emergency questions. You can reach the Nurse Advice Line by calling 1-800-953-8854 (TTY: 1-800-735-2258).



**WHOLE
you**

Getting Needed Care Quickly

Making sure our members are satisfied with getting the care they need, when they need it is a top priority for Maryland Physicians Care. We offer a large network of Primary Care Providers, Specialists, Labs, Radiology Centers, Urgent Care Centers, Hospitals and other medical services. We even offer video and telephone services such as a 24-hour Nurse Advice Line and MyVirtualMPC to help you get needed care and advice quickly. We also have Customer Service Representatives, Case Managers, Special Needs Coordinators and Outreach Staff who are available to help you.

It is important to know when you should access care to maintain your health. It is also important for you to understand the time-frames providers should be able to offer an appointment.

If you have any problems getting the care you need in the time-frame you need, please contact Member Services at 1-800-953-8854. Keeping our members happy and healthy is our goal!

Type of Appointment	Time-frames you should be offered an appointment by your MPC provider*
Initial Visit for Pregnant or postpartum care	Within 10 days
Family Planning Services	Within 10 days
Well Child or Adult Routine Preventive Care	Within 30 days of request
Routine (non-urgent) Medical Care	Within 21 days of request
Urgent (Sick) Visit	Within 48 hours
Follow-up after an Emergency Room or Hospital Discharge	Within 72 hours or as directed

*Appointment offerings may be different if you have special requests for hours or days of the week.

Reminders when making appointments:

- Identify yourself as a Maryland Physicians Care Member
- Have your member ID card handy
- Record your appointment
- Reschedule in advance if you are not able to attend
- Arrive 15 minutes early to register
- Bring your medications or a list
- Bring medical records or the names and contact information for other doctors involved in your care

WHOLE you

Pregnancy and Depression

Perinatal depression is a mood disorder that can affect women during pregnancy and after childbirth. The word “perinatal” refers to the time before and after the birth of a child. Perinatal depression can occur during pregnancy (called prenatal depression) or begin after the baby is born (called postpartum depression).

Mothers with perinatal depression experience feelings of extreme sadness, anxiety, and fatigue that may make it difficult for them to carry out daily tasks, including caring for themselves or others.

Signs and Symptoms

Some women may experience a few symptoms of perinatal depression; others may experience several symptoms. Some of the more common symptoms of perinatal depression include:

- Persistent sad, anxious, or “empty” mood
- Irritability
- Feelings of guilt, worthlessness, hopelessness, or helplessness
- Loss of interest or pleasure in hobbies and activities
- Fatigue or abnormal decrease in energy
- Feeling restless or having trouble sitting still
- Difficulty concentrating, remembering, or making decisions
- Difficulty sleeping (even when the baby is sleeping), awakening early in the morning, or oversleeping
- Abnormal appetite, weight changes, or both
- Aches or pains, headaches, cramps, or digestive problems that do not have a clear physical cause or do not ease even with treatment
- Trouble bonding or forming an emotional attachment with the new baby
- Persistent doubts about the ability to care for the new baby
- Thoughts about death, suicide, or harming oneself or the baby

Only a health care provider can help a woman determine whether the symptoms she is feeling are due to perinatal depression or something else. It is important for women who experience any of these symptoms to see a health care provider.

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



Take Charge of Your Health!

We all have areas of our health we want to improve. Setting personal goals and being able to work at your own pace is the key to success. That's why MPC offers interactive programs in our secure on-line member portal. These “On Target” programs will guide you through goal setting and simple activities. The activities are fun and informative. They include quizzes, checklists, videos, to-do lists and more. All information and activities are from medical sources you can trust. They are backed by science and studies show they are safe and work.

Follow these steps to start the activities:

- Go to <https://www.marylandphysicianscare.com/for-members/my-mpc-source.html>.
- Register to set up an account or log in if you already have an account
- Click on “My Health”
- From there you can take a wellness assessment or click on the “Dashboard”
- Select the topic of your interest from the list
- Follow the step by step directions
- You can log in and out at your convenience. The information you enter is private.

Here are a few of the many programs offered within the secure on-line member portal. Start one today!

Topic	Description
Weight Management	Use the BMI calculator. Set goals. Develop healthy eating and exercise habits to help you lose weight.
Quit Smoking	Set a personal “Quit Date”. Set and track daily goals to reach your personal quit date. Learn about medications and other activities to support you along the way.
Get Moving	Set goals and track your daily activity. Learn what motivates you and what exercises are right for you.
Eat Well	Set goals. Track what you eat. Learn healthy food choices and test your knowledge.
Could I have symptoms of Depression?	Learn about depression. Answer the questions to see if you have symptoms of depression. Learn ways to prevent and manage depression.
Master Stress	Find out how stressed you are. Challenge yourself to use some of the stress reducing techniques.

As always, if you have any questions about how to access these programs or to request health education materials, please contact Member Services at 1-800-953-8854.