

# mpc Well Aware

Member Newsletter / Edition 2, 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  
when you:**

Feel sick, but it's not  
an emergency

Have a minor injury

Have a general medical question

Need a prescription refill

(controlled substances,  
non-therapeutic, and certain other  
drugs may not be available)

Are not sure where to  
go to get care



**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: [CDC](#)



### 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>.

## Medicaid Benefit Extensions Will Expire Soon!

Many MPC members have extended benefits coverage due to the pandemic and the Federal State of Emergency. This coverage will end by 12/31/2021 or sooner if MPC members do not renew their benefits and select MPC as their health plan via Maryland Health Connection.

**You can renew your health benefits and keep MPC as your health plan 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 [mpcMedicaid.com/renew/](https://mpcMedicaid.com/renew/) for more information.



## Case Management Overview:

### Because Your Life Matters, We Can Help...

Is your health condition or illness worrying you? Were you recently in the hospital or expecting a baby? Do you have a child and would like to know more about their diagnosis or need more help? We can assist with all these concerns or questions through our free Care Management program at Maryland Physicians Care (MPC)!

Care Management at MPC is a team-based approach designed to assist you and your family with managing your medical conditions effectively. We have highly trained nurses, health educators, community health workers, care coordinators, and social workers who would love to work with you or your family.

Our team can help provide education about health conditions such as high blood pressure, diabetes, COPD, asthma, heart problems, high-risk pregnancy, and even cancer. We can help you understand your health problems, teach you how to manage your illness and medications, connect you with your doctor, or help you find a new primary care doctor or specialist. Our team can also assist with any transportation issues you have getting to your appointments and help provide resources in your community that might be beneficial.

At MPC, we want to ensure you have the support and assistance needed to manage your health-related issues. Our team is highly trained in various areas and is excited to be able to help you.

**Talk to your provider about Care Management or call us at 1-800-953-8854 for more information. Our program is free, and we will work with you and your doctors for your health-related needs and questions.**



## Population Health Management Overview:

Every year MPC evaluates the care needs of its members. It uses that information to create new programs or make changes to existing ones offered through Population Health Management (PHM). Our breast cancer screening, child lead screening, and flu vaccination programs focus on keeping you healthy. If you are at risk for asthma or substance abuse, we have programs that can help. When you are hospitalized, our Transition Care team may contact you to coordinate needed care and help prevent readmission. Women with high-risk pregnancies and members with multiple chronic conditions may also benefit from our programs and can work with our Case Managers to better manage their health care needs. **Call Member Services at 1-800-953-8854 to find out more.**



**PLEASE REPORT FRAUD AND ABUSE**  
by calling MPC's Compliance Hotline  
at 1-866-781-6403 or visit [Fraud and Abuse](#)

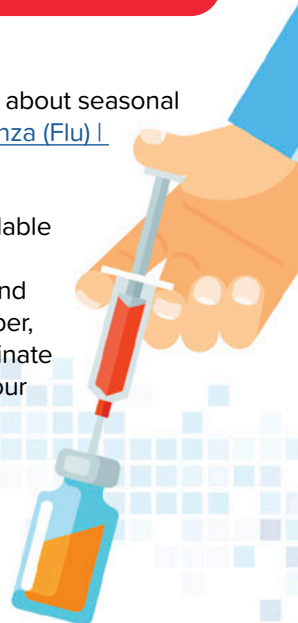
### Do we need to get a flu vaccine earlier this year?

There has been no change in the CDC's recommendation on the timing of flu vaccinations this season. September and October are good times to get vaccinated, and if the flu virus is still circulating after the fall, vaccination should continue in January or later.

Getting vaccinated in July or August is too early, especially for older people, because of the likelihood of reduced protection against flu infection later in the flu season.

For more information about seasonal flu, please visit [Influenza \(Flu\) | CDC](#).

Flu vaccines are available through participating providers, facilities, and pharmacies. Remember, the best time to vaccinate is in the fall! Show your Maryland Physicians Care ID card to a network provider or pharmacy offering flu vaccines and roll up your sleeve.





# Vaccines and Well Visits

As a parent, we always want to keep our children safe. Vaccines are important to prevent serious diseases. It is time to get your kids back on track 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. These may include screening and separating sick people from those coming in for well visits, requiring staff and visitors to wear masks, increased cleaning, recommending the COVID-19 vaccination, making hand gel available, and other actions to limit your contact with people and surfaces.

## Tweens (11-12 years old) need vaccines too!

Your tween needs important vaccines too, yet many children at this age don't get the protection they need. Before their 13th birthday, kids should receive:

- **(2) HPV** (at least two shots depending on the type of vaccine used)
  - Available for boys and girls, it protects against certain types of cancer
- **1 Tdap** (one shot)
  - Protects against Tetanus exposure which occurs through cuts on the skin
  - Boosters are needed every 5-10 years
- **1 Meningococcal** (one shot)
  - Protects against certain types of meningitis, which is highly contagious and has serious long-term complications
  - A booster shot is recommended at age 16
- **Flu Vaccine**
  - Recommended every year for individuals six months and older
  - It is best to get the flu vaccine in the early fall

[Teen Well Visits Guide](#)

[View your immunizations records on file with the Maryland Vaccine Registry.](#)

## Well Visits

Are you and your child up to date with your well visit screenings? Regular well visits at certain ages are important to detect problems, provide early treatment, and prevent long-term complications. Call today and schedule an appointment to get your child up to date on vaccinations or schedule a well visit.

### Well visits are due at the following ages:

- First-week visit (3 to 5 days old)
- 1, 2, 4, 6, 9, 12, 15, and 18 months
- 2 years
- 30 months
- 3 – 21 years, annually



**Resources:**  
[American Academy of Pediatrics](#)  
[Maryland MyIR](#)  
[Adolescent Vaccines](#)  
[Childhood Vaccines](#)



# What Is Asthma?

Asthma is a disease that affects your lungs. It is one of the most common long-term diseases of children; however, adults can have asthma too. Asthma causes breathlessness, chest tightness, coughing at night or early in the morning, and wheezing. If you have asthma, you have it all the time but will have asthma attacks only when something bothers your lungs.

## WHAT CAUSES ASTHMA?

Mold or dampness, some allergens such as dust mites, and secondhand tobacco smoke have been linked to developing asthma. Air pollution and viral lung infection may also lead to asthma. For more information on asthma and to learn how to control asthma, click here [Asthma | CDC](#).

## DO YOU HAVE ASTHMA?

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 of medications on the preferred drug list.



### Take these five easy steps to see if a 90-day supply is right for you:

1. Call or make an appointment with your doctor
2. Ask your doctor if a 90-day supply of medication is right for you
3. Your doctor will need to give you a new prescription with the supply/quantity noted
4. Fill the prescription at a participating pharmacy
5. 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 here.](#)



## Is Your Child at Risk of Lead Poisoning?

All children are at risk of lead poisoning. Although lead is present in our environment naturally, it can be toxic when it enters the human body. Lead poisoning can damage the brain and nervous system, leading to learning and behavior problems, slow growth, and development delays. Lead poisoning can also result in hearing and speech problems.

Lead poisoning is preventable, but there are no early warning symptoms for lead exposure. All children need a blood lead test on or before their first birthday and on their second birthday. Your primary care provider (PCP) will ask questions at every well child visit from six months through six 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

[Click here for more information on Lead Poisoning Prevention | CDC.](#)

## 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

**1-800-953-8854**

Follow prompts to UM

### CASE MANAGEMENT

**1-800-953-8854**

### HEALTH EDUCATION REQUESTS

**1-800-953-8854**



## We Care About Quality

At Maryland Physicians Care, we make quality our main focus! To keep you healthy and serve you better, we closely evaluate and monitor the medical care and programs you receive. We measure quality and safety to find out what works best. Your comments and opinions are important too. They help us find ways to improve the care and services you receive. To find out more about our quality program, goals, and progress in meeting those goals, and view the latest member satisfaction survey results, please visit [Quality Improvement](#) or contact member services 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](#)**