

mpc Well Aware

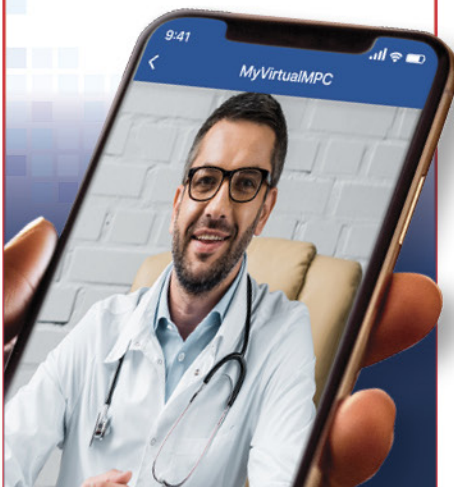
Member Newsletter / Edition 2, 2022

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

Table of Contents

Don't Lose Your MPC Health Coverage - Renew Your Benefits
COVID-19 Vaccination Incentive Program

[PAGE 2](#)

Quality Management Program
COVID-19 Treatment Options
COVID-19 Home Test Kits Now Available
Pharmacy Benefit Coverage

[PAGE 3](#)

Summer Safety
2022 Annual Member Notification
Tobacco and Fertility

[PAGE 4](#)

Population Health Management Overview
Case Management Overview
You Can Make a Difference in the Services We Provide
ADHD

[PAGE 5](#)





Behavioral Health Services
Report Fraud and Abuse
Join Belong, the Membership Rewards Program

[PAGE 6](#)

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/ for more information.



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 became 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](https://www.mpc.org). 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.

QUALITY MANAGEMENT PROGRAM

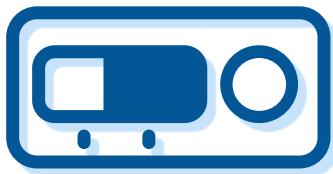
Maryland Physicians Care's (MPC's) Quality Management Program monitors members' quality of care and services. Goals are set, data is collected, and with input from our members, providers, staff, and others, MPC takes action to improve. We measure all parts of the Quality Management Program, including clinical and service activities such as:



- Promoting health care safety with member and provider education.
- Establishing preventive health and clinical practice guidelines. These help members understand what kind of services they need and how often they're needed.
- Making sure members have access to qualified health care professionals.
- Ensuring members receive appropriate preventive care. Examples of preventive care are:
 - Annual flu shots
 - Child immunizations (shots)
 - Eye tests
 - Cholesterol tests
 - Breast Cancer Screenings
 - Care for women before and after the baby is born
- Evaluating members' quality of care concerns and taking action as needed.
- Conducting surveys to see if members are satisfied with the services they receive from their doctors.

To obtain more information about our Quality Management Program and see the latest member satisfaction survey results, please visit [MPC Quality Improvement](#) or contact Customer Service at 1-800-953-8854.

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.

COVID-19 Treatment Options

Treatment options are now available for individuals who have tested positive for COVID-19. Contact your PCP or pharmacist if you test positive to learn what options are available for you.



Pharmacy Benefit Coverage

Maryland Physicians Care (MPC) ensures that the preferred drug list (PDL) is readily available on our member website at [MPC Approved Medication Benefits](#). Members can search for their drugs at [MPC Formulary Search Tool](#) to find out if the drug is available on the formulary drug list. MPC also provides a complete list of the covered Over-the-Counter (OTC) medications and medical supplies at [MPC OTC Covered Medications](#). Members can also see if their medication(s) requires prior authorization before their pharmacy can fill the prescription. If the medication is not on the formulary and is needed in an emergency, your doctor or pharmacy can call MPC 24 hours a day at 1-800-953-8854 to obtain a limited drug supply.

Summer Safety



Injuries are the leading cause of death in children ages 19 and younger, but most child injuries can be prevented. Common preventable injuries are head injuries, driving injuries, and lead poisoning. Parents and caregivers can play a life-saving role in protecting children from injuries. [Click here to learn about injuries among children and teens.](#)

Head Injury Prevention

Keeping children and teens healthy and safe is always a top priority. Head injuries and concussions can happen when playing at the playground, riding a bicycle, or playing sports. [Click here for tips on brain injury and prevention.](#)

Brain Injury Basics

A concussion is caused by a hit to the head that makes the brain bounce around inside the skull. It is important to learn how to recognize and respond to a concussion, especially if your child plays a contact sport. [Click here to learn more about concussion signs and symptoms.](#)

Playground Safety

More than half of playground injuries are related to falls from playground gyms. These often result in broken bones and serious head injuries. [Click here for tips on playground safety.](#)

2022 Annual Member Notification



Maryland Physicians Care would like to remind you of some important information about your health plan. This information will help you make informed choices about health care for yourself or your family. This notice can be found [here](#) or by calling Customer Service at **1-800-953-8854** to request a copy be mailed to you.

Tobacco and Fertility



How Smoking Can Affect Your Ability to Get Pregnant

We all know that smoking is harmful to our health and deadly, but did you know that it can affect both men and women when trying to have a baby? The ability to have a baby is also referred to as “fertility.” Also, men and women produce certain hormones that help make a baby. If the hormones aren’t at proper levels, it can be very difficult, and sometimes impossible, to “reproduce” or create a baby.

Research shows that:

- Smoking can reduce fertility, making it difficult to conceive.
- Smoking may negatively affect hormone production.
- Smoking and exposure to tobacco smoke can harm the reproductive system.
- Smoking can damage the DNA in sperm.

If you or someone you love is trying to conceive and uses tobacco, learn more about [quitting smoking](#) and get started on the path to a smoke-free life.

Smoking Before, During, and After Pregnancy Can Harm a Baby’s Health

Smoking during pregnancy can put you at a higher risk of pregnancy complications, such as preterm labor and delivery. Smoking during pregnancy can also result in negative health outcomes for the unborn baby. Nearly all tobacco products—including most e-cigarettes—contain nicotine, which can cross the placenta and interfere with fetal and postnatal development.

Approximately 400,000 U.S. infants are exposed to cigarette smoke and chemicals in the womb every year. These babies are at risk of several complications, including:

- Low birth weight.
- Lungs that fail to develop properly.
- Birth defects such as cleft lip and/or cleft palate.
- Sudden Infant Death Syndrome (SIDS).
- Ectopic pregnancy. This occurs when a fertilized egg fails to reach the womb but instead begins to grow outside of the womb. This serious condition almost always results in the death of the unborn child and, in some cases, the mother’s death.
- Additionally, there is some evidence that smoking during pregnancy may result in a miscarriage of the fetus or unborn baby.

If you’re pregnant and interested in quitting smoking, consult with your health care provider to talk about your [reproductive health](#). You can also get [free resources for quitting while pregnant](#), including [a texting program to offer support for pregnant people trying to quit](#).

Source: <https://www.fda.gov/tobacco-products/health-effects-tobacco-use/how-smoking-affects-reproductive-health>

Population Health Management **OVERVIEW**



Every year MPC evaluates the care needs of its members and uses that information to create new programs or make changes to existing ones offered through Population Health Management. 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 to help you. 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 work with our Case Managers to better manage their health care needs. Call member services at 1-800-953-8854 to find out more.

Case Management **OVERVIEW**

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!

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 your health conditions such as high blood pressure, diabetes, COPD, asthma, heart problems, or 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 you with any transportation issues you have getting to your appointments and help provide resources in your community that might be beneficial for you.

Here at MPC, we want to ensure you have the support and assistance you need to manage your health-related issues. Our team is highly trained in various areas, and we would love to be able to help you. We are just one call away! Our program is free, and we will work with you and your doctors on all your health-related needs and questions. You can talk to your provider about Care Management or call us for more information!

You can choose to join our Care Management Program at any time. Whenever you feel you are ready, call Member Services at 1-800-953-8854 to learn more! We look forward to hearing from you.

You Can Make A Difference



The Consumer Advisory Board (CAB) is made up of members who share feedback on the programs and services provided by MPC. During these meetings, MPC staff provide important information on benefits, health education, and program activities while members share their opinions and help to make plan improvements.

You are eligible to become a Consumer Advisory Board member if you meet the following criteria:

- You are an MPC Member
- You can attend six meetings each year by phone or computer
- You are at least 21 years old

If you are a young mom, a member with a chronic illness, or a member with multiple health concerns, we would like to hear from you to ensure our programs and services meet your needs. Make a difference today by applying for a position on our Consumer Advisory Board!

REQUEST AN APPLICATION

ADHD

Does your child have attention deficit hyperactivity disorder (ADHD)? Sometimes parents and teachers notice signs of ADHD when a child is very young. But it's normal for little kids to be distracted, restless, impatient, or impulsive — these things don't always mean that a child has ADHD. Attention, activity, and self-control develop little by little as children grow. Kids learn these skills with help from parents and teachers. But some kids don't get much better at paying attention, settling down, listening, or waiting.

A person with ADHD has differences in brain development and brain activity that affect attention, the ability to sit still, and self-control. More than 10 percent of children in the U.S. have been diagnosed with it. Medicine may help. Children taking medication for ADHD need follow-up care. Visit the doctor within 30 days of starting the medication. After that, the child should visit the doctor twice in the next nine months. Call Maryland Physicians Care 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.

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

Behavioral Health Services

If you have a mental health or substance use problem, call your PCP or MCO Member Services. Your PCP may treat or refer you to the Public Behavioral Health System. The State's Behavioral Health System covers a range of behavioral health services. You can access these services without a referral from your PCP by calling the Public Behavioral Health System (800-888-1965). This toll-free helpline is open 24-hours a day, seven days a week. Staff members are trained to handle your call and will help you get the services you need. Behavioral health services include but are not limited to:

- Case Management
- Emergency Crisis/Mobile Crisis Services
- In-patient Psychiatric Services
- Outpatient Mental Health Centers
- Residential Treatment Centers

If the Public Behavioral Health System finds that you do not need a specialist to handle your behavioral health needs, your PCP (with your permission) will be informed so that you can receive any needed follow-up care.



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

You are invited to join



the Membership Rewards Program
from Maryland Physicians Care.



Join Belong for

- Chances to win prizes such as 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!](#)