

mpc Well Aware

Member Newsletter / Edition 3, 2021

MyVirtualMPC by maryland physicians care

As a member of Maryland Physicians Care, you can text, share images, or video chat with a local doctor from your phone or computer with MyVirtualMPC.

Need to see a doctor but can't leave work? Have a sick child and don't want to wait for an appointment? Getting care is as easy as texting a friend. Log into MyVirtualMPC and get the answers, treatment, and follow-up care you need in seconds.

MyVirtualMPC is available 9 am – 9 pm ET, seven days a week — at no extra cost to you. So, skip the waiting room and [download today!](#)



DOWNLOAD TODAY

COVID Vaccine Guidance

WHO IS ELIGIBLE?

All Marylanders ages 12 and older are eligible for the vaccination.

COVID-19 vaccinations are now widely available at your local pharmacy, local county health departments, vaccination events, and many provider offices. Many hospitals, health departments, pharmacies, and provider offices offer walk-in clinics and appointments.

For information specific to vaccination clinics near you, please visit [here](#).

Visit [MPC Members](#) for helpful COVID-19 testing and vaccination information.



Things to know:

- 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.
- People who have been fully vaccinated can start to do some things that they had stopped doing because of the pandemic.

Source: [CDC](#)

Don't Lose Your MPC Health Coverage - 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 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/](#) for more information.

Utilization Management Overview

Utilization Management (UM) is a way to evaluate health care services for medical necessity. This includes care such as outpatient and home care services, pharmacy services, and inpatient hospital services. Some health care services and medications may require Prior Authorization. This is when your provider requests a service or drug that requires Maryland Physicians Care to give our approval before you can get the service. Your provider is responsible for getting the authorization and cannot bill you when they fail to do so.

UM decision-making is based only on the appropriateness of the care and service being provided. Maryland Physicians Care does not reward health care providers or other individuals for issuing denials of coverage or service. There are no financial incentives for UM decision-makers to issue denials.

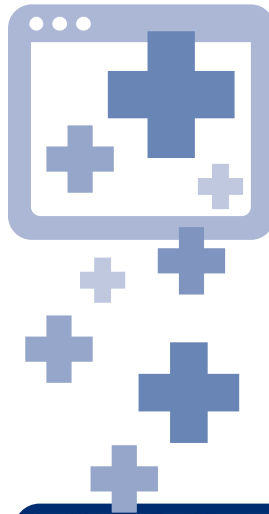
For more information about UM, please call 1-800-953-8854, then follow the prompts. Staff is available at least eight hours during normal business hours for inbound collect or toll-free calls regarding UM issues. Maryland Physicians Care TDD/TTY (Telecommunications Device for the Deaf/Teletypewriter) services are provided for members who need this service at 1-800-735-2258. Language assistance is also available, free of charge.



Breast Cancer Screening

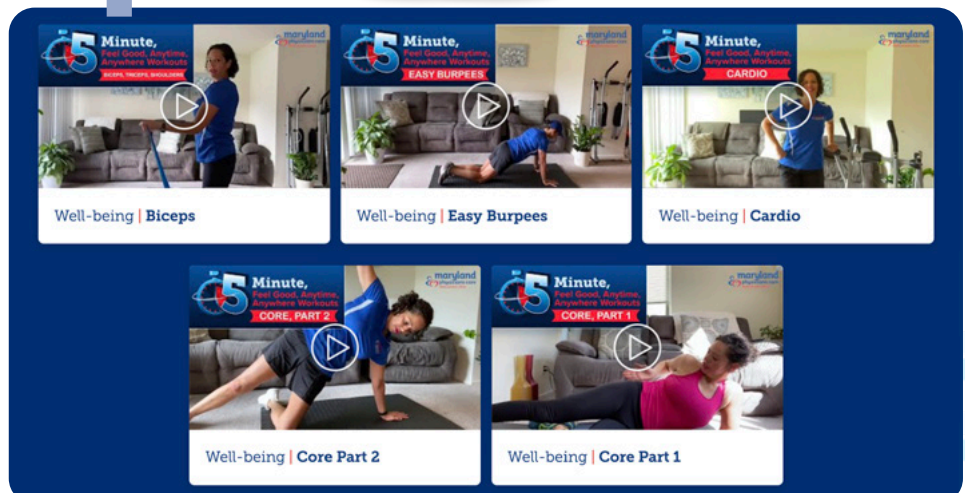
A mammogram is an X-ray picture of the breasts. Doctors use a mammogram to look for early signs of breast cancer. The United States Preventive Services Task Force recommends screening mammograms every two years for women 50 to 74-years-old. However, earlier screening and other tests/treatments should be discussed with your OB/GYN or PCP to determine what is best for your specific needs.

Maryland Physicians Care 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 provider directory](#) to find an in-network provider or contact Member Services at 1-800-953-8854.



Website Additions

Have you visited our website recently? We now have a green MPC Well Connected tab that includes articles and tips to help you live better. If you want to start exercising, check out our **5-Minute, Feel Good, Anytime, Anywhere Workout** videos [here](#). These are quick workouts that can be done anywhere, without any special equipment.





KNOW WHERE TO GO for After-Hours: Urgent or Emergency Room Care?

When you can't 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 have a true medical emergency. But for less serious situations, you have other choices. You can use your MyVirtualMPC app or go to an urgent care center. It is important to choose the right place for care at the right time. Below is a guide to help choose the right place based on your health needs.

DOCTOR'S OFFICE	URGENT CARE CENTER	EMERGENCY ROOM
Checkup	Minor illness or injury	Unconsciousness
Health screening	Flu/Fever	Difficulty breathing
Cough or cold	Vomiting/Diarrhea	Serious head, neck, or back injury
Fever	Sore throat, earache, or eye infection	Chest pain/pressure
Lingering pain	Sprain/Strain	Severe bleeding
Unexplained weight loss	Possible broken bone	Poisoning
If something causes you concern	Sports injury	Severe burn
		Convulsion/Seizure
		Severely broken bone
		Sexual assault



AFTER HOURS

If you need non-emergency care after normal business hours, you can use the free MyVirtualMPC mobile app for a quick video visit with a local doctor. Visit www.myvirtualmpc.com for information and to register or download the app from your smartphone's app store. You can also call your PCP's office, and your doctor or their answering service will be able to answer your questions or guide you to the right place to get care.

URGENT CARE

If you have an illness or injury that could turn into an emergency within 48 hours if not treated, go to an in-network urgent care center. Preauthorization is not required, but the center must participate with Maryland Physicians Care, or you may be billed. If you are unsure if you should go to an urgent care center, use the [MyVirtualMPC mobile app](#) to talk to a doctor between 9 am and 9 pm, right from your phone.

EMERGENCY ROOM CARE

What's an emergency medical condition? It requires immediate medical attention to avoid serious impairment to your health. If you need emergency care, call 9-1-1 or go to the closest hospital emergency department. You can self-refer to any emergency department, and pre-authorization is not required. If your PCP and MCO are unaware of your emergency room visit, call them afterward so they can arrange for any follow-up care you may need.



Prenatal Care



A healthier you can mean a healthier baby. When you're pregnant, the best way to take care of your baby is to take care of yourself. You can do this by seeing your doctor regularly, eating healthier, being active, and getting the flu shot. You can also download the Pacify App, which connects you to Maryland Physicians Care (MPC) Case Managers. For more information on the Pacify App, click [here](#).

Regular checkups during pregnancy give your doctor a chance to find and treat any problems early. During your visits, your doctor will:

- Talk with you about vitamins
- Discuss the average amount of weight to gain
- Talk with you about how to give your baby a healthy start in life
- Answer any questions you may have
- Check to make sure you and your baby are healthy

We are here to help. For more information, you can search the [Health and Wellness Pregnancy](#) page on our website. If you need help finding a doctor, you can [search the online provider directory](#) or call us at 1-800-953-8854.

From My Place

MPC Members and Their Amazing Journeys

Today, more than 230,000 people across Maryland are healthier thanks to Medicaid benefits they receive through MPC.

HERE ARE THEIR STORIES

Watch Now!



Getting Timely Needed Care

Ensuring our members are satisfied with the care they receive when they need it is a top priority for Maryland Physicians Care (MPC). We offer a large network of primary care providers, specialists, labs, radiology centers, urgent care centers, hospitals, and other medical services. We also offer an app—[MyVirtualMPC](#)—that helps you make appointments, manage prescriptions, and get advice from doctors quickly. MPC has Customer Service Representatives, Case Managers, Special Needs Coordinators, and Outreach Staff available to help you.

Providers should be able to offer appointments in certain time frames. If you have any problems getting the care you need within these time frames, please contact Customer Service at 1-800-953-8854. Keeping our members happy and healthy is our goal!

Type of Appointment	Appointment Timeframe
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
Urgent Care	Within 48 Hours
Follow-up after Emergency Room or Hospital Discharge	Within 72 Hours or As Directed

Please keep the following in mind when making an appointment with your provider:

- Identify yourself as an MPC member
- Have your member ID card on hand
- Make a note of the date and time of your appointment
- Arrive 15 minutes early to your appointment to fill out any paperwork
- Bring your medications or a list of your medications and how much you take
- Bring medical records or the names and contact information of other doctors involved in your care
- If you need to reschedule, call the office as soon as possible to let them know you are not able to attend the appointment and reschedule

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

The Importance of Well Visits

Doctor visits are very important for you and your family's health. Don't wait until you are sick to see your primary care physician. For adults, annual well visits are important to detect health issues, provide early treatment, and prevent long-term complications. Regular checkups when you are well can help keep you healthy. During your checkup, your primary care provider can:

- Make sure you are up-to-date on shots
- Check your blood pressure
- Check your heart health
- Suggest tests for certain conditions
- And more



Are you up-to-date with your well visit?

Call today and schedule your annual well visit.

Help Prevent Fraud and Abuse



Maryland Physicians Care (MPC) needs your help to prevent fraud and abuse! Fraud and abuse are against the law. We encourage you to report anything suspicious, and you can report fraud and abuse without the fear of retaliation. MPC reports all suspected incidences of fraud and/or abuse to the Maryland Department of Health, Office of Inspector General for further investigation, resulting 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, but receiving Maryland Medicaid

You do not need to give us your name or contact information to report fraud and abuse, but we will keep it private if you do. 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.
- Visit MPC [Fraud and Abuse](#) and complete the Fraud and Abuse Form.
- Write to the Compliance Officer at MPC: 1201 Winterson Road, 4th Floor, Linthicum Heights, MD 21090.



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