maryland physicians care
Medicaid with a Heart

ISSUE 4 / WINTER 2025

mpc WellAware

MEMBER NEWSLETTER

More Than Food: The Extra Benefits of SNAP/EBT

Most people know that SNAP helps families buy food. But did you know it opens the door to other helpful programs?

1 Low-cost Phone and Internet Service

If you receive SNAP, you may also get free or low-cost phone and internet service. This is offered through the Lifeline Program.

2 Free Meals at School

Children who go to Maryland public schools and live in a SNAP household get free meals at school. Ask your child's teacher how to apply.

3 Reduced or Free Memberships for:

- Some bus and subway systems
- Museum tickets through Museums4all.org
- Some local YMCAs and other gyms
- Sam's Club

4 Having SNAP can help you get other helpful services:

- WIC
- Help with energy bills
- Head Start early learning for toddlers
- Other programs for family health and wellness

Contact your local social services program to learn more about the extra benefits of SNAP. For more information and links to local resources check out the Find Food Resources page on our website at Stay Supported—Find Food Resources Near You – Maryland Physicians Care

Staying Active in the Winter

Moving your body and staying active everyday keeps you healthy. As the seasons change, it is important to keep active. Winter can be tough. The weather is colder, the ground can be slippery, and there is less sunlight.

Exercise can help you sleep better, keep your balance, lower chances of developing Type 2 Diabetes, lose weight, and much more.

Here are some ways to stay active during the colder months:

- Check the weather and plan your activities ahead of time.
- Go for a walk in your neighborhood or a nearby park when the weather is nice.
- Wear layers to stay warm and comfortable. You can take a layer off if you get too hot.
- Try short workout videos. MPC has five-minute workouts you can do anywhere. They help keep your body and mind moving.
- Do chores at home. Sweeping, vacuuming, and cleaning count as physical activity. You are helping your home and your health.
- Volunteer in your community. Walk a dog from a local animal shelter or help pack food at a nearby pantry.

My MPC Source Has Been Updated
Login to My MPC Source
for members

My MPC Source has been updated!

To keep using it, you need to create a new login.

Here's what to do:

- Create a New User Name and Password
- It's Quick and Easy
- Access Your Information

Now you can check your coverage, view your ID card, find your doctor, and more!

CREATE YOUR NEW LOGIN

Make the Most of Your Doctor Visits

Be prepared for your upcoming appointment with your doctor. This is a time to focus on your health with your doctor.

1. **Arrive early.** Try to get there 15 to 20 minutes before your appointment. This gives you time to park, check in, and get ready before you see the doctor.
2. **Make a list of questions.** Think about what you want to ask your doctor. You can write your questions on paper or in your phone so you do not forget.
3. **Have a list of your medications.** Also, include any vitamins or other supplements you are taking. Your doctor needs to know about them.
4. **If people in your family have had health problems, tell your doctor.** It helps them understand your health better.
5. **Stay calm and be open with your doctor.** It's okay to feel nervous. Just try to relax and tell the truth. Your doctor and their team are there to help you feel your best.

It is important to see your doctor regularly, not just when you are sick. Additional information can be found on the MPC website regarding doctor visits.

Resources for a Healthy Pregnancy and a Healthy Baby!

MPC focuses on providing women with access to personalized quality care and support services before and after giving birth. It is very important to stay in contact with your healthcare team and adopt healthy behaviors during this time.

MPC has a program that gives you access to a care team that includes an OB provider, nurse care manager, health educator, community health worker, social worker, and pharmacist, as appropriate to meet your individual needs. You will also have access to a registered nurse or a health educator that can act as your primary care advisor. Your primary care advisor performs a full assessment and develops a care action plan to get you started.

Prenatal care during the first 3 months of your pregnancy is important to keep you and your baby healthy. Doctors can spot health problems early when they see mothers regularly. This allows doctors to treat them early. Early treatment can cure many problems and prevent others.

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, Doula Support, and Care Management for members who have opioid use disorders or a history of using opioids. Visit the MPC Pregnancy Resources site here to learn more.

We Care about Quality!

MPC's Quality Management Program monitors the quality of care and services members receive. Goals are set and data is collected. Through feedback from our members, providers, staff, and others, MPC takes actions to improve.

To get more information about our Quality Management Program and see the latest member satisfaction survey results, please visit our website at https://www.marylandphysicianscare.com/wp-content/uploads/2025/10/2025_Member_Satisfaction_Results_09.30.2025.pdf or contact Customer Service at 1-800-953-8854.

IMPORTANT

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 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's 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 MarylandHealthConnection.gov/Checkin 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.

HIV and AIDS Awareness

December 1st is World AIDS Day. This is a time to raise awareness to everyone on HIV and AIDS. It is also a time to honor those who have been affected by the virus.

Human Immunodeficiency Virus, or HIV, attacks the body's immune system. If not treated, it can lead to AIDS (Acquired Immunodeficiency Syndrome). The only way to know if you have HIV is to be tested. Getting tested helps keep you and your partner healthy. People ages 13 to 64 should get tested once as routine. People with certain risk factors should test more regularly.

Anyone can get HIV, however, there are ways to protect yourself. Always use a condom. Do not share needles or syringes. If you are pregnant, get tested for HIV as soon as you can. This will help prevent transmitting HIV to your baby. Get tested and treated for other sexually transmitted infections (STIs). Reduce your number of sexual partners.

If you have questions or are unsure of risk you may have, talk to your doctor. Your doctor can help you with testing and provide education and resources. The CDC and World Health Organization are additional resources with science-based information.

Ready, Set, Cook!

Baked Lentils Casserole

Baked lentils, vegetables, and cheese make a complete vegetarian dinner in one dish.

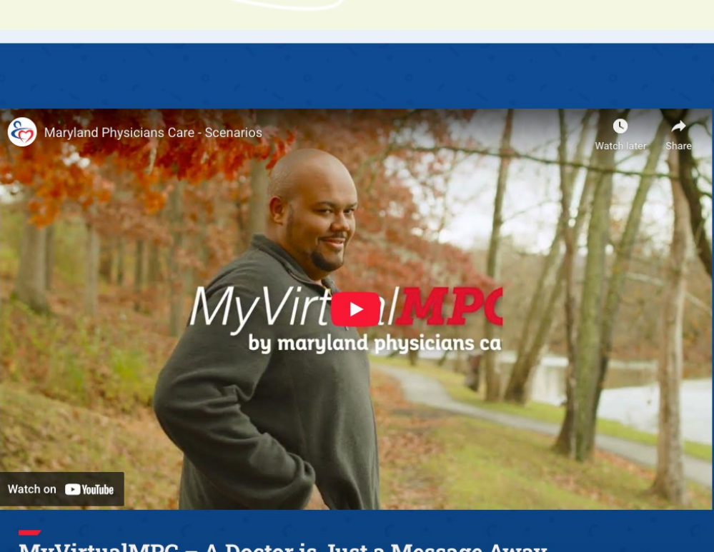
VIEW THE FULL RECIPE

(see complete recipe for more information)

Nutrition Facts

Calories	204
Total Fat	5 g
Saturated Fat	2 g
Cholesterol	11 mg
Sodium	339 mg
Total Carbohydrates	29 g
Dietary Fiber	11 g
Sugars	6 g
Protein	14 g
Calcium	140 mg
Iron	4 mg
Potassium	672 mg

Servings: 5
Percent Daily Values are based on a 2,000-calorie diet.


Maryland Physicians Care - Scenarios
Watch later
Share
MyVirtualMPC
by maryland physicians ca
Watch on YouTube

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.

Utilization Management Overview

Utilization Management (UM) allows members to receive high-quality services for their need of care. The goal is to understand the effectiveness of treatment for each member before, during, and after care. This includes home care, pharmacy, outpatient, and inpatient hospital services.

Sometimes, prior authorization (PA) is needed. A provider must authorize the request for service or medication. The provider is responsible for the PA and cannot bill you when they have not authorized the request. Maryland Physicians Care does not reward healthcare providers or other individuals for issuing denials of coverage or service.

Providers should fax requests to the appropriate number. They can also call 800-953-8854 and follow the prompts for Authorization/Concurrent Review and leave a message.

For more information on Utilization Management, please call 800-953-8854 and follow the prompts. Our staff is available eight (8) hours daily during business hours for inbound collect or toll-free calls. Language aid is available free of charge. Maryland Physicians Care provides members TDD/TTY (Telecommunication Device for Deaf/Teletypewriter) services if needed at 800-735-2258. Staff can also receive inbound calls on UM concerns after normal business hours by telephone and leaving a message, by email, or by fax. All communication received after midnight Monday—Friday will be returned on the same business day and calls received after normal business hours will be returned on the next business day. UM staff will identify themselves by name, title, and MPC when calling or returning calls about UM concerns.

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 make 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, and utilization management activities are not designed to reward staff for denying, limiting, or stopping medically-necessary services to members.

Winter Blues

As the days get shorter and colder, you may notice a change in your mood. This is often called the Winter Blues. In some cases, it can be connected to a condition called Seasonal Affective Disorder (SAD).

In the winter, there are fewer hours of daylight. The lack of light can lower our levels of serotonin. Serotonin is a chemical in our bodies that helps us feel good/be in a good mood. When serotonin is low, you may feel tired, less motivated, and experience mood swings.

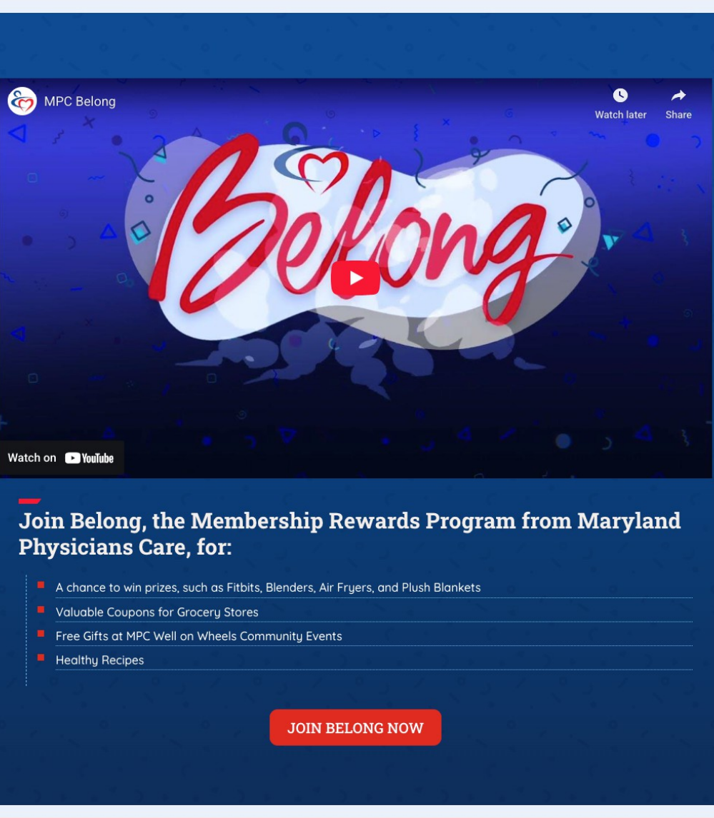
Winter also brings colder weather. Spending too much time inside can lead to less exercise or time with friends and family. When indoors for too long, it can make you feel isolated and lonely, disrupt your sleep, add stress, or make it hard to think.

There are ways to get rid of the winter blues:

- Take part in regular activities. Go for a walk, go to the gym, or put on an exercise video.
- Keep in contact with friends and family or grab coffee or dinner with a friend.
- Create a consistent sleep schedule.

Winter can be hard on a person's mental health. Take small steps to feel better and keep the blues away!

You can also explore more ways to assess and manage your stress by checking out the "Managing Stress" section of MPC's Self-Management Tools or taking a free, confidential mental health test to identify depressive symptoms in those tools. Results are not a diagnosis and are not shared with anyone; they are for you to help guide conversation with your doctor.



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

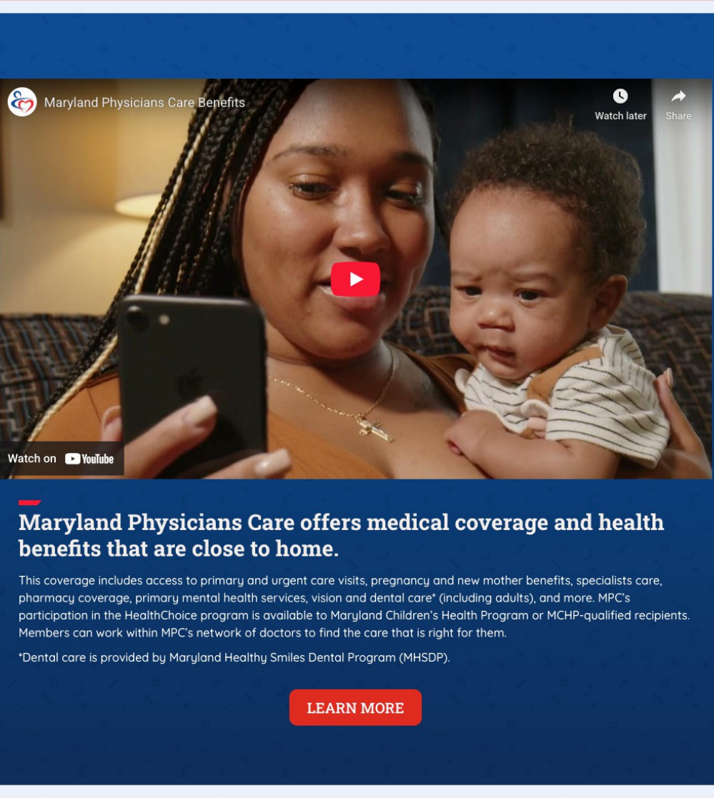
Ways to Make Doctor Appointments Easier to Manage

Seeing your primary care provider (PCP) regularly is one of the most important ways to take care of your health. These visits aren't just for when you feel sick as they help you prevent illness, manage conditions like high blood pressure or diabetes, and catch problems early before they become serious.

For many people, getting to the doctor isn't always easy. Transportation, work schedules, family responsibilities, or even past negative experiences can make it hard to keep appointments. Your health and time matter, and your care team understands those challenges. Here are some suggestions that can make it easier to complete your visits:
Ask about flexible appointment times: Some clinics have early morning, evening, or weekend hours.

- **Use reminders:** Sign up for text or phone reminders so you don't miss your visit.
- **Let your care team know if you need help:** Ask about transportation programs, language interpreters, or care coordinators who can support you.
- **Schedule your next visit before leaving the office:** This ensures you stay on track with your care.
- **Stay connected:** If you can't make it in person, ask about phone or video visits.

Keeping your appointments helps your care team give you the best support possible so you can live a healthier life.



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

Please Report Fraud and Abuse

You can report in the following ways:

- **CALL** MPC's Compliance Hotline at **1-866-781-6403**.
- **GO ONLINE** at https://www.marylandphysicianscare.com/fraud-abuse/

REPORT FRAUD & ABUSE

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 every two months (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

You will find helpful 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, access interpreter services, etc.
800-953-8854

MARYLAND HEALTHY SMILES DENTAL PROGRAM
855-934-9812

PUBLIC MENTAL HEALTH SERVICES
800-888-1965

SUPERIOR VISION
800-428-8789

UTILIZATION MANAGEMENT
800-953-8854

CARE MANAGEMENT
800-953-8854

HEALTH EDUCATION REQUESTS
800-953-8854

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Member/Provider Services
1-800-953-8854

Career Opportunities

- Home
- Find a Provider
- Quality Improvement
- Privacy Policy and Rights
- Non-discrimination and Language Services Notice (PDF)
- Statewide Language Profile
- Legal
- Coronavirus Information for Providers
- Community Partnership
- About Us
- Become a Provider
- Fraud & Abuse
- Member Complaints, Grievances and Appeals
- Rights and Responsibilities
- Sitemap
- Coronavirus Information for Members
- Contact Us

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