

# **mpcWellAware**

MEMBER NEWSLETTER

## Renew Your Medicaid Benefits to Keep Maryland Physicians Care as Your Health Plan.



### Changes are coming to Maryland Medicaid.

Medicaid renewals will not be automatic this year. Check with Maryland Health Connection to ensure your contact information is correct to receive important notices on any changes to your health insurance.



You will receive a notification when it's your time to renew, and **you will have 45 days from that date to respond.**

### Keep your info current. Keep your coverage with MPC.

Here's how to get started:

- 1 :: Make sure Maryland Health Connection has your current mailing address, phone number, and email. They will be able to contact you about your coverage. You can also select how you would prefer to receive your notice.  
To update contact information online, sign into your account at: [www.marylandhealthconnection.gov/](http://www.marylandhealthconnection.gov/)
- 2 :: Be on alert for communications from Maryland Health Connection. Members will be notified at different times. When you get your notification, you will have 45 days to respond. You must open and read these communications to see how you will be affected.
- 3 :: Renew your coverage as soon as you receive your notice. You will receive a notice in the mail or on your online account (if you are paperless). This notice will tell you to complete your renewal.

**GET STARTED NOW**



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](#)

## Understanding Your Benefits

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

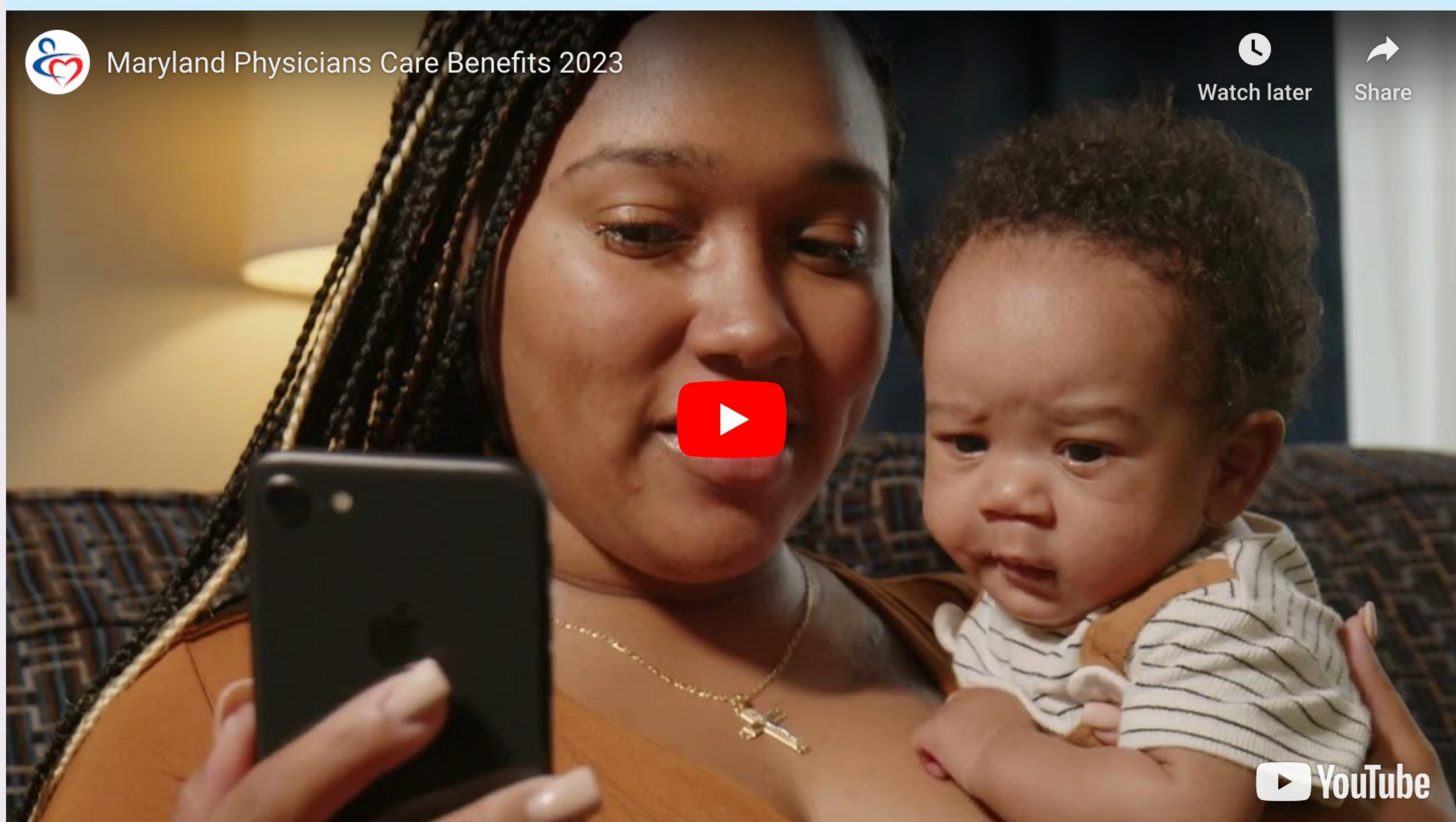
Information on benefits and how to access services can be found in the [MPC Member Handbook](#) or at [mpcmedicaid.com/members/benefits/medical-coverage](https://mpcmedicaid.com/members/benefits/medical-coverage). If you do not have a copy of the handbook, call Customer Service at [1-800-953-8854](tel:1-800-953-8854) to request one. Our Customer Service Representatives can also assist with providing qualified interpreters, sending information in other formats, translating, or answering any of your questions.



# Dental Benefit Change

Effective 1/1/23, the Maryland Department of Health changed the Adult Dental Benefits. Maryland Medicaid began providing dental coverage to adults starting January 1, 2023. HealthChoice members will now be covered under the Maryland Healthy Smiles Dental Program (MHSDP).

If you have questions about the adult dental coverage expansion, call MHSDP at [1-855-934-9812](tel:1-855-934-9812) or contact Customer Services at [800-953-8854](tel:800-953-8854).



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.

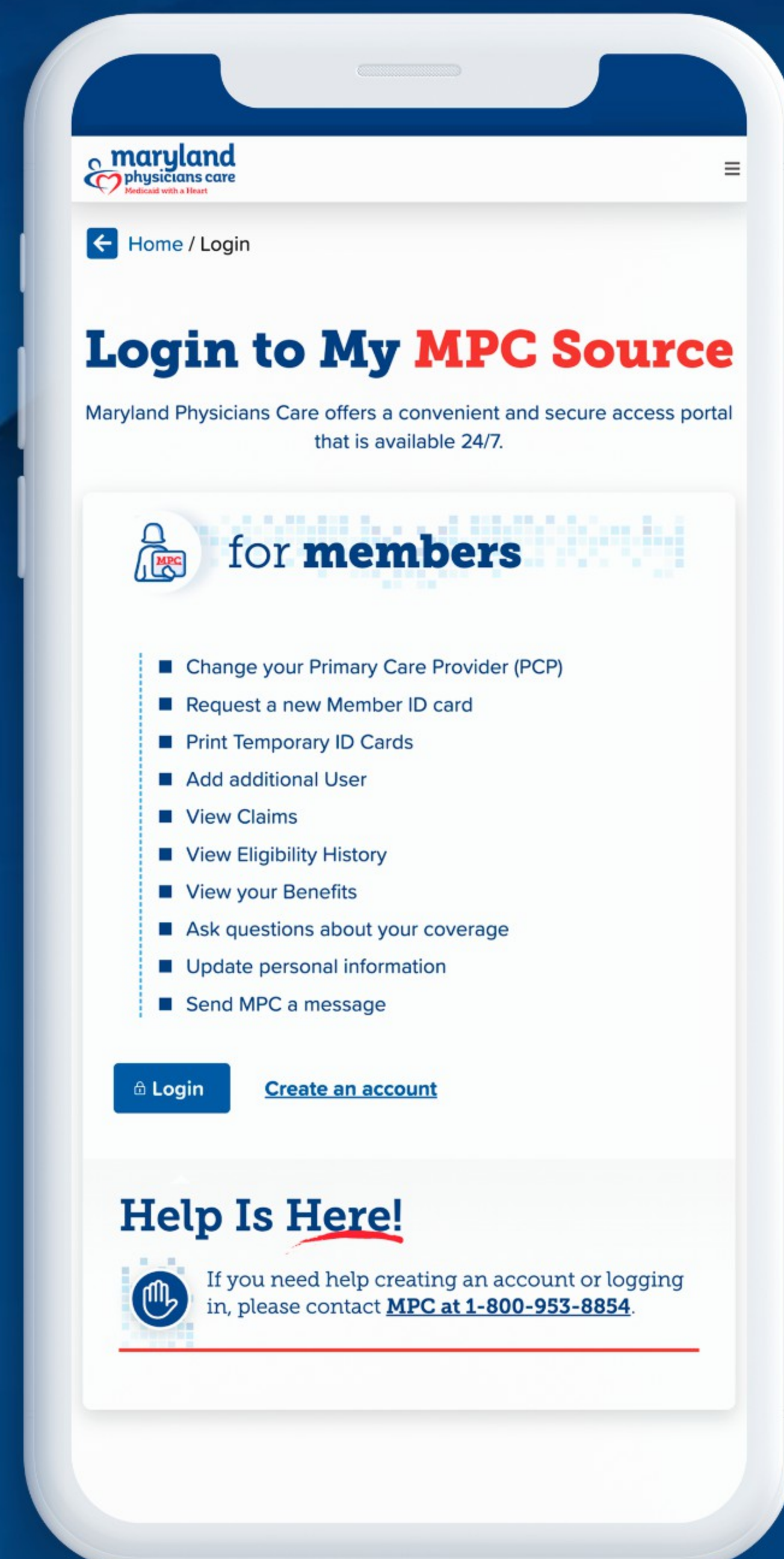
\*Dental Care through the Maryland Healthy Smiles Dental Program

## "My MPC Source" Maryland Physicians Care Member Portal

MPC offers a convenient and secure access portal that is available 24/7. Sign up to manage your plan benefits and set health goals. This site lets you:

- Change your Primary Care Provider (PCP)
- Request New Member ID Cards
- Print Temporary ID Cards
- View Benefits
- View Eligibility
- View Claims
- Ask Questions
- Update Personal Information
- Send Messages to MPC

All you need to register is your health plan member ID and a current email address. Register online via our website at [MarylandPhysiciansCare.com](https://MarylandPhysiciansCare.com) or sign up over the phone by calling Member Services at [1-800-953-8854](tel:1-800-953-8854).







# Is Your Child Up to Date with Well Visits and Vaccines?

Regular well visits are essential to keep your child healthy. Contact your child's primary care provider today and schedule an appointment to get them up to date on their well-child visit.


## Well Visits are Due at the 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


As a parent, we always want to keep our children safe. Vaccines are essential to prevent serious diseases. It is time to get your kids on track with their shots to keep them safe. Click [here](#) for the Center for Disease Control's recommended childhood immunization schedule. Also, check out [Maryland MyIR Mobile](#) to view your immunization records on file with the Maryland Vaccine Registry.


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

 MPC Belong

 Watch later

 Share





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

- 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!



# Small Steps Make a Big Difference: Creating Healthy Routines at Home



Childhood obesity is described as children who weigh more than their doctor believes they should. Doctors look at your child's medical history and growth chart to see if they are obese. One in five children in the U.S. are obese. African-American and Hispanic children are 24% more likely to be overweight.

**Eat Healthy** – Half of your child's plate should be fruits and vegetables. Switch sugary drinks, like soda or fruit juice, with water or low-fat milk.

**Stay Active** – Active families = healthier families. You can do things together like walking, dancing, yoga, playing outside, or gardening.

**Stay Rested** – A bedtime routine can help lower the risk of becoming obese and improve focus. The recommended number of hours children should be sleeping by age are:

- Pre-school aged children need at least 11 hours of sleep, including naps
- Ages 6-12 need 9 hours of sleep
- Ages 13-18 need 8 hours of sleep

Children sleep better if they stay on their bedtime routine, even on weekends.

**Limit Screen Time** – Too much time spent watching tv, playing video games, or being on a cell phone can be bad for your child's weight, sleep, and grades. Limit time during the day to improve your child's health, such as during meals. Turn off all screens in your home one hour before bed.

Create routines and ensure your child visits their doctor at least once a year. Children who are obese are at risk of developing asthma, sleep apnea, bone and joint problems, type 2 diabetes, and heart disease. Taking small steps makes a big difference and reduces your child's risk of being obese. Check out our [self-management tools](#) and [Children's Health](#) section for encouraging physical activities and healthy eating tips. To connect with local programs for resources on nutrition and healthy food, check out our [local resources](#), as well as the [MPC Community Resources](#) page.



# STRESS AWARENESS

We all experience stress in our lives. It's a normal part of life, but too much stress can harm your health. That is why it is important to be aware of your stress levels and to take steps to manage them.

Stress can make it harder for you to think clearly and make you tired, anxious, or depressed. It can also lead to physical problems like headaches and stomachaches. To stay healthy, find ways to manage stress.

Here are four healthy ways to manage stress:

- **Take a break from stressful situations.** Doing something you enjoy can help you relax and clear your mind. Take a few deep breaths, go for a walk, or listen to some calming music.
- **Take care of your physical health.** Exercise, eat healthy, and get plenty of sleep. Taking care of your body can help reduce stress.
- **Talk to someone you trust when you're feeling stressed.** Talking to a friend, family member, or counselor can help you work through your stress.
- **Take advantage of our [self-management tools](#).** You will find ways to manage stress and take a free stress test!

If your stress is getting in the way of your daily life or impacting your physical health, contact your primary care provider to discuss options available to support you.



## How Food May Affect Your Asthma Symptoms

Did you know that certain foods can affect your asthma? There's no "diet" that will prevent asthma symptoms. But taking these steps may help you breathe easier and make symptoms less severe:

- **Maintain a healthy weight.** Being overweight can worsen asthma. Even losing a little weight can improve your symptoms.
- **Eat lots of fruits and vegetables.** They're a good source of vital minerals and things such as vitamins C and E. They may help reduce lung swelling and irritation (inflammation).
- **Avoid allergy-triggering foods.** Allergic food reactions can cause asthma symptoms. In some people, exercising after eating an allergy-causing food leads to asthma symptoms.
- **Take vitamin D.** People with more-severe asthma may have low vitamin D levels. Milk, eggs, and fish such as salmon all contain vitamin D. Spending a few minutes outdoors in the sun can increase vitamin D levels.
- **Avoid certain preservatives in food called "sulfites."** Sulfites can trigger asthma symptoms in some people. You will find them in wine, dried fruits, pickles, and fresh and frozen shrimp. They are also found in foods such as bottled lemon or lime juices and alcohol.
- **Foods that cause gas:** Avoid foods that cause gas or bloating, which often makes breathing more difficult. This may cause chest tightness and trigger asthma flare-ups. Foods to avoid include beans, carbonated drinks, onions, garlic, and fried foods.

It's also possible that eating less salt (sodium) or eating foods high in healthy fats (fish and some nuts and seeds) may reduce asthma symptoms.



For more information and to make your asthma action plan, please visit the [MPC site](#), the [Mayo Clinic](#), or the [American Lung Association](#).



## Visit the MPC Health and Wellness Resource Center

Maryland Physicians Care wants to help our members make healthy choices for a happy life. We offer several tools and resources to help you live a happy and healthy life. The goal of Health and Wellness is to provide you with information to make the best choices for you and your children.

LEARN MORE

## Ready, Set, Cook!



### Jumpin' Jambalaya

This dish is packed with flavor straight from the south. Enjoy this healthier take on a classic cajun recipe. It makes a great entrée anytime of year.

Calories	250
Total Fat	4 g
Saturated Fat	1 g
Cholesterol	53 mg
Sodium	531 mg
Total Fiber	5 g
Protein	22 g
Carbohydrates	31 g
Potassium	427 mg

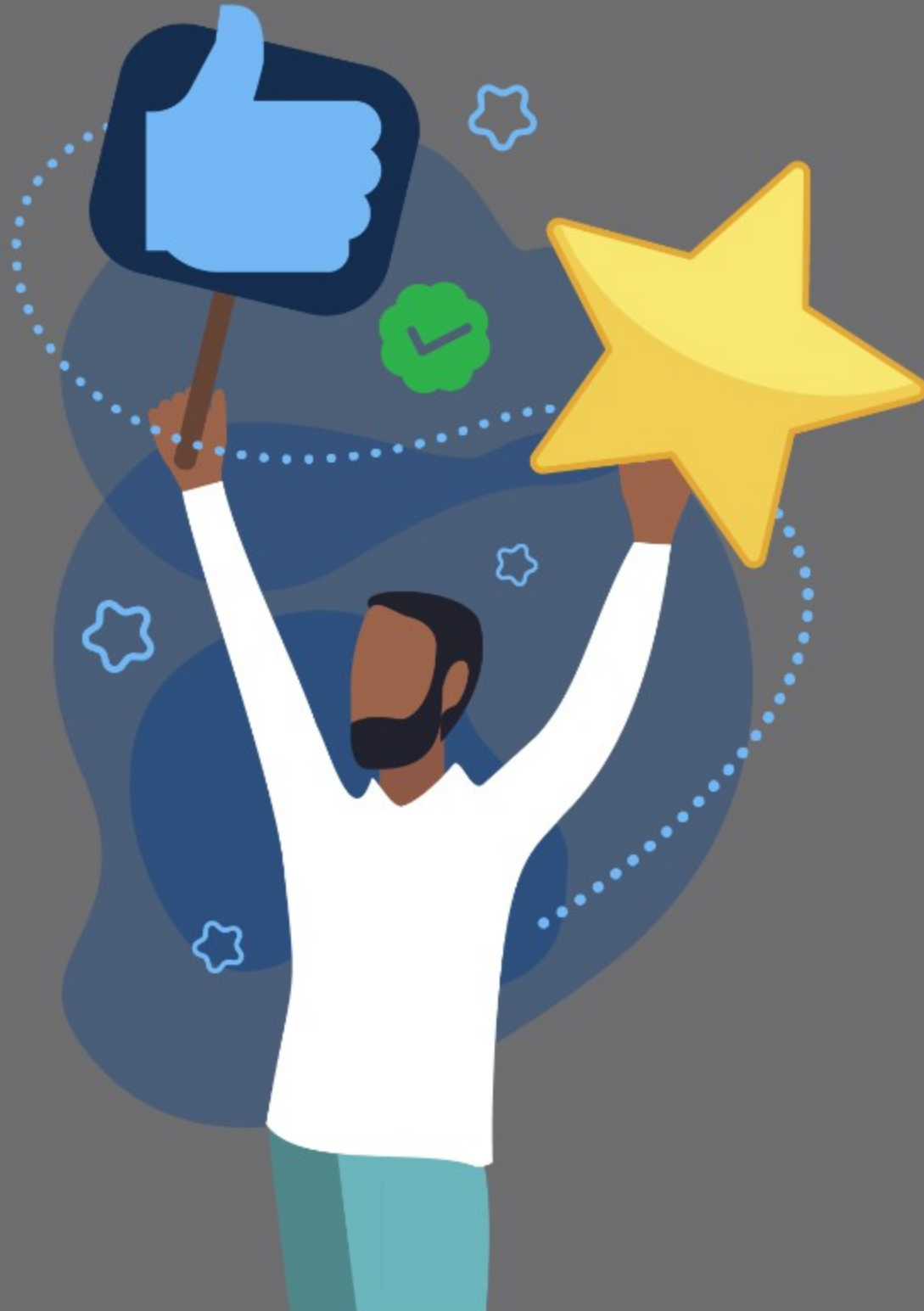
VIEW THE FULL RECIPE

Prep time: 25-35 min / Cook time: 1.5 hrs / Servings: 9 / Serving size: 1 cup

## Your Satisfaction Is Important to Us!

Each year, surveys are sent out to randomly selected Maryland Physicians Care (MPC) members between February and May. Your input is critical, so please complete the survey if you receive it. The surveys can be conducted 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 the following:

- Personal doctors (primary care provider or PCP)
- Specialists (doctors you may see for particular problems)
- Health care services, appointments, and other care that you need from your providers
- Health Plan services, such as MPC's Customer Service, Case Management, and Health Education Program



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

To view our 2022 results, please visit our website at <https://www.marylandphysicianscare.com/quality-improvement/>





## We Want to Hear Your Concerns

Maryland Physicians Care (MPC) wants to give members the healthcare they need. If you are unsatisfied with the care you get, you can file a complaint or an appeal.

**COMPLAINT:** Are you unhappy with the care you got 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](tel: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 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 writing. Appeals must be filed within specific timeframes. Review your member handbook or call Member Services at [1-800-953-8854](tel:1-800-953-8854) to learn more.



Maryland Physicians Care - Scenarios



Watch later



Share

MyVirtualMPC  
by maryland physicians ca

YouTube

Your Medicaid coverage through Maryland Physicians Care means you don't have to go to the doctor to be seen by one. Skip the waiting room and text with a local medical doctor for **FREE with MyVirtualMPC**. All you need is an internet connection and a smartphone, tablet, or computer. Doctors are available 24 hours, seven days a week. Download MyVirtualMPC today.

DOWNLOAD THE APP



## You Can Make a Difference

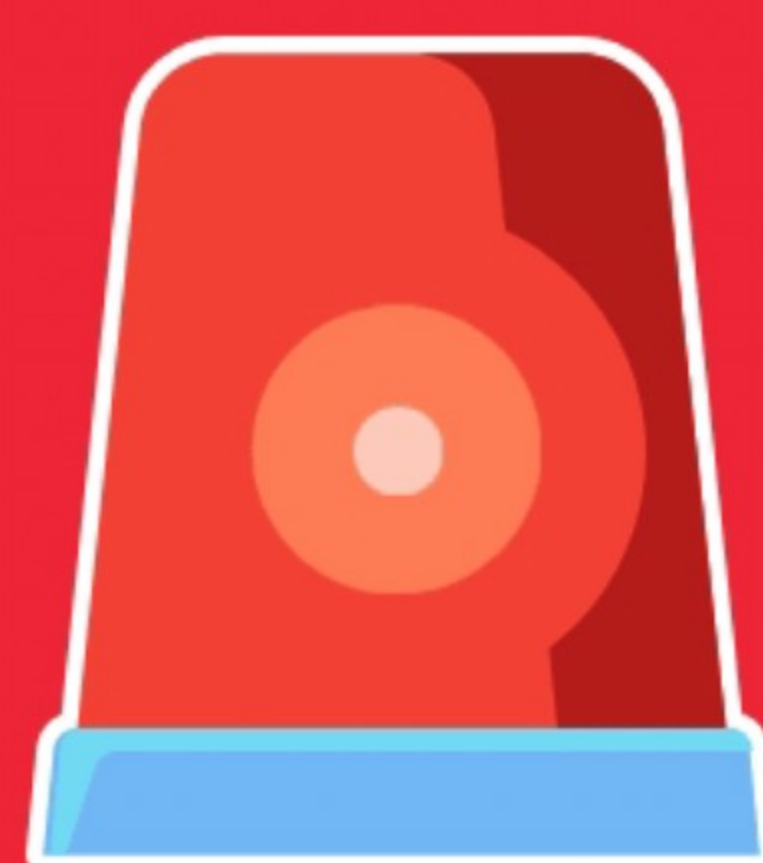
The Consumer Advisory Board (CAB) is made up of members who share feedback on the programs and services provided by MPC. During these meetings, MPC staff provide essential information on benefits, health education, and program activities while members share their opinions and help to make plan improvements.

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](#)



## 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 retaliation by calling MPC's Compliance Hotline at 1-866-781-6403 or going online at: [marylandphysicianscare.com/fraud-abuse/](http://marylandphysicianscare.com/fraud-abuse/).





## 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
- 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. Read it on our website at [marylandphysicianscare.com/rights-and-responsibilities/](http://marylandphysicianscare.com/rights-and-responsibilities/)

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



## VISIT OUR WEBSITE

To Find Helpful 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" – below) for more information.





## WHO TO CALL

### MEMBER SERVICES

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

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

### DENTAQUEST

Adults only

[1-855-934-9812](tel:1-855-934-9812)

### MARYLAND HEALTHY SMILES DENTAL PROGRAM

[1-855-934-9812](tel:1-855-934-9812)

### PUBLIC MENTAL HEALTH SERVICES

[1-800-888-1965](tel:1-800-888-1965)

### SUPERIOR VISION

[1-800-428-8789](tel:1-800-428-8789)

### UTILIZATION MANAGEMENT

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

### CASE MANAGEMENT

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

### HEALTH EDUCATION REQUESTS

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



#### Member/Provider Services

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

[Visit Our Contact Page  
for More Options](#)



Download the free version of Adobe Reader to  
open PDFs on this site.



[Home](#)

[Find a Provider](#)

[Quality Improvement](#)

[Privacy Policy and Rights](#)

[Non-discrimination Notice \(PDF\)](#)

[Legal](#)

[Coronavirus Information for  
Members](#)

[Contact Us](#)

[About Us](#)

[Become a Provider](#)

[Fraud & Abuse](#)

[Member Complaints, Grievances  
and Appeals](#)

[Rights and Responsibilities](#)

[Sitemap](#)

[Coronavirus Information for  
Providers](#)