Welcome to
Membership with Maryland Physicians Care
Help is Here

You now have premium access to the best doctors and hospitals in the state.

First: Take a few minutes to review the materials in this kit. Visit our website, **mpcMedicaid.com**, and see all the extras included in your membership. If you have any questions, call us at **800-953-8854**.

Please note that your MPC member handbook is available for you to view or download anytime. Go to **mpcMedicaid.com**, click on the '**For Members**' tab, and select '**MPC Medicaid Handbook (PDF)**'. The handbook can be saved to your device or printed out for future reference. If you do not have internet access available, you can also request a printed copy of the MPC member handbook by calling Member Services, Monday through Friday 8 am to 5 pm at **800-953-8854**.

Your MPC Member ID card is inside.

- If anything is wrong with the ID card, call 800-953-8854 right away.
- Keep your card in a safe place.
- Always bring your card with you to healthcare appointments.
- If you lose your ID card, call MPC Member Services right away, and we'll send you another one.
- Your ID card is for your use only—don't let anyone else use it; you can lose your Medicaid eligibility if you let someone else use your card.

Choose your Primary Care Provider (PCP)

Your PCP is the doctor or nurse practitioner who manages your medical care; you must choose a PCP on our website at **mpcMedicaid.com/find-a-provider**. We can help you find a provider; just call 800-953-8854.

- New members should make an appointment for an initial health exam within three months of joining MPC.
- Your PCP can refer you to a specialist if you need one.
- It's OK to change your PCP for any reason; just call 800-953-8854. You'll get a new ID card with the name of your new PCP within ten days of your request.

MyVirtualMPC: Chat with a doctor from anywhere, even after hours.

MyVirtualMPC is an app that lets you skip the trip to the doctor's office or clinic. Within seconds, you can send a secure chat message and share images or videos with a local doctor – at no cost to you.

- Available 24 hours, 7 days a week
- Works on your laptop, tablet, or smartphone
- Download the app at myvirtualmpc.com

If you are pregnant . . .

MPC's dedicated Pregnancy Care Case Management Team will help coordinate the special care you will need.

Once your baby arrives, our Newborn Coordinator will

- Enroll your baby in our system,
- Issue your baby's insurance card, and
- Register your baby with the PCP of your choice.

Get Healthy and Stay Connected with MPC

Visit mpcMedicaid.com/wellness for health and wellness resources, free program information, and opportunities to share your ideas with MPC!

You Can Make a Difference in the Service We Provide

Apply for a position on our Consumer Advisory Board that meets virtually six times a year to provide feedback on programs and services. All board members receive an incentive for participation.

Contact Shannon Jones, MPC Community Engagement Manager, at 410-412-9730 or visit mpcMedicaid.com/CAB for more information.

Free Cell Phone

The Safelink phone program, offered by the state of Maryland, provides eligible households with a free cell phone and phone service plan. With your free cell phone, you get:

- 350 free minutes a month
- Free unlimited text messaging
- Free calls to our Member Services

You can sign up for the SafeLink phone program anytime. Visit SafeLinkWireless.com to apply online or call 1-877-631-2550. You can also get text messages sent directly to your phone with health tips, reminders about your doctor appointments, flu shots, and more.

If you need a qualified interpreter, written information in other formats, translation, or other services, call 1-800-953-8854 (TTY: 1-800-735-2258)

Help is available in your language:

SPANISH/ESPAÑOL: Hay ayuda disponible en su idioma: 1-800-953-8854 (TTY: 1-800-735-2258). Estos servicios están disponibles gratis.

CHINESE/ 中文: 用您的语言为您提供帮助: 1-800-953-8854 (TTY: 1-800-735-2258) 这些服务都是免费的。

Is it **Urgent** or an **Emergency**?

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.

Call 911 or go to the nearest emergency department when you need emergency care.

True emergencies include:

- Sharp chest pains
- Passing out
- Severe burns
- Bleeding that will not stop
- Poisoning
- Extreme shortness of breath

Urgent care centers can treat illness or injury that is non-life-threatening:

- Colds/flu/fever
- Sore throat
- Earaches
- Pink eye
- Vomiting/diarrhea
- Urinary tract infection
- Rashes
- Minor cuts
- Moderate headaches

You can go to an MPC urgent care center when your PCP is unavailable. They are open longer hours and on weekends, and you don't need an appointment. A list of urgent care centers included with your MPC membership is at mpcMedicaid.com/find-a-provider.

maryland physicians care
Medicaid with a Heart

mpcMedicaid.com