

# mpc Well Aware

Member Newsletter / Edition 4, 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**

## Maryland Physicians Care Offering \$100 Gift Card

Get Your COVID-19 Shot. Get \$100.

**It's Safe, It's Easy, It's Available, and It's FREE!**



Maryland Physicians Care will offer a \$100 gift card to MPC members who become fully vaccinated between December 15, 2021, and March 31, 2022.

**To qualify for the gift card, MPC members must:**

- Be 12 years old or older
- Have received the full vaccination dosage between December 15, 2021, and March 31, 2022

**What does "fully vaccinated" mean? For this program, you are considered fully vaccinated when:**

- You receive the second dose of a two-dose vaccine series (Pfizer or Moderna), or
- A single dose of a single-dose vaccine (Johnson & Johnson).

To qualify for the gift card, MPC members must submit a redemption form on the [MPC website](#). MPC will verify that the member qualifies and is fully vaccinated before sending the \$100 gift card.

**NOTE:** Completion of the redemption form does not guarantee a gift card.



## Help Is Here

Good news – the COVID-19 vaccine is free for all MPC members! To Find a Vaccination Clinic near you:

- ➔ [Go to Maryland's Vaccine Locator,](#)
- ➔ [Call 855-MD-GOVAX,](#)
- ➔ [Contact your nearest Pharmacy,](#)
- ➔ [Contact your Primary Care Provider, or](#)
- ➔ [Contact your nearest urgent care center.](#)

## 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/](https://mpcMedicaid.com/renew/) for more information.



# Making the Best of Your Doctor Visits

**How much do you think your doctor knows about your current health?**

Most likely a lot, but your doctor will know much more if you do your part to keep him or her informed. You and your doctor can make better decisions about your medical care by:

- **Making sure your doctor knows of your visits to the emergency room or any unscheduled overnight hospital stays**
- **Following up with your doctor after a visit with a specialist**
- **Letting your doctor know your lab results**
- **Letting your doctor know your numbers (blood pressure, cholesterol, hemoglobin A1c, and body mass index)**
- **Making sure your doctor is aware of any medication you are taking**

To prepare for a visit with a new primary care provider (PCP), bring a list of all medications that you are taking. Include a list of any concerns or symptoms that you may be experiencing. No matter how big or how small, talking about your concerns with your doctor could make a big difference in your health. Be sure to maintain an open discussion with your new or current PCP so you can make better decisions about your care together.



## Are You at Risk for Diabetes?

Type 2 diabetes is a condition that makes blood sugar levels higher than normal. This happens when your body does not use insulin the right way. Some people are more at risk for type 2 diabetes. This includes people who:

- **Are overweight**
- **Are over age 45**
- **Have family members with diabetes**
- **Have high blood pressure**
- **Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian, or Pacific Islander**

If you have type 2 diabetes, you should see your doctor several times a year. Your doctor can make sure your diabetes is under control. You may need to watch what you eat, take medication, or give yourself insulin shots. It is important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves, or heart. MPC has health management services that can help you live with chronic conditions like diabetes. Call 1-800-953-8854 to learn more.



## Ensuring the Right Care for You!

Our Utilization Management Program ensures that all the services you receive are medically necessary, provided in the most appropriate care setting, and are at or above quality standards. As a part of MPC, medical management staff responsible for making utilization management decisions ensure that decisions are based on the appropriateness of care and service and the existence of coverage. MPC does not compensate staff for denying coverage or service. Utilization management activities are not structured to incentivize reviewers to deny, limit, or discontinue medically-necessary services to members.





# HEALTH EDUCATION FOR ALL YOUR NEEDS

Understanding your health care conditions and wellness needs gives you the power to decide the types of care and services that are best for you. Health Education builds awareness and motivation to help you lead a healthier life.



Your doctor and healthcare team are always available to provide information on your health conditions and treatment options and to answer questions you may have. MPC's website is loaded with information and resources. Check out some of these links:

LINK	DESCRIPTION
<a href="#"><u>Member Handbook</u></a>	Our Member Handbook provides important phone numbers, member rights and responsibilities, benefits information, how to access care, and preventive health schedules.
<a href="#"><u>Health and Wellness Topics</u></a>	Health Information on: <ul style="list-style-type: none"> <li>• Children's Health</li> <li>• Men's Health</li> <li>• Women's Health</li> <li>• Healthy Living</li> <li>• Chronic Conditions</li> <li>• COVID-19</li> <li>• And more</li> </ul>
<a href="#"><u>Member Newsletters</u></a>	Member Newsletters are published four times a year in English and Spanish.
<a href="#"><u>Krames Online Health Library</u></a>	This search engine provides reliable information on over 4,000 topics and 33,000 medications.
<a href="#"><u>Community and Health Events</u></a>	Community and Health Events are posted to the website and advertised on Facebook.



## 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 diseases. 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, and 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

STIs often 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 and treatment through these resources or by contacting your primary care provider.

- [Your local health department](#)
- [Planned Parenthood](#)
- [Other testing sites near you](#)

# Free Tools to Help You Take Charge of Your Health & Well-being!



Are you ready to take better care of your health? Have you wondered what steps you can take at your own pace? Because your health is important to us, Maryland Physicians Care offers easy access to self-management tools. We have free online tools that can help you with:

- **WEIGHT MANAGEMENT** – Use the Body Mass Index (BMI) calculator to see which weight categories may lead to health problems.
- **QUITTING SMOKING AND TOBACCO USE** – Tools are available for making a quit plan, work one-on-one with a quit coach over the phone, smartphone texting support, and a free app. Learn how to help a loved one with their goals and learn about different medicines and behavior change approaches.
- **PHYSICAL ACTIVITY** – Make an activity plan, access videos for exercising with your family, and even learn how to safely be active after having a baby.
- **HEALTHY EATING** – Create a meal plan for you and your family or simply download a food tracker.
- **MANAGING STRESS** – Answer a few questions to see the level of stress you are experiencing and learn ways to manage it better with the Stress Test Tool.
- **MENTAL HEALTH** – Screening tools are included to cover depression, anxiety, eating disorders, post-traumatic stress, and others.

To access these free online tools, please visit [MPC Self-Management Tools](#) or call MPC's Member Services Department at 1-800-953-8854.



## Pharmacy Benefit Coverage

Maryland Physicians Care actively makes sure your doctor has a large selection of prescription medications to pick from when treating your conditions. Members can search for their medications at [MPC Formulary Search Tool](#) to determine if the medication is available on the formulary drug list. The full approved formulary drug list is located [here](#). We also include a list of the covered over-the-counter medications. If a member is in an emergency situation and needs medication not on the formulary drug list, their doctor or pharmacist can reach out to MPC 24 hours a day at 1-800-953-8854 to obtain a limited supply of the medication.

## DIABETES PREVENTION PROGRAM (DPP) OVERVIEW

**Know your ABCs** to prevent diabetes! Did you know that you can prevent getting type 2 diabetes, even if you are close to becoming diabetic? Maryland Physicians Care offers a diabetes prevention program as a FREE benefit for members ages 18-64 who are at risk for getting type 2 diabetes but do not already have diabetes.

- Members who qualify will work with a trained lifestyle coach in person or online with one of our in-network DPP providers. This is a year-long program with 16 weekly sessions, six-monthly sessions, and group support.
- You can learn how eating healthier, reducing stress, and increasing physical activity help improve your ABCs: A1C, Blood Pressure, and Cholesterol. These all affect diabetes; knowing your numbers will help you and your coach make a plan to prevent full-blown diabetes.
- To learn more about the program and see if you qualify, please ask your doctor to refer you to the program, find more information [here](#), or call MPC's Member Services Department at 1-800-953-8854.

## VISIT OUR WEBSITE

### FIND INFORMATION ON:

- Quality improvement program
- Population health management programs
- Case management programs
- Clinical practice guidelines
- Utilization management
- 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**

### CASE MANAGEMENT

**1-800-953-8854**

### HEALTH EDUCATION REQUESTS

**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!**



## PLEASE REPORT FRAUD AND ABUSE

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

## WE CARE ABOUT QUALITY!



Maryland Physicians Care's (MPC's) Quality Management Program monitors the quality of care and services members receive. Goals are set, data is collected, and with input from our members, providers, staff, and others, MPC takes action to improve. **To obtain more information about our Quality Management Program and see the latest member satisfaction survey results, please visit our website at [Quality Improvement](#) or contact Customer Service 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](#)**