

# mpcWellAware

Member Newsletter / Edition 3, 2022

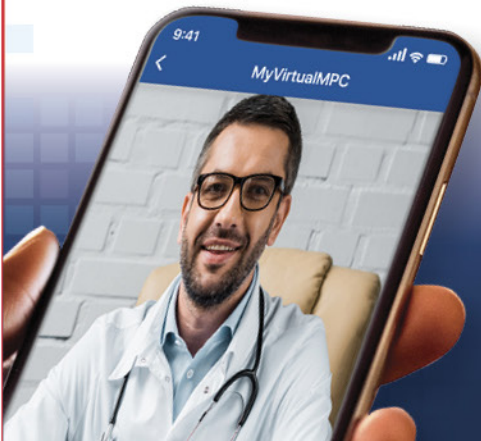
**MyVirtualMPC**  
by maryland physicians care

## Now Available 24/7!

On September 1, 2022, Maryland Physicians Care updated the coverage available with MyVirtualMPC. This service is now available to MPC members 24 hours a day, seven days a week. Once registered, you can text, share images, or video chat with a 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 24/7 — at no extra cost to you. So, skip the waiting room and [download today!](#)



**DOWNLOAD TODAY**

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# 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.

You are invited to join

# Belong

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!](#)

# COVID-19 NEWS



**MPC continues to encourage members to get their COVID vaccinations and boosters.**

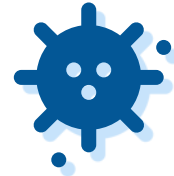
**COVID-19 vaccines are now available for everyone from ages six months and older.**

**To Find a Vaccination Clinic near you:**

- Go to [Maryland's Vaccine Locator](#),
- Contact your nearest pharmacy,
- Call 855-MD-GOVAX,
- Contact your Primary Care Provider,
- Or nearest Urgent Care Center

Good news – the COVID-19 vaccine is free for all MPC members! To find a vaccine clinic close to you, please visit [Maryland's Vaccine Locator](#) and click on the link to discover vaccine clinic availability.

# COVID-19 Home Test Kits NOW AVAILABLE

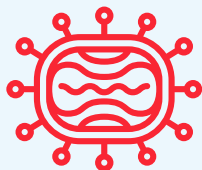


Effective February 17, 2022, Maryland Medicaid expanded access to FDA-approved Pharmacy over the counter at-home COVID test kits. MPC members will need to use their Fee-For-Service Identification Card (red and white card) to receive this benefit through a Fee-For-Service retail pharmacy **or from a pharmacist**. 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 test positive for COVID-19. It is important to act quickly if you test positive. Most treatment options must be done within five days of a positive test. Contact your PCP to learn what options are available for you.

# Monkeypox



Monkeypox is a rare infection caused by the monkeypox virus. A small number of cases have been recently reported in the U.S. and Maryland. Monkeypox can make you sick, including a rash or sores on the hands, feet, chest, face, penis, or inside or on the mouth, vagina, and anus. It can also make you feel like you have the flu.

Monkeypox can spread to anyone regardless of gender or sexual orientation. It is spread through close, personal, or skin-to-skin contact, from when symptoms start until all sores have healed. If you have a new or unexplained rash, sores, or other symptoms, you should:

- **Contact your healthcare provider**
- **Avoid close physical contact with anyone until all your sores have healed and you have a fresh layer of skin formed**
- **Follow the treatment and prevention recommendations of your healthcare provider**

For more information, visit the [Maryland Department of Health's monkeypox page](#).

# Flu Vaccine

Flu season is fast approaching. It is best to be vaccinated before the flu spreads in your community. Annual flu vaccination is recommended for everyone six months and older. September and October are generally good times to be vaccinated against flu. Ideally, everyone should be vaccinated by the end of October. However, even if you cannot get vaccinated until November or later, vaccination is still recommended because flu illness most commonly peaks in February, and significant flu activity can continue into May.

Maryland Physicians Care makes it easy to protect you and your loved ones from flu complications. Flu vaccines are available through participating providers, facilities, and pharmacies. Just show your Maryland Physicians Care ID card to a network provider or a pharmacy offering flu vaccines and roll up your sleeve. For more information on the flu shot, please visit the MPC website [here](#).





# Diabetic Eye Care

**Did you know that diabetes can harm your eyes? Diabetes is the leading cause of blindness in adults aged 20 to 74. Common eye diseases among people with diabetes include:**

**Retinopathy:** causes small blood vessels in the retina (at the back of the eye) to get weak and possibly leak blood. This disease can cause blindness if not treated. This disease has no symptoms when it starts, so it is important to get your eyes checked regularly.

**Cataracts:** causes a “clouding” of the eye’s lens, which makes vision blurry. People with diabetes are more likely to get cataracts.

**Glaucoma:** causes pressure in the eye. If not treated, glaucoma can cause vision loss or blindness.

Regular exams help your doctor find and treat eye problems early to protect your vision. Make an appointment with an ophthalmologist or an optometrist. These eye doctors can give you a dilated eye exam and check your eyes once a year.

- You will get eye drops to make your pupils larger in this exam. Pupils are the black circles in the middle of your eyes. The drops are painless and help your eye doctor see inside your eyes to look for signs of health problems.
- A dilated eye exam can help your eye doctor find and treat problems to keep you from losing your vision from diabetes.
- Your eye doctor may take pictures of your eyes with retinal photography. This tool helps the doctor see your retina, which is at the back of your eyes.
- Be sure to make and keep your next eye doctor appointment.
- Ask your health care team to help you set and reach goals to manage your blood sugar, blood pressure, and cholesterol.
- Get regular A1C tests to measure your blood sugar over time because poor blood sugar can make eye problems happen faster.
- Ask about safe ways to be more active each day and foods that are healthy to eat.

For more information on diabetes, please visit the [MPC website](#).

# Utilization Management



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

- Utilization Management decision-making is based only on the appropriateness of the care and service 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 encourage denials.

Staff can receive inbound communication regarding UM issues after normal business hours. Providers can fax requests to the applicable number or call 1-800-953-8854 and follow prompts to Authorization/Concurrent review to leave a voice message. Communications received after normal business hours are returned the next business day. Communications after midnight Monday – Friday are returned the same business day.

For more information about Utilization Management, please call 1-800-953-8854, then follow the prompts. Staff is available at least eight (8) hours a day during normal business hours for inbound collect or toll-free calls regarding utilization management 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.

# Getting The Care You Need When You Need It

Ensuring our members receive timely care is a top priority for Maryland Physicians Care. 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 are required to offer appointments within certain time frames.

TYPE OF APPOINTMENT	APPOINTMENT TIMEFRAME
Initial Visit for Pregnant/Postpartum Care	Within 10 Days
Family Planning Services	Within 10 Days
Well Child or Adult Routine Preventive Care	Within 30 Days
Urgent Care (Child or Adult)	Within 48 Hours
Follow-up after Emergency Room/Hospital Discharge	Within 72 Hours or as Directed

If you have 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!

Below are some helpful hints for scheduling and attending appointments 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 in case you need to fill out any paperwork
- Bring your medications or a list of your medications and how much you take
- Bring a list of questions and/or symptoms that you would like to discuss with your doctor
- Bring medical records, discharge papers, 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 cannot attend the appointment and ask to reschedule.

## Cervical Cancer Screening

**September is Gynecologic Cancer Awareness Month, which aims to promote cervical cancer screenings for women ages 21-64. Cervical cancer screening may include Pap tests and/or testing for a virus called human papillomavirus (HPV). In both tests, cells are taken from the cervix and sent to a lab for testing:**

- A Pap test looks for abnormal cells.
- An HPV test looks for infection with the types of HPV that are linked to cervical cancer.

### Follow these Guidelines:

- If you are younger than 21, you do not need a screening.
- If you are 21 to 29, have a Pap test alone every three years. HPV testing alone can be considered for women 25 to 29, but Pap tests are preferred.
- If you are 30 to 65, you can choose one of three options:
  - Have a Pap test and an HPV test (co-testing) every five years
  - Have a Pap test alone every three years
  - Have an HPV test alone every five years
- If you are 65 or older, you do not need screening if you have no history of cervical changes and either three negative Pap test results in a row, two negative HPV tests in a row, or two negative co-test results in a row within the past ten years. The most recent test should have been performed within the past three or five years, depending on the type of test.

### Remember:

- You still need to have screening if you have been vaccinated against HPV.
- You may still need to have screening if you have had a hysterectomy and your cervix was not removed.

For more information on cervical cancer, please [click here](#), and visit the MPC website [here](#).

# DO YOU KNOW WHERE TO GO FOR After-Hours, Urgent, or Emergency Room Care?

It is important to choose the right place for care at the right time. 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. Below is a guide to help you choose the right place based on your health needs.

DOCTOR'S OFFICE	URGENT CARE CENTER	EMERGENCY ROOM	
Checkup	Minor illness/injury	Unconscious	Convulsion/Seizure
Health Screening	Flu/Fever	Difficulty Breathing	Severely Broken Bone
Cough/Cold	Vomiting/Diarrhea	Serious Head/Neck/Back Injury	Sexual Assault
Fever	Sore Throat/Earache/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	

## 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](http://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. Pre-authorization 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 24 hours a day, seven days a week, 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. Call 9-1-1 or go to the closest hospital emergency department if you need emergency care. 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.

## Ready, Set, Cook! Tailgate Nachos

### INGREDIENTS:

- 1 (15-oz) can black beans (rinsed and drained)
- 2 cloves garlic (peeled and smashed)
- 1 medium yellow onion (peeled and chopped)
- 1 tbsp olive oil
- 4 oz baked tortilla chips
- nonstick cooking spray
- 1/2 tsp black pepper
- 1/2 cup fat-free, low-sodium chicken broth or water
- 2 cups cooked chicken breast
- 1 cup salsa (heat level to taste)
- 1/2 cup reduced-fat shredded mexican cheese blend
- 1 cup shredded lettuce
- 1 cup diced tomatoes
- 1/2 cup plain nonfat greek yogurt

### DIRECTIONS:

1. Preheat the oven to 375 degrees F. Coat a 9x13-inch baking dish with cooking spray. Layer the chips in the bottom of the pan; set aside.
2. Add the oil to a sauté pan over medium heat. Add the onions and garlic and sauté for about 5 minutes until the onions start to turn clear.
3. Add the onion mixture, black beans, pepper, and chicken broth to a blender and puree until smooth. Pour the bean mixture evenly over the chips.
4. In a small bowl, mix the salsa and chicken together. Spoon the chicken mixture evenly over the top of the bean mixture.
5. Top with the cheese and bake for 20 minutes. Remove the pan from oven and top the nachos with shredded lettuce and diced tomato.
6. Divide the nachos among 6 serving plates and top each serving with 4 Tsp. Greek yogurt.



The recipe photo may include foods and ingredients that are not a part of this recipe and not included in the nutrition analysis. Photo Credit: Peter Papoulakos.

Prep time: 30 min / Cook time: 25 min / Servings: 6 Servings / Serving size: 1/6 of casserole

Find nutrition facts and more about this budget-friendly recipe [here](#).

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## 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**

## 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 fearing retaliation. MPC reports all suspected incidences of fraud and/or abuse to the Maryland Department of Health, Office of Inspector General for further investigation, which may result 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



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**