

mpc Well Aware

Member Newsletter / Edition 4, 2022

Update Your Information Now!



Once the Public Health Emergency (PHE) ends, all members will be required to renew their coverage. The Maryland Department of Health (MDH) will send members a notice when it is time to renew. To make sure that you receive your notice from MDH there are a couple of steps you can take now.

- 1. Visit Maryland Health Connection's website**
- 2. Log into or create your account**
- 3. Verify your mailing address, phone number, and email address**



You can also update your mailing address, phone number, and email address by calling the Maryland Health Connection at 855-642-8572.

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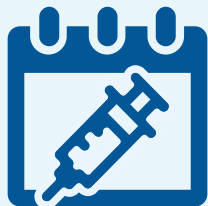
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DECEMBER 5-9

National Influenza Vaccination Week



Winter is coming – which means flu season is right around the corner. The flu is more than a bad cold. It can cause serious health complications, such as pneumonia and even hospitalization. It is recommended that everyone six months and older should get a flu vaccine every year. Contact your PCP to schedule your flu vaccine, reduce your risk from seasonal flu, and stay protected in the coming winter months. The vaccine takes up to two weeks to develop antibodies to fight the virus, so it is not too early to get vaccinated. Additional information can be found [here](#).



MyVirtualMPC

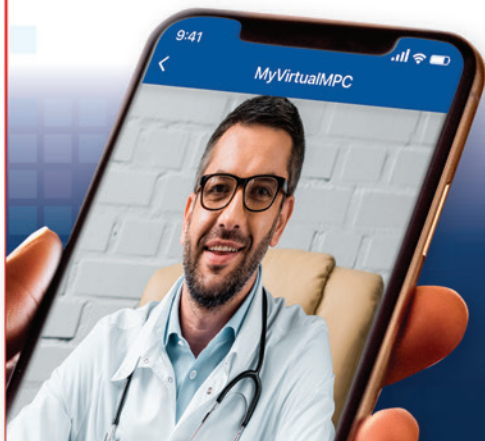
by maryland physicians care

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



Effective 1/1/23 Change in Adult Dental Benefit

Maryland Medicaid will start providing dental coverage to adults beginning January 1, 2023. HealthChoice members will now be covered under the Maryland Healthy Smiles Dental Program (MHSDP). The MHSDP program will provide comprehensive dental services. These include:

- Regular checkups and cleanings
- X-rays
- Fillings
- Extraction
- And more

If you have questions about the adult dental coverage expansion, call MHSDP at 1-855-934-9812.

Due to Maryland Medicaid's adult dental coverage, MPC will no longer cover adult dental services as of 1/1/2023. If you have questions about dental coverage before 1/1/2023 please call MPC's Customer Services at 800-953-8854.

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.



We Care About QUALITY!

Maryland Physicians Care'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 [Quality Improvement - Maryland Physicians Care](#) and [2022 Satisfaction Survey Results \(PDF\)](#) or contact Customer Service at 1-800-953-8854.



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 following the tips below.

- Make sure your doctor knows of your emergency room visits or unscheduled overnight hospital stays.
- Follow up with your doctor after a visit with a specialist.
- Let your doctor know your lab results.
- Share the numbers if your doctor asks you to monitor your blood pressure or blood sugar.
- Make sure your doctor is aware of any medication you are taking.
- Know what tests you need.

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 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 to make better care decisions together. Additional information can be found [here](#).

Beat the Winter Blues



Seasonal depression, also called seasonal affective disorder (SAD), is a type of depression triggered by the change of seasons. Shorter days and reduced sunlight may result in sadness, lack of energy, oversleeping, and weight gain. **If you are experiencing SAD, below are ways to ease the symptoms.**

- Go outside for light exercise and soak up the sunlight. Even with just ten minutes a day of the sun, you can absorb some much-needed Vitamin D.
- Go to a movie, hang out with friends, or do other activities you normally enjoy.
- Eat nutritious foods and avoid overloading with carbohydrates like cookies and candies.
- Be patient. SAD usually goes away on its own, but it may take a few months.
- If feelings persist, talk to your PCP about treatment options.

You can access a free tool to identify depressive symptoms in the [Self-Management portion of the Health & Wellness MPC webpage](#).

HIV/AIDS Awareness



December is National HIV/AIDS Awareness month. The goal is to spread information about testing and treatment, reduce the stigma around HIV/AIDS, help those living with it, and honor those who have passed on.

There are several powerful ways to participate in HIV/AIDS Awareness Month, regardless of your experience. The first way is to get tested yourself. HIV testing is for everyone. The Centers for Disease Control (CDC) and Prevention recommends that everyone between the ages of 13 and 64 gets tested at least once. People with certain risk factors should get tested more often. Contact your PCP for assistance with getting tested.

The second way you can participate is by taking the time to educate yourself. The [CDC](#) and [World Health Organization \(WHO\)](#), and [MPC](#) are great resources for science-based information.

Tips for a **Healthy Holiday Season**



The holidays are among us, and gatherings with family and friends and lots of tasty meals come with that. You can take these simple steps to stay healthier during the season:

- **Eat mindfully** – take a ten-minute break after your first helping to give time for your stomach's "I'm full" signal to reach your brain. You may realize that you only want a smaller second helping if any.
- **Stay hydrated** – if you are consuming alcoholic beverages, try alternating with glasses of water in between cocktails. You will feel better the next day.
- **Choose healthy substitutes for recipes** – replace sour cream with Greek yogurt, mashed potatoes with sweet potatoes, spinach, and artichoke dips with hummus. These minor tweaks can help prevent packing on the pounds.
- **Keep your workout simple** – Go for a ten-minute walk twice daily; splitting activities into shorter manageable times will keep you motivated and committed.
- **Get sufficient sleep** – a good night's sleep is key to good health and a stronger immune system. People who sleep eight hours a day are less likely to develop a cold than those who sleep seven hours or less.

Ready, Set, Cook!

Puerto Rican Yellow Plantain and Meat Casserole



Calories.....	401
Total fat.....	8 g
Saturated fat.....	3 g
Cholesterol	27 mg
Sodium	194 mg
Total fiber	7 g
Protein.....	19 g
Carbohydrates.....	71 g
Potassium	1,315 mg

Percent Daily Values are based on a 2,000-calorie diet.



INGREDIENTS:

For meat filling layer:

- 1½ lb. lean ground beef
- 2 medium green peppers without seeds, chopped
- 1 medium yellow onion, chopped
- 3 bay leaves
- ¼ C chopped cilantro
- 1 C low-sodium beef broth
- 5 ajicitos (tiny, sweet peppers)
- ½ Tbsp annatto paste (achiote)
- 2 garlic cloves, finely chopped
- 1 C tomato sauce

For dough:

- 8 large yellow plantains, ripe and peeled
- 10 C water
- 2 Tbsp olive oil

For other layers:

- 5 egg whites, beaten
- 1½ C cooked green beans
- ½ C low-fat shredded mozzarella cheese

Prep time: 20 min / Cook time: 1 hr / servings: 12 Servings / Serving size: 1 square

DIRECTIONS:

1. Preheat oven to 350°F.
2. Brown the ground beef in a large pot. Drain the fat and add the remaining filling ingredients. Cook over medium heat for 5 minutes. Set aside.
3. Boil the peeled plantains in 10 cups of water until soft, then drain. In a large bowl, mash the plantains, then add the olive oil. Mix well, making it into a soft dough.
4. In a separate bowl, beat the egg whites until they are foamy.
5. Spread half of the plantain dough in an 11" × 14" baking pan. Add a layer of the meat filling, egg whites, and half of the green beans.
6. Repeat these layers, and top with a final layer of plantains and egg whites. Sprinkle with the mozzarella cheese.
7. Bake for 20 minutes. Cut into 12 servings.

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

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!](#)



HELP PREVENT FRAUD AND ABUSE

MPC needs your help to prevent fraud and abuse! We encourage you to report anything suspicious you may have seen. You may report fraud and abuse without the fear of reprisal by calling MPC's Compliance Hotline at 1-866-781-6403 or going online [here](#).

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 are meeting your needs.

[REQUEST AN APPLICATION](#)