

mpc Well Aware

Member Newsletter / Edition 1, 2021

SKIP THE WAITING ROOM

Chat with a doctor for free,
seven days a week,
9 a.m. to 9 p.m., with

MyVirtualMPC
by maryland physicians care

Use **MyVirtualMPC** for:

Sick Kids

**Coughs, Fevers, and
Sore Throats**

**Earaches, Stomach Pain,
and Diarrhea**

**Rashes, Allergic Reactions,
and Animal/Insect Bites**

Back/Abdominal Pain

**Sports Injuries, Burns,
Heat-related Illness**

Urinary Tract Infections



DOWNLOAD TODAY

COVID Vaccine Guidance

As vaccine distribution begins, there are certain key things to be aware of for COVID-19 Vaccines.

- COVID-19 vaccines are safe and effective.
- You may have side effects after vaccination, but this is normal.
- It typically takes two weeks after you are fully vaccinated for the body to build protection (immunity) against the virus that causes COVID-19.
- Vaccines will become widely available in the coming months. [Find a COVID-19 vaccine.](#)
- People who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/keythingstoknow.html>



WHO IS ELIGIBLE?

All Marylanders 12 and older can pre-register for vaccination at one of Maryland's mass vaccination sites. Pre-registration ensures you will be notified when you and your loved ones can make an appointment. For information specific to vaccination clinics near you, please visit <https://coronavirus.maryland.gov/pages/vaccine>.

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 at marylandhealthconnection.gov, 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 mpcMedicaid.com/renew/ for more information.



Your Satisfaction Is Important to Us!

Each year, satisfaction surveys are sent out to randomly selected Maryland Physicians Care (MPC) members in February and April. Your input is very important, so please complete the survey if you receive it. The surveys can be completed by mail or by phone. Your personal identity and answers are confidential. The results help MPC improve our quality of care and service. The surveys ask 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 Customer Service Department so we can help. Be sure to call if you have serious medical problems or special needs. To view our 2020 survey results, please visit our website at <https://www.marylandphysicianscare.com/quality-improvement>

Child Safety and Injury Prevention



Parents and caregivers can play a life-saving role in protecting children from injuries. Preventable injuries are the leading cause of death in children ages 19 and younger. Injuries such as head injuries, driving injuries, and lead poisoning are common preventable injuries. Click here to learn more about injury prevention topics [Child Safety and Injury Prevention | CDC Injury Center](#).

HEAD INJURY PREVENTION

Of course, no child is injury-proof; however, parents can take simple preventative steps to keep their children from getting head injuries and concussions when playing at the playground, riding a bicycle, or playing sports.

BRAIN INJURY BASICS

A concussion is caused by a hit to the head that makes the brain bounce around or twist in the skull. Recognizing and responding to a concussion is very important, especially if your child plays a contact sport. To get pointers from professional athletes, tips from concussion experts and stories from real-life teens and their parents, click here [Brain Injury Basics | HEADS UP | CDC Injury Center](#).



PLAYGROUND SAFETY

Each year more than 200,000 children ages 14 and younger are treated for playground-related injuries in the United States alone. Over 20,000 of those children were treated for a traumatic brain injury, including concussions. More research is needed to understand better what specific activities are putting kids at risk of injury. For more information on how you can take steps to keep your child safe and help prevent playground injuries, click here [Playground Safety | Child Safety and Injury Prevention | CDC Injury Center](#).



PLEASE REPORT FRAUD AND ABUSE
by calling MPC's Compliance Hotline
at 1-866-781-6403 or online at
<http://www.mpcMedicaid.com/fraud-abuse/>

Find Us Online

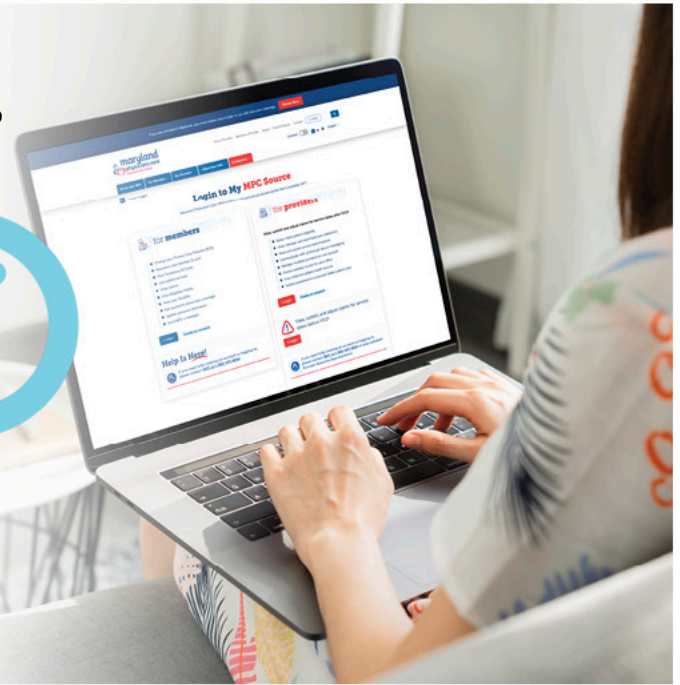
“My MPC Source” is Maryland Physicians Care’s secure member portal. As a member, you have access to our online web portal, which allows you to view claims and prior authorizations, eligibility information, and much more, all in real-time.

You can also use our secure member portal to:

- Change your Primary Care Provider (PCP)
- Find pharmacy benefit information
- Send Maryland Physicians Care a message
- Request a new Member ID card
- Print Temporary ID Cards

Sign up today. It is easy.

If you are ready to start using this secure online tool, you can register online via our website at <http://www.mpcMedicaid.com/>, or you can sign up over the phone by calling Customer Services at 1-800-953-8854. You will need your health plan member ID and a current email address to create an account.



Smoking & Tobacco Use

An e-cigarette is a liquid that contains nicotine (the same addictive drug in other tobacco products like cigarettes) and is unsafe for youth and young adults. Nicotine can harm brain development, as young people’s brains continue to develop up to about age 25. In 2020, about 3.6 million youth nationwide reported currently using e-cigarettes, including 1 in 5 high school students. Give youth and young adults solid, proven information supported by science on the risks of using e-cigarettes. It is very important to protect the minds and lungs of youth and young people from harm caused by e-cigarettes and nicotine. For more information, click here [Protecting Young People From E-cigarettes | CDC](#).

YOUTH AND TOBACCO

In any form, the use of tobacco products is unsafe, whether it is smoked, smokeless, or electronic. If cigarette smoking among youth in this country continues, about 5.6 million of today’s Americans younger than 18 will die early from a smoking-related illness.

In 2020, nearly 7 out of 100 middle school students and 23 out of 100 high school students reported using a tobacco product.



In 2019, nearly 1 out of 4 middle school students and over half of high school students reported they had ever tried a tobacco product.



We Want to Hear Your Concerns

Maryland Physicians Care (MPC) does its best to give members the healthcare they need. If you are not satisfied with the care you get, you can file an appeal or a complaint.

APPEAL: MPC 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.

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

The current use of any tobacco product among middle and high school students decreased in 2020, resulting in an estimated 1.73 million fewer current youth tobacco product users. For more information on Youth and Tobacco Use, click here [Youth and Tobacco Use | CDC](#).

Controlling Asthma

WHAT IS ASTHMA?

Asthma is a long-lasting disease that affects the airways and needs management. An asthma episode, also called an asthma flare-up or asthma attack, can happen at any time. Mild symptoms may only last a few minutes, while more severe asthma symptoms can last hours or days. It is one of the most common long-term diseases of children, but adults can have asthma, too. Asthma causes coughing, wheezing, shortness of breath, rapid breathing, and chest tightness. If you have asthma, you have it all the time, but often, attacks happen at night or early in the morning. With proper treatment and an asthma management plan, you can reduce your symptoms and enjoy a better quality of life.

Source: <https://www.cdc.gov/asthma/faqs.htm> and <https://www.aafa.org/asthma-symptoms>



Everyone with asthma should have an Asthma Action Plan in writing.

This plan provides information and instructions on how you can manage your asthma. It includes:

- Medicines
- Recognizing when your symptoms get worse
- What to do in an emergency

If you do not have a written Asthma Action Plan, visit <https://www.aafa.org/asthma-treatment-action-plan/> to begin the development of yours!

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



You Have Rights and Responsibilities



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

- Getting information about the services we provide
- Being treated with respect, dignity, and privacy
- Having your medical information kept private
- Getting a copy of your medical record
- Being included in decisions about your care, including the right to refuse treatment

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

- Asking questions if you do not 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 www.mpcMedicaid.com. Call 1-800-953-8854 to ask for a paper copy.

VISIT OUR WEBSITE

FIND INFORMATION ON

- Quality improvement program
- Population Health Management Programs
- Case management programs
- 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

1-800-953-8854

HEALTH EDUCATION REQUESTS

1-800-953-8854



Understanding Your Benefits

It is important that you understand your benefits. You can find out more about them on our website at mpcMedicaid.com/benefits. Benefits are also explained in the Member Handbook. If you do not have a copy of the handbook, we can send you one. Just call us at 1-800-953-8854.



You Can Make A Difference In the Services We Provide

Apply for a position on our **Consumer Advisory Board** if you are an MPC Member, can attend bi-monthly meetings, and are at least age 21.

We are looking for young moms, members with a chronic illness, and members with multiple health concerns. Virtual meetings are available.

REQUEST AN APPLICATION