



ISSUE 4 / WINTER 2024

mpc
WellAware

MEMBER NEWSLETTER

Not Feeling

MERRY?



.....

Reduce Your Holiday Stress!

Holidays can be a stressful time for many people. Shopping, gatherings, and family time can add extra pressure to already busy lives. Worrying about finances can make the season seem less joyful, or you may feel lonely if your loved ones are far away. However, there are things you can do to reduce stress and help you enjoy the holidays more.

Here are some ideas:

1. Don't expect things to be perfect. Make it your goal to have fun no matter what.
2. Let others share holiday tasks like cooking and baking. Don't take on more than you can handle. It's okay to say "no!"
3. Find holiday activities that are free, such as looking at holiday light displays, going caroling, or watching a parade.
4. Give gifts of your time and service. Instead of a costly gift, offer to babysit, make a meal, walk the dog, or volunteer at a food drive.

5. Avoid drinking alcohol. If you are feeling depressed, you might be tempted to use alcohol as a coping method, but drinking too much can make you feel worse.
6. Spend time with supportive and caring people. Make time to contact a long-lost friend or relative and spread some holiday cheer.
7. Take care of yourself! Maintain healthy habits like eating well, getting enough sleep, and taking medications regularly.



Ensuring You Get the Right Care!

MPC's Utilization Management Program ensures that all members receive quality, medically necessary services that are delivered in the right healthcare setting. MPC staff makes decisions about the care members receive based on their need for the service and their healthcare coverage. MPC does not reward staff for denying services. MPC's utilization management activities are not designed to reward staff for denying, limiting, or stopping medically necessary services to members.

Language Profile

MPC has completed a statewide language profile to help us understand the language needs of our members. We offer an oral interpreter service through a quality-certified interpreter service. If you need to speak with us in a language other than English, you can call our Customer Service Department at 1-800-953-8854 or TTY: 1-800-735-2258 and ask for an interpreter. We would like to know about your experience with these services and may reach out to you to complete a quick satisfaction survey. If you receive this survey, please complete and return it to us so that we can make sure our services are helpful to you.



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](https://www.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.**

Here is 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](tel: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](tel: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](tel: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!



Japanese-Style Beef and Noodle Soup

This hearty main-meal soup is flavorful yet simple to prepare!

[VIEW THE FULL RECIPE](#)

Nutrition Information
(see full recipe for more information)

Nutrition Facts

Calories	325
Total Fat	8 g
Saturated Fat	3 g
Cholesterol	52 mg
Sodium	285 mg
Total Carbohydrates	28 g
Dietary Fiber	4 g
Potassium	822 mg

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

Serving Size: 1 Cup / Servings: 4



Celebrating Hispanic-Serving Organizations at the “Empowering Communities” Event

Maryland Physicians Care, in partnership with Holy Cross Hospital, recently hosted the “Empowering Communities: Honoring Hispanic-Serving Organizations” event to recognize and celebrate the impactful work of Hispanic-serving organizations in Maryland. With awards totaling over \$35,000, we honored five distinguished organizations— [Adventist Community Services of Greater Washington](#), [Centro de Apoyo Familiar](#), [La Clínica del Pueblo](#), [Maryland Latinos Unidos](#), and [Upcounty Hub](#)—for their dedication to advancing health equity, education, and community support.

The event included a listening session, where community leaders joined us to discuss the unique health needs of Maryland’s Latino and Spanish-speaking communities and identify ways to build a healthier future. We are grateful for the insights shared and look forward to continued collaboration to support healthy well-being in our communities.

Explore Spanish resources available to support the Hispanic community. Visit [Maryland Physicians Care’s Spanish Resources](#) to learn more.



Making the Most of Your Doctor Visit

Your doctor appointment is a time to focus on your health. Prepare for your upcoming appointments and make the most of the time you get with your doctor.

- Make a list of concerns
- Bring a list of current medications
- Ask questions
- Bring support if you feel it is needed

Going to the doctor can be difficult. You have limited time with them and may have questions. Having a list will help guide the talk on your health. Taking steps ahead of time also allows you to feel empowered to get the care you need. After your visit, stay in contact with your doctor. Open discussions help the two of you make better decisions on your health together.

Additional information can be found [here](#) on the MPC website.



Stay Safe This Winter

As seasons change and winter sets in, we want you to be safe, healthy, and comfortable. The winter season can bring challenges to our daily routine. There is rain, snow, freezing temperatures, and ice; we want you to be protected.

- It is important to wear many layers and dress warm. Put on a hat, scarf, socks, and gloves for more protection.
- Wear waterproof and insulated shoes that have traction to prevent falling.
- Salt the walkways near your home to keep them free of ice.
- When you are away from home, be aware of your surroundings and walk with caution, as black ice can be hidden.

Your home health is also important during the winter season.

- Change air filters, check carbon monoxide detectors, or have them installed.
- Have your heating system checked, and check your doors and windows for any drafts; if needed, seal them to keep cold air out.
- Have extra blankets available for yourself and your guests.
- Create a cozy environment for the days that are extra cold by having board games available or a book you are reading nearby. Stay connected with friends and family. The winter months can affect our mental health. If you are not able to see them in person, make a phone call or video chat.
- Spend time outdoors, even when it is cloudy, for natural light. If it is too cold, stand near a window. Sunlight helps improve your mood and energy levels.

Lastly, winter is the peak season for colds or flu. If you haven't already, get a [flu shot](#). It is an easy way to protect yourself and those around you. No one likes to be sick. Stay hydrated by drinking lots of water throughout the day. Be safe this winter and prepared while supporting your overall health.

**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).



Clean Hands All-Around

Handwashing is important. It is one of the most effective ways of not spreading germs. Germs include viruses and bacteria that cause illness. Using soap and water can reduce the risk of respiratory infections.

Washing our hands seems like second nature. Yet, some people do not wash their hands as often as they need to. We should be washing our hands many times throughout the day.

- Before eating or preparing food
- After using the restroom or touching trash
- After coughing or sneezing
- After touching public surfaces or a shopping cart
- Before and after helping someone who is sick.

It seems simple to wash our hands, but doing it correctly makes a difference. Here are five steps to washing our hands to get rid of germs:

- Wet your hands with clean water – it can be hot or cold.
- Lather your hands with soap, making sure the back of your hands, between fingers and under your nails have soap.
- Scrub your hands for 20 seconds.
- Rinse your hands under clean running water.
- Dry with a clean towel or use an air dryer.

It is a small habit with a big impact on our health and those around us. Having good hand hygiene is important and helps prevent the spread of illnesses to family, friends, and our communities. Clean hands help us all stay healthy!



MPC Belong



Watch later



Share

Belong

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



Planet Fitness is Free with MPC in Select Counties

If you live in Allegany, Frederick, Montgomery, Prince George's, or Washington County and your Medicaid Plan is with Maryland Physicians Care, Planet Fitness is Free!

Enjoy a Classic Membership at any of the 20 participating Planet Fitness locations, including unlimited access to free in-club training, app workouts, Wi-Fi, partner rewards, and discounts.

Let's prioritize your wellness journey together!

For information about the program, a list of participating Planet Fitness locations and member activation, check out our [blog](#) or call MPC Member Services at [800-953-8854](tel:800-953-8854).



Watch on  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](#)

Protect Yourself and Others from the Dangers of Driving Impaired



Every day, someone gets behind the wheel of a vehicle. At times, someone gets behind the wheel and is driving impaired; this is dangerous. Driving impaired can be caused by alcohol, prescription or recreational drugs, or extreme fatigue. A driver who is impaired is a serious risk to themselves and everyone on the road.

Each year, accidents occur due to driving impairment. This results in injuries, deaths, and emotional and financial costs to those involved. Accidents can tear apart families and communities all due to poor decisions.

There are ways to protect ourselves and others.

- Be responsible: educate yourself and those around you. Know when you are not okay to drive.
- If you know you will be drinking or using a substance that will impair your ability to drive, plan ahead. Designate a sober driver, call a rideshare service, or make plans for a friend or family member to pick you up.
- Review your medications, even those that are over the counter. Read or ask a provider if there are side effects, and avoid driving if you are impaired. If you are too tired, do not drive. If you are able to, get rest or ask someone else to drive.
- If you see someone who is impaired, say something. Find a safe option for them to get where they need to go. This could save their life and someone else's.

Keep the roads safe for everyone. Make a commitment to not drive impaired. Be safe, be responsible, and make sure everyone gets home safely!

If you are concerned about your drinking habits, check out the free [avoiding at-risk drinking tools](#) on the MPC website. Access to your results is instant and anonymous; you do not have to give your name or email address.



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.

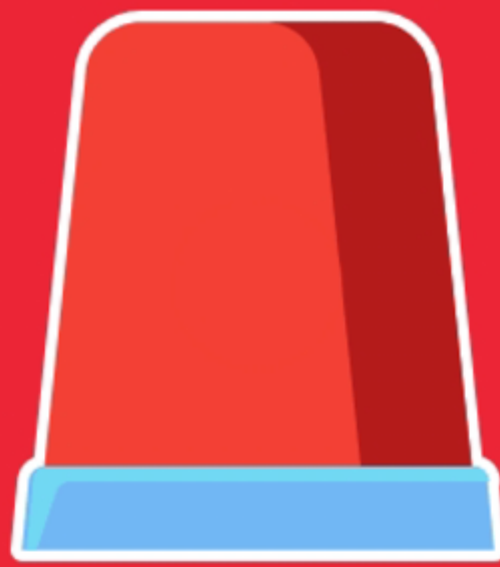
Chat with a doctor about any of the following if you or your child:

- 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>.



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.



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](#)



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

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](#)



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



[Home](#)

[About Us](#)

[Find a Provider](#)

[Become a Provider](#)

[Quality Improvement](#)

[Fraud & Abuse](#)

[Privacy Policy and Rights](#)

[Member Complaints, Grievances and Appeals](#)

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

[Rights and Responsibilities](#)

[Statewide Language Profile](#)

[Legal](#)

[Sitemap](#)

[Coronavirus Information for Members](#)

[Coronavirus Information for Providers](#)

[Contact Us](#)

[Community Partnership](#)

