

mpcWellAware

Member Newsletter / Edition 1, 2022

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

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Maryland Physicians Care offering **\$100** Gift Card

Get Your COVID-19 Shot.

Get **\$100**

It's Easy, It's Available, It's Safe, 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.**

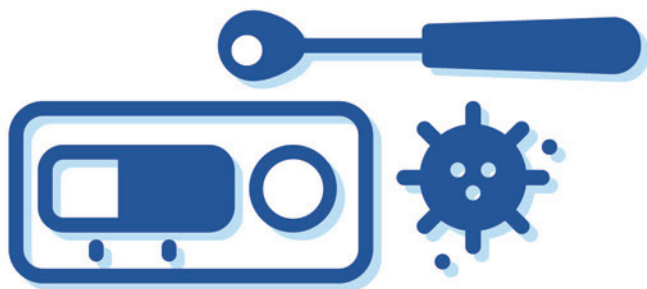
Help Is Here

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,](#)
- ➔ [Contact your Primary Care Provider, or](#)
- ➔ [Call 855-MD-GOVAX,](#)
- ➔ [Contact your nearest urgent care center.](#)
- ➔ [Contact your nearest Pharmacy,](#)

COVID-19 Home Test Kits NOW AVAILABLE



Effective February 17, 2022, Maryland Medicaid expanded access to FDA-approved pharmacy over-the-counter at-home COVID test kits. MPC members will need to use their Fee-For-Service Identification Card (Red & White Card) to receive this benefit through a Fee-For-Service retail pharmacy **and from a pharmacist**. Maryland Medicaid will cover a maximum of four tests every rolling 30 days with no copayment. Members are NOT able to be reimbursed for any out-of-pocket expenses.

Understanding Your Health Benefits



MPC offers medical coverage and health benefits that are close to home. This coverage includes access to primary and urgent care visits, pregnancy and new mother benefits, specialists care, pharmacy coverage, primary mental health services, vision and dental care (including adults), and more.

It is important that you understand your benefits. Complete information is explained in the [MPC Member Handbook](#) or at [MPC Medical Coverage](#). If you do not have a copy of the handbook, we can send you one. Just call us at 1-800-953-8854. Also, call this number for a qualified interpreter, written information in other formats, translation, or other services.

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](https://www.marylandhealthconnection.com), 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.

"My MPC Source" Maryland Physicians Care Member Portal

Maryland Physicians Care offers a convenient and secure access portal that is available 24/7. Sign up for our personalized, secure member website. You can use the site to manage your plan benefits and meet your health goals.

The site lets you:

- Change your primary care provider (PCP)
- Request a new member ID card
- Print temporary ID cards
- Add additional user
- View claims
- View eligibility history
- View your benefits
- Ask questions about your coverage
- Update personal information
- Send MPC a message



If you're ready to start using this secure online tool, you can register [online](#) or by calling Member Services at **1-800-953-8854**. Keep in mind you'll need your health plan member ID and a current e-mail address to create an account.

Controlling Asthma



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 you 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, visit [Asthma | CDC](https://www.cdc.gov/asthma/).

Do you have Asthma?

If you have asthma, ask your provider if a 90-day supply is right for you! Taking your controller medication every day, as directed, is important to manage your asthma.

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:

- Call or make an appointment with your provider
- Ask your provider if a 90-day supply of medication is right for you
- Make sure your provider has requested and given you a new prescription with the 90-day supply/quantity noted
- Fill the prescription at a participating pharmacy
- 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 developmental 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. For this reason, **all** children need a blood lead test on or before their first birthday and again on their second birthday. Your primary care provider 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 schedule the test. **Do not wait!** If you have any problems getting the test or want more information on why lead tests are important, 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

For more information, visit [Lead Poisoning Prevention | Lead | CDC](https://www.cdc.gov/leadprevention/).



Get Up to Date with Vaccines and Well Visits

As a parent, we always want to keep our children safe. Vaccines are important to prevent other serious diseases. It's time to get your kids, ages 18 years and younger, on track with vaccinations to keep them safe from preventable childhood diseases. Contact your child's primary care provider to discuss the extra steps they are taking to make your visit safe.

Click [here](#) for the Center for Disease Control's recommended child and adolescent immunization schedule. Check out [Maryland MyIR Mobile](#) to view your immunization records on file with the Maryland Vaccine Registry.

Well-Child Visits



Is your child up to date with his/her well visit screenings? Regular well visits at certain ages are important to detect problems, provide early treatment, and prevent long-term complications. Contact your child's primary care provider today and schedule an appointment to get your child up to date on his/her well-child visit.

Well-Child Visits are due at 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 should receive a yearly well exam

Resource: [Bright Futures: Well-Child Visits](#)

Your Satisfaction Is Important to Us!

Satisfaction surveys are sent out to randomly selected Maryland Physicians Care (MPC) members between February and May. 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 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, appointments, and other care that you need from your providers
- Health plan services, like MPC's customer service, Case Management, and Health Education

Remember, our goal is to keep you happy and healthy and provide excellent customer service. If you have any problems getting the care you need, when you need it, or you are not satisfied, please contact our Customer Service Department so we can help.

To view our 2021 survey results, click [here](#).



We Want to Hear Your Concerns

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

COMPLAINT: Are you unhappy with the care you received or how MPC or a provider treated you? If so, you can file a complaint, also called a grievance. Just call Member Services at 1-800-953-8854 to voice your concern.

APPEAL: At times, MPC may decide you do not need treatment or service. If we decide to stop or deny service, you will receive a letter. If you disagree, you can request to change the decision. This is called filing an appeal. You can file an appeal by phone, in person, or in writing. Appeals must be filed within certain timeframes. Review your member handbook or call Member Services at 1-800-953-8854 to learn more.



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

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.**

VISIT OUR WEBSITE

FIND INFORMATION ON:

- Quality Improvement Program
- Case Management Programs
- Population Health 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.

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 records
- 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 all appointments
- Telling your doctor if you had care in an emergency room

You can find more rights and responsibilities in your member handbook or [online](#). Call 1-800-953-8854 to ask for a paper copy.

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

You are invited to join



the Membership Rewards Program from Maryland Physicians Care.



Join Belong for

- Chances to Win Prizes, like Fitbits, Blenders, Air Fryers, and Plush Blankets
- Valuable Coupons for Grocery Stores
- Free Gifts at MPC Well on Wheels Community Events
- Healthy Recipes

[Click here to register!](#)