



ISSUE 1 / SPRING 2025

mpc

WellAware

MEMBER NEWSLETTER

New Year, New You: Why an Annual Check-Up is Important



The new year often moves us to make healthier choices, like eating better and exercising more. One of the best ways to improve your health is to schedule an annual [check-up with your primary care provider \(PCP\)](#).

Why Regular Check-Ups Matter

Preventive care means focusing on staying healthy and stopping problems before they start. Visiting your PCP every year allows you to:

- 1. [Build a relationship with your doctor](#): Your PCP learns about your health and can give advice tailored to you.
- 2. [Catch problems early](#): Many illnesses, like high blood pressure or diabetes, do not show symptoms right away. Routine tests can help find these issues early.
- 3. [Set health goals](#): Your PCP can help you create and stick to a plan for improving your health, like losing weight or lowering your cholesterol.

What Happens at a Check-Up

Your check-up is a chance to see how you are doing overall. Here is what

an annual check-up might include:

- **Blood Tests:** These tests give important details about your health, such as:
 - **Cholesterol:** High levels can lead to heart disease.
 - Blood sugar: Checks for diabetes or prediabetes.
 - Other tests: To check your kidneys and liver or for other issues, like anemia.
- **Vaccines:** Your doctor will make sure you are up to date on vaccines, like the flu shot, COVID-19 boosters, or shots for tetanus and shingles.
- **Mental Health Check:** Your mental wellness is important, too. Your doctor may ask about stress, mood, and overall well-being. If needed, they can suggest therapy or other resources.
- **Lifestyle Review:** You will talk about things like diet, exercise, sleep, and habits like [smoking](#) or drinking. Your doctor may offer tips to help you make healthier choices.

Need help getting started? Visit our website at to find a [primary care physician](#) in your area. This year, take charge of your health by scheduling your annual check-up. It is an easy way to protect your body and mind.



WE WANT TO HEAR FROM YOU

MPC wants to give members the healthcare they need. If you are not satisfied with your care, you can file a complaint or appeal.

A complaint is when you are unhappy with the care you got or how MPC or a provider treated you. You can file a complaint, also called a grievance, by calling Member Services at [1-800-953-8854](tel:1-800-953-8854) to voice your concern.

An appeal is when you do not agree with a decision that MPC made about your care. At times, MPC may decide you do not need a treatment or service. If we decide to stop or deny a service, you will receive a letter. If you disagree with the decision, 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](tel:1-800-953-8854) to learn more.

You can also read this information on our [website](#).



Maryland Medicaid requires you to renew your coverage.

Keep your records up to date!

If you have moved or have a new phone number, log into your account at MarylandHealthConnection.gov or call [855-642-8572](tel:855-642-8572) to update your contact information so that you will receive your notice when it is time for you to renew.

**Do not let your Medicaid Benefits expire.
Keep your Maryland Physicians Care coverage.**

What to do:

1. Watch for your Renewal Notice.

A renewal notice will be sent to you by Maryland Health Connection. You will receive your notice by mail or online through your Maryland Health Connection account. This notice will tell you to complete your renewal.

2. When you receive your notice from Maryland Health Connection,

log into your account at <https://www.marylandhealthconnection.gov/> or call 855-642-8572.

3. Renew your coverage as soon as you receive your notice.

If you do not renew, **you will lose your health benefits.**

- Don't wait.

■ Don't let your MPC Medicaid coverage expire.

■ Complete your renewal when you receive it!

Help is
Here

Get help online, in person, or by phone.

- Call Maryland Health Connection at 855-642-8572. Help is available in more than 200 languages. Deaf and hard of hearing can contact the Relay Service at 855-642-8573.

■ Call or visit your local Department of Social Services.

■ Call or visit your local Health Department.

■ Connect with a broker or navigator.

Ready, Set, Cook!



Turkey Bacon and Spinach
Quiche with Sweet Potato
Crust

Our sweet potato crust makes this quiche healthier than those made with ready-made or traditional crusts made with butter. Serve with slices of honeydew melon or berries. Enjoy for breakfast or dinner.

VIEW THE FULL RECIPE

Nutrition Information

(see full recipe for more information)

Nutrition Facts

Calories	136
Total Fat	5 g
Saturated Fat	1.5 g
Cholesterol	87 mg
Sodium	458 mg
Total Carbohydrates	11 g
Dietary Fiber	3 g
Protein	12 g

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

Serving Size: 2 wedges / Servings: 5



Survey Time: Your Satisfaction Is Important to MPC!

Beginning in February of each year, satisfaction surveys are sent out to MPC members from the state. Surveys are confidential and can be completed by mail or by phone. Your answers are important and will help MPC improve the quality of care and service. The survey asks about your satisfaction with:

- Personal doctors (your primary care provider)
- Specialists (doctors such as a cardiologist, optometrist, oncologist, etc.)
- Healthcare services (appointments and other care that you need from your providers)
- Health plan services (MPC's Customer Service, Care Management, and Health Education Program)

MPC's goal is to keep you healthy, happy, and provide excellent service. If you have problems getting the care you need, when you need it, or are not satisfied, do not hesitate to get in touch with our Customer Service Department so we can help.

To view our 2024 satisfaction results, please [visit our website](#).



Do You Know the Importance of Prenatal Care?

Women who start prenatal visits during the first 3 months of [pregnancy](#) have fewer problems and have healthier babies. [Prenatal care](#) is important for a healthy pregnancy and a healthy baby. It provides education and support during your pregnancy journey and allows early identification of issues that may cause harm to you and your baby. Prenatal care also reduces the risk of complications like pre-term birth, low birth weight, and infant mortality. It is most effective when you start early and regularly throughout your pregnancy.

MPC and the Maryland Department of Health provide several [programs and services to support healthy pregnancies](#) and babies. These programs can include:

■ Home Visiting Services

Home visits provide support and teach parents parenting skills before and after birth. The type of home visit and trained professional who comes to your home is based on your family's specific needs.

■ Doula Support

You can access a Doula, a trained professional who makes prenatal visits (often in your home). A Doula will:

- discuss birth procedures and breastfeeding
- attend your labor and delivery
- make postpartum visits

■ MOM Case Management

For pregnant people who have opioid use disorder or a history of using opioids, this program offers case management. Case management connects you to health, treatment, and recovery care services.

■ Dental Coverage: Maryland Healthy Smiles

Dental care is an important part of your care when you are pregnant. Poor oral health during pregnancy can lead to health problems for you and your baby. Visiting a dentist when you are pregnant is a safe and good choice. Dental coverage is available through Maryland Healthy Smiles by calling 855-934-9812.



Understanding Your Benefits

MPC offers medical coverage and health benefits that are close to home.

This coverage includes access to primary and urgent care, maternal and pediatric care, specialty care, vision care, primary mental health services, pharmacies, and more. It is important that you get the most out of your benefits. Information on the benefits covered and how to access services can be found in the MPC Member Handbook. The handbook is available on the website at or online on the MPC website benefits page.

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 with questions or for other services.



You Have Rights and Responsibilities

As an MPC member, you have certain rights and responsibilities about your health care.

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
- Privacy of your medical information
- Getting a copy of your medical records
- Being included in decisions about your care. This includes 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 read them on our website at <https://www.marylandphysicianscare.com/rights-and-responsibilities/>

Call [1-800-953-8854](tel:1-800-953-8854) to ask for a paper copy.

**Help is
Here**

We Care About Quality!

MPC's Quality Management Program monitors the quality of care and services members receive. Goals are set, data is collected, and with feedback from our members, providers, staff, and others, MPC takes action to improve. To get more information about our Quality Management Program and see the latest member satisfaction survey results, please visit our website [here](#) or contact Customer Service at [1-800-953-8854](tel:1-800-953-8854).



Maryland Physicians Care Member Portal

My MPC Source is Maryland Physicians Care 24/7 Member Portal. As a member, you can manage your health on your time. The portal is secure and convenient for everyone.

Use the MPC Member Portal to:

- Change your provider
- Request new Member ID cards
- Review or update contact information
- Send a message and more!

Create an account at [MPC Member Portal](#). Make sure to have your Member ID and current email. You can also register by calling Member Services at [1-800-953-8854](#).



Are You at Risk for Diabetes?

Type 2 **diabetes** is a health problem that happens when one's body has trouble using sugar the right way. This makes blood sugars higher than normal and is not healthy. Some people are more at-risk for Type 2 diabetes.


Those who have a higher risk:


- Are overweight
- Are over the age of 45
- Are not active or have unhealthy eating habits
- Have family history of diabetes
- Have high blood pressure
- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian or Pacific Islander


There are ways to lower your risk and manage your condition. Start by:


- Adding healthy foods to your diet.
- Being physically active every day to help control lower blood sugar levels.
- Getting enough sleep to support your overall health and manage blood sugar levels.


It is important to visit your doctor a few times a year. They can help answer your questions, give advice, and provide support. MPC's Health Management Services can help you with chronic conditions like diabetes. Call [1-800-953-8854](tel:1-800-953-8854) for more information. You can also visit the MPC website [here](#) to learn more about diabetes, and explore healthier food options from various cultures [here](#).

 MPC Belong

 Watch later

 Share



Watch on  YouTube

Join Belong, the Membership Rewards Program from Maryland Physicians Care, for:

- A chance 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

[JOIN BELONG NOW](#)



Diabetes Prevention Program (DPP) Overview

Did you know Maryland Physicians Care offers a Diabetes Prevention Program (DPP)? This is a **FREE** program for people ages 18 to 64 who might be **at risk** for type 2 diabetes.

- If you qualify, you will work with a trained coach. You will meet in person or online with one of the DPP providers. The program lasts 12 months and includes 16 weekly sessions, 6 monthly sessions, and group support.
- You will learn to eat healthier, reduce stress, and be more active.
- **Know your ABCs:** A1C, Blood Pressure, and Cholesterol. These three things affect diabetes. Knowing your numbers will help you and your coach make a plan to prevent diabetes.

For more information call the Member Services Department at **1-800-953-8854**, ask your provider for a referral, or check out the MPC info flyer [here](#) to learn more.



Maryland Physicians Care Benefits



Watch later



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YouTube

Maryland Physicians Care 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. MPC's participation in the HealthChoice program is available to Maryland Children's Health Program or MCHP-qualified recipients. Members can work within MPC's network of doctors to find the care that is right for them.

*Dental care is provided by Maryland Healthy Smiles Dental Program (MHSDP).

LEARN MORE

Small Steps to Better Nutrition



Nutrition is the foundation of our overall health and well-being. It's more than just what you eat. A balanced diet means creating daily habits to care for your body and mind. It also helps reduce the risk of heart disease, diabetes, and other chronic diseases.

Creating good nutrition is simple with a few steps:

- Add fruits, vegetables, whole grains, proteins, and healthy fats in your meals.
- Eat when you are hungry and stop when you are full.
- Make sure to drink enough water throughout the day.
- Be aware of how much you are eating.
- Prepare meals or snacks ahead of time when you can.

Making nutrition a priority helps your body, gives you energy and improves your quality of life. Proper nutrition keeps you feeling your best. Small changes will add up over time! Learn more tips and how to create a meal plan in the [healthy eating section of our self-management tools](#).



Maryland Physicians Care - Scenarios



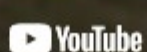
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MyVirtualMPC
by maryland physicians ca

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MyVirtualMPC – A Doctor is Just a Message Away

Chatting with a doctor is FREE with MyVirtualMPC.

Don't waste time searching the internet for answers to your medical questions. Your FREE access to MyVirtualMPC gives you access to board-certified doctors who can help you address your medical questions 24 hours a day, 365 days a year.

With MyVirtualMPC, there are no appointments or wait times – simply connect with a doctor in seconds.

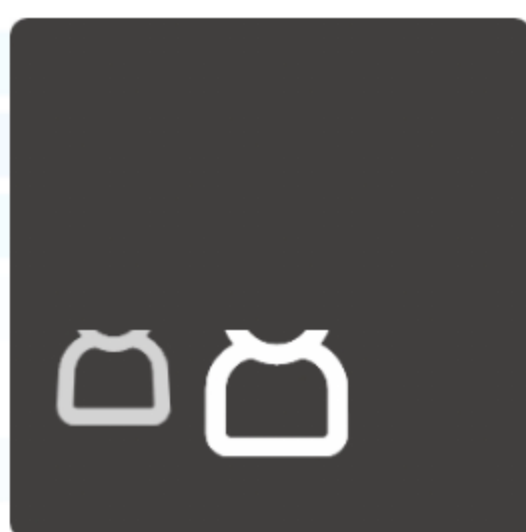
Chat with a doctor about any of the following if you or your child:

- are sick, and you are not sure if you need to go to the emergency room
- feel sick, but it's not an emergency
- have a minor injury
- have general medical questions
- want to refill a prescription (controlled substances, non-therapeutic, and certain other drugs may not be available)
- are not sure where to go to get care

Take advantage of your FREE access to doctors as a valued Maryland Physicians Care member:

DOWNLOAD TODAY

Or register at <https://app.myvirtualmpc.com/register>.



You Can Make a Difference in the Services We Provide

Apply for a position on our Consumer Advisory Board (CAB) if you are an MPC Member, can attend bi-monthly meetings, and are at least age 21.

We are looking for young moms, a member with a chronic illness, and members with multiple health concerns. Meetings are conducted virtually.

REQUEST AN APPLICATION



HELP PREVENT FRAUD AND ABUSE

MPC needs your help to prevent fraud and abuse! Fraud and abuse are against the law. We encourage you to report anything suspicious without the fear of 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
- Doctors billing for services or supplies that were not given
- Doctors giving too many tests and services or unneeded 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 because it helps us do a complete and correct investigation.

You can report fraud and abuse in the following ways:

- CALL MPC’s Compliance Hotline at [866-781-6403](tel:866-781-6403) and leave a detailed message.
- GO ONLINE at <https://www.marylandphysicianscare.com/fraud-abuse/> and complete the Fraud and Abuse Form.
- WRITE to the Compliance Officer at MPC: 1201 Winterson Road, 4th Floor, Linthicum Heights, MD 21090.



VISIT OUR WEBSITE

to find information on:

- Quality improvement program
- Care management program
- Population health programs
- Health & wellness
- Clinical practice guidelines
- Utilization management, including decision-making criteria, affirmative statement, and staff availability
- Pharmacy and prescription drug management
- Benefits and coverage
- Member rights and responsibilities
- Protected health information use and disclosure
- Member handbook
- Provider directory

[mpcMedicaid.com](https://www.mpcMedicaid.com)

If you do not have internet service, you can reach us by phone (numbers listed in “Who to Call” – below) for more information.



WHO TO CALL

MEMBER SERVICES

Benefits, ID cards, appeals, PCP changes, etc.

[800-953-8854](tel:800-953-8854)

MARYLAND HEALTHY SMILES DENTAL PROGRAM

[855-934-9812](tel:855-934-9812)

PUBLIC MENTAL HEALTH SERVICES

[800-888-1965](tel:800-888-1965)

SUPERIOR VISION

[800-428-8789](tel:800-428-8789)

UTILIZATION MANAGEMENT

[800-953-8854](tel:800-953-8854)

CARE MANAGEMENT

[800-953-8854](tel:800-953-8854)

HEALTH EDUCATION REQUESTS

[800-953-8854](tel:800-953-8854)



Member/Provider Services

[1-800-953-8854](tel:1-800-953-8854)

[Career Opportunities](#)



★★★★★
Medicaid

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