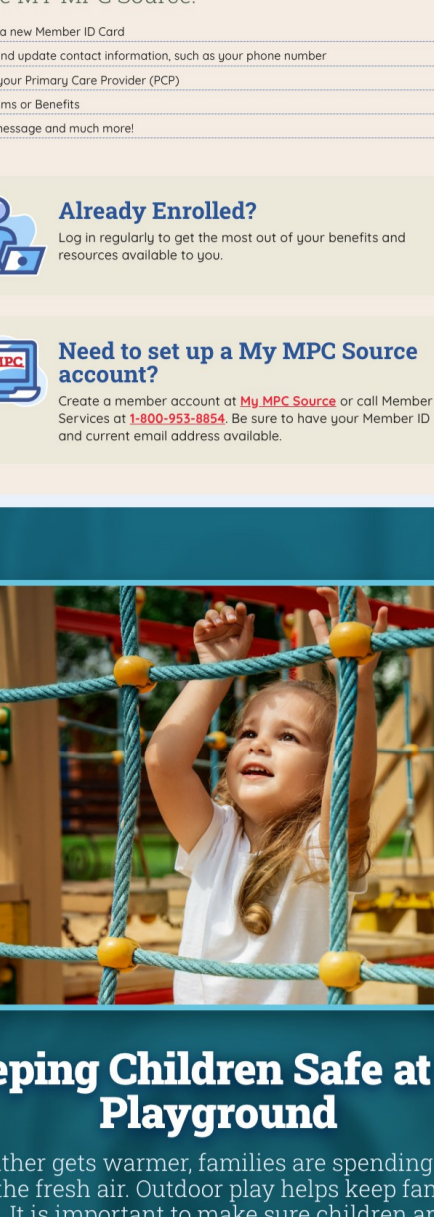


mpc Well Aware

MEMBER NEWSLETTER



Your 24/7 Health Connection: My MPC Source

Your Health. Your Schedule. My MPC Source is Maryland Physicians Care Member Portal. It is available 24 hours a day, 7 days a week to provide you with secure access to your healthcare, and the ability to look at your benefits and get the information you need.

Ways to use My MPC Source:

- Request a new Member ID Card
- Review and update contact information, such as your phone number
- Change your Primary Care Provider (PCP)
- View Claims or Billing Statements
- Send a message and reach more!

Already Enrolled?
Log in regularly to get the most out of your benefits and resources available to you.

Need to set up a My MPC Source account?
Create a member account at My MPC Source or call Member Services at 1-800-953-8854. Be sure to have your Member ID and current email address available.



Keeping Children Safe at the Playground

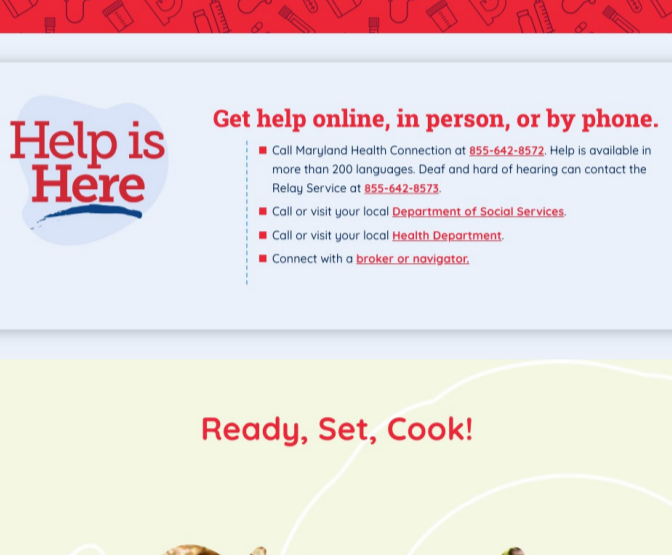
As the weather gets warmer, families are spending more time outside in the fresh air. Outdoor play helps keep families and kids active. It is important to make sure children are safe while having fun and building their social skills.

Children jump through fire pits, play on slides, and swing from trees. They are playing and exploring. Community parks and playgrounds give families a place to explore and learn together. While children are enjoying their time outside, it is important to make sure they are safe.

Every year, more than 220,000 children under the age of 14 are treated at the emergency room for playground-related injuries in the United States. Most injuries are from falls. The most common injuries include broken bones, bruises, cuts, and sprains. Head injuries are also a concern, and some may be caused by concussions.

- Here are helpful tips on supervising children on the playground:**
- Stay close by and watch closely, especially if you have younger children. They may need help as they climb, slide, or swing.
 - Take a glance at the playground and be aware of the area. Make sure equipment is not broken or could cause a fall.
 - As the weather gets warmer, equipment might be hot.
 - Remind children to use the equipment the correct way and they have fun when they are going down the slides or on the swings. This way they do not hurt themselves or others.

Keep a close eye on children and remind them of some simple safety rules. Awareness goes a long way in making the outdoors safe, healthy, and fun for all. For additional playground safety tips go to the CDC website and visit [Playground Safety Tips for Parents](#).



Job Help for Marylanders

Looking for a job? Maryland's American Job Centers (AJCs) offer free help to people who want to work. You can find an AJC in every Maryland county and in Baltimore City. Each center has trained staff who can help you reach your work goals.

At an American Job Center, staff can help you:

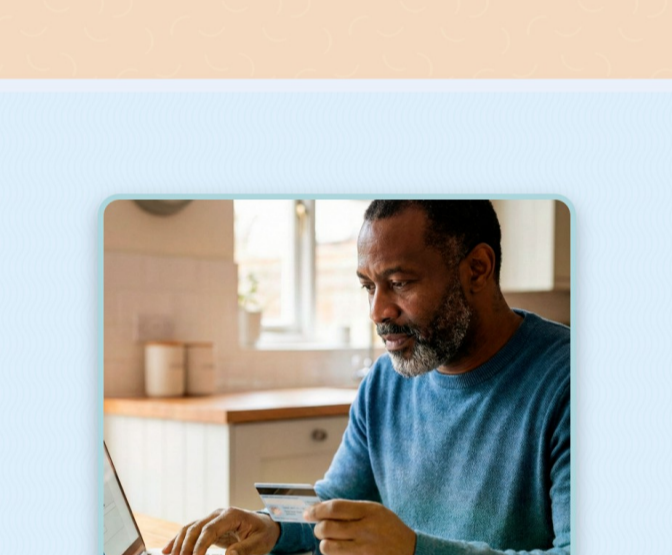
- learn about different careers
- write or update a resume
- practice for job interviews
- look for job openings

Many centers offer classes and workshops to help you build job skills. You can use center tools like computers, printers, and job search websites.

Disability Navigator support job seekers with disabilities by linking them to helpful programs and services. They help with job advice, training options, and other challenges.

Maryland's Job Centers also can help place you in a job or refer you to training programs. They share information about 800 work lines and local jobs. You can also learn about apprenticeship training programs let you earn money while learning new skills.

You can also use the Maryland Workforce Exchange. This online tool lets you search for jobs and explore careers anytime. Whether you are looking for your first job or want a better one, Maryland's American Job Centers are here to help. Visit the Maryland Department of Labor website [www.mdt.state.md.us](#) to find a job center near you.



Talking To Your Doctor About Asthma

Asthma is a long-term health problem. It can be serious and can cause trouble breathing. To help control your asthma, it is important to see your doctor often. Regular visits will help you live a normal and healthy life.

Asthma symptoms are different for each person. Attacks can occur at any time. It is important to know some signs and symptoms, like:

- Shortness of breath
- Chest tightness or pain
- Coughing at night or early morning
- Wheezing (a whistling sound when breathing)

During your check-up, be open with your doctor and speak up. Let your doctor know how you would like their help controlling your asthma. When your doctor asks questions, be honest and provide as many details as possible. Let the doctor know your symptoms, how often they occur, and if there have gotten worse. If you are unsure what the doctor asks them to explain, they are there to support you and keep you healthy. For additional information, see the MPC webpage on Asthma. You can also check out the Asthma & Emergencies section of the MPC Self-Appointment Tools to create an asthma action plan. Fill out a free, confidential questionnaire about how well you're managing your asthma.

We Want to Hear Your Concerns

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

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

An **appeal** is when you don't 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 by writing. Appeals must be filed within certain timeframes. Review your member handbook or call Member Services at 1-800-953-8854 to learn more.

You can also read this information on our website at <https://www.marylandphysicianscare.com/member-complaints-grievances-and-appeals>.



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 [MarylandPhysiciansCare.com](https://www.marylandphysicianscare.com) or call 1-800-953-8854 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:

- 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 the date to complete your renewal.
- When you receive your notice from Maryland Health Connection, log into your account at [MarylandPhysiciansCare.com/Checks](https://www.marylandphysicianscare.com/Checks) or call 1-800-953-8854.
- Renew your coverage as soon as you receive your notice.

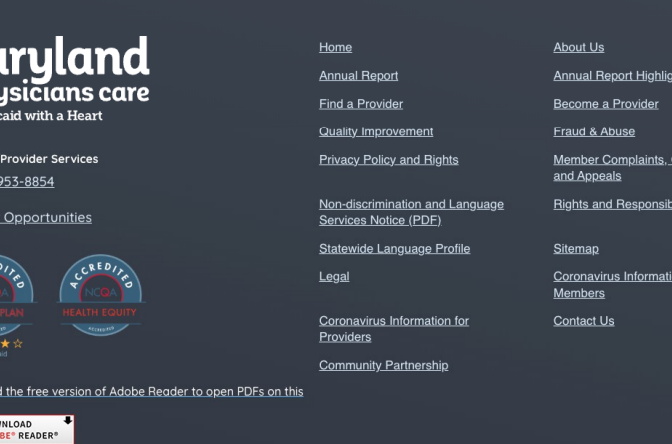
If you do not renew, you will lose your health benefits.

- 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 1-800-953-8854. Help is available in more than 200 languages. Don't let your language barrier stop you from getting the help you need. Call us at 1-800-953-8854 to learn more.
 - 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!



Mediterranean Tuna Antipasti Salad

Try this fresh take on tuna salad. It's delicious with olives, garbanzo beans, veggies, and a lemony dressing.

[VIEW THE FULL RECIPE](#)

(see complete recipe for more information)

Nutrition Facts

Calories	371
Total Fat	25 g
Saturated Fat	3 g
Cholesterol	26 mg
Sodium	313 mg
Total Carbohydrates	22 g
Dietary Fiber	7 g
Sugars	6 g
Protein	25 g
Vitamin D	1 mcg
Calcium	91 mg
Iron	4 mg
Potassium	552 mg

Servings: 4
Percent Daily Values are based on a 2,000-calorie diet.

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 2 to 3 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://www.myvirtualmpc.com/register>.

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 available for Marylanders who are enrolled in the Health Plan or HMO-qualified recipients. Benefits covered and how to access services can be found in the MPC Member Handbook. The handbook can also be found on our website at https://www.marylandphysicianscare.com/member-handbook_Final_Rev2023-25.pdf.

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, questions, or for other services.

Why Your Information Matters

Sharing your demographic information helps us better understand our members and improve the care and services we offer.

Information such as race, ethnicity, preferred language, and sexual orientation helps ensure our provider network and health programs reflect the needs of the communities we serve. When members choose to share this information, it supports more inclusive care, better communication, and services that are designed to meet your needs. Providing this information is always optional, and it is kept private and secure.

- Sign in to your account on the Maryland Health Connection website at <https://www.marylandphysicianscare.com> and select "Update My Information."
- Call the Health Exchange at 1-800-953-8854, Monday through Friday, 8 a.m. to 6 p.m., for help updating your details.

Keeping your information up to date helps us serve you better.

Survey Time – And 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 opinions are important and will help MPC improve the quality of care and service. The survey asks about your satisfaction with:

- Primary Care Doctors (primary care providers)
- Specialist Doctors (such as cardiologist, endocrinologist, oncologist, etc.)
- Healthcare services (Appointments and other care you need from your providers)
- Health plan services (MPC's Customer Service, Care Management, and Health Education Programs)

MPC's goal is to keep you healthy and happy, and to 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 2025 satisfaction results, please visit our website at <https://www.marylandphysicianscare.com/quality-improvement>.

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

- A chance to earn prizes, such as Fabrics, Blenders, Air Fryers, and Pish Baskets
- Valuable Coupons for Grocery Stores
- Free Gifts at MPC Well on Wheels Community Events
- Healthy Recipes

[JOIN BELONG NOW](#)

Keeping Your Kidneys Healthy

March is National Kidney Month. Chronic Kidney Disease (CKD) affects about 35.5 million people in the United States. It is a serious condition that often goes unnoticed, as many people do not have symptoms at first. Over time, CKD can get worse and lead to other health problems, such as heart attack, stroke, or kidney failure.

Your kidneys are two small organs, shaped like a bean that sit in your lower back. Even though they are small, they play a big role in keeping your body healthy. Your kidneys clean your blood to get rid of the stuff, every day, to remove waste and extra fluid.

You can protect your kidneys healthy by:

- Exercising regularly
- Managing your blood sugar and blood pressure
- Staying hydrated with consistent water intake
- Eating a balanced diet and watching your weight
- Not smoking if you are a smoker
- Seeing your doctor regularly

Your kidneys work hard for you every day. With simple choices to care for them, you can help your body stay strong and healthy. If you have concerns about your kidney health, schedule a time with your doctor for a check and healthy habits make a huge difference.

Maryland Physicians Care offers medical coverage and health benefits that are close to home.

The coverage includes access to primary and urgent care, vision, pregnancy and new mother benefits, specialist care, pharmacy coverage, primary mental health services, vision and dental care (including adults), and more. MPC's Health Plan and HMO-qualified recipients are eligible for the Maryland Smiles Dental Program or HMO-qualified recipients. Members can visit with MPC's network of doctors to find the care that's right for them.

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

[LEARN MORE](#)

Do You Know the Importance of Prenatal Care?

Women who start prenatal care during the first 3 months of pregnancy have fewer problems with their pregnancy 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 started early and continued regularly throughout your pregnancy.

MPC and the Maryland Department of Health provide several programs and services to support healthy pregnancies and babies. The following programs are free to members and do not require a copay.

- Home Visitation Services**
MPC's 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 assist with labor and delivery procedures and breastfeeding.
- MPC Care Management**
For pregnant people who have opioid use disorder or a history of using opioids, this program offers care management. Care management connects you to health, treatment, and recovery care services. Members can receive a call, virtual care.
- 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 the Maryland Healthy Smiles by calling 1-800-953-8854.

You Have Rights and Responsibilities

As an MPC member, you have certain rights and responsibilities about our healthcare.

RIGHTS are things you can expect from your health plan. They include:

- Getting information about the services you receive
- 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 <https://www.marylandphysicianscare.com/rights-and-responsibilities/>.

Call 1-800-953-8854 to ask for a paper copy.

Please Report Fraud and Abuse

You can report in the following ways:

- CALL MPC's Compliance Hotline at 1-844-791-6403.
- 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). You are an MPC Member, can attend every two months (or monthly) meetings, and are at least age 21.

We are looking for members who often have questions, 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
- Chronic Disease Guidelines
- Utilization Management, including decision-making criteria, alternative treatment, 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.marylandphysicianscare.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.
1-800-953-8854

MARYLAND HEALTHY SMILES DENTAL PROGRAM

1-800-934-9812

PUBLIC MENTAL HEALTH SERVICES

1-800-888-1966

SUPERIOR VISION

1-800-428-8789

UTILIZATION MANAGEMENT

1-800-953-8854

CARE MANAGEMENT

1-800-953-8854

HEALTH EDUCATION REQUESTS

1-800-953-8854

Published on March 18, 2026