



ISSUE 1 / SPRING 2024

mpc WellAware

MEMBER NEWSLETTER

IMPORTANT!

Maryland Medicaid requires you to renew your coverage.

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

Medicaid renewals will not be automatic this year, and you will have to renew your coverage.



Keep your coverage with MPC. 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.
4. If you have moved, log into your account at MarylandHealthConnection.gov/Checkin or call 855-642-8572 to update your contact information so that you will receive your notice when it is time to renew.

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

MPC is offering assistance to members trying to renew!

- Live call center assistance is available by calling Customer Service at [800-953-8854](tel:800-953-8854).
- Live in-person assistance is provided at local community events. For upcoming events, visit [MPC Redetermination Events 2024](#).



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 covered benefits and how to access services can be found in the [MPC Member Handbook](#) or online [here](#).

If you do not have a copy of the handbook, call [1-800-953-8854](tel:1-800-953-8854). Also, call this number for a qualified interpreter, written information in other formats, translation, questions, or other services.



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.
- Keeping your medical information private.
- 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 about your rights and responsibilities in the [MPC Member Handbook](#) or online [here](#). Call [1-800-953-8854](tel:1-800-953-8854) to ask for a paper copy.



We Want to Hear Your Concerns

Maryland Physicians Care wants to give members the healthcare they need. If you are unsatisfied with your care, you can file a complaint or 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. Call Member Services at [1-800-953-8854](tel:1-800-953-8854) to voice your concern.

APEAL: At times, MPC may decide you do not need a treatment or service. You will receive a letter if we decide to stop or deny a service. 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 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 [here](#).



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).



Stress and Overeating

Life events and daily routines can make us feel emotions like sadness, anger, or anxiety. This can lead to stress and overeating. The American Psychological Association says that women and millennials are more likely to use food to feel better when stressed, but it can happen to anyone.

If you ever feel like you want to eat a lot when you are stressed, here are some things you can try:

- **Meditate:** Meditating is like taking a break for your mind. It can help you feel less stressed and make avoiding unhealthy snacks easier.
- **Be Mindful:** If you think about eating because of stress, ask yourself if you are truly hungry. Sometimes, the feeling will go away if you wait a bit.
- **Exercise:** Yoga, following exercise videos, or walking can make you feel less stressed. Regular exercise helps with overeating and keeping your body healthy. Check out our [5-minute Feel Good, Anytime, Anywhere Workouts](#).
- **Remove Temptation:** When you go to the store, try not to buy many snacks. If you don't have them at home, it is easier to avoid eating them when you're stressed.



If you notice you're eating too much, here are some ideas to help:

1. **Watch How Much You Eat:** Do not eat straight from the bag. Take a small amount and put it on a plate. Find out how much one serving of your favorite snack is by reading the food label. Learn more about food labels using the Food and Drug Administration link [here](#).
2. **Try Healthier Snacks:** Unhealthy snacks can make you feel sluggish and tired. You can find healthy snacks and meals on our Healthy Eating Recipes webpage.
 - For Something Sweet: Try [Peanut Butter Bananas](#) or make a bowl of [Overnight Oatmeal with Berries](#).
 - For Something Salty or Savory: Try [Bugs on a Log](#), or prepare a bag of [Roasted Pumpkin Seed Snack Mix](#).

Remember to take time to meditate, exercise, pay attention to how much you are eating, and choose healthier snacks. Taking care of your mind and body is important!

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](#)

Take a Walk to Boost Your Mood

Walking is an effortless way to keep our bodies moving, happy, and healthy. It is an easy journey for all and helps us stay active. No special equipment is needed for a walk, just shoes and a safe path.

Simple ways to add steps into your day include:

- Walking around your neighborhood.
- Parking farther away from the entrance of a store or building.
- Walking with friends at a local park.

Walking helps our muscles and bones become stronger, our hearts pump blood through our body, and we feel more energized. If we walk for 30 minutes a day, we improve our health in more ways than expected. Walking makes you feel good overall and can boost and enhance your mood.

Walking is also good for our minds. As we take time and stroll along, our brains get a boost, and we feel focused and see things differently. Walking brings a mindfulness that other physical activities do not. Walking outdoors produces more vitamin D that can help lower chances of developing heart disease and reduce the likelihood of getting the flu. The sunshine also increases serotonin, a feel-good hormone, in the brain. Visit [here](#) for more information about physical activity and exercise.



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!



Hit the Trail Granola Bar

These fruity and nutty snack or breakfast bars are under 100 calories and have zero added sugars. Warm spices and flavors of caramel and coconut will have you making these bars over and over again.

[VIEW THE FULL RECIPE](#)

Nutrition Information

(see full recipe for more information)

Calories	93
Total Fat	4.5 g
Saturated Fat	0.5 g
Trans Fat	0.0 g
Polyunsaturated Fat	1.5 g
Monounsaturated Fat	2.0 g
Cholesterol	0 mg
Sodium	33 mg
Total carbohydrate	10 g
Dietary Fiber	2 g
Sugars	1 g
Protein	4 g

Cooking Time 20 to 25 minutes / Servings: 12



“My MPC Source” Maryland Physicians Care Member Portal

All Maryland Physicians Care members have access to the Member Portal 24/7. It is secure and convenient. It allows you to manage your health on your own time.

Use the MPC Member Portal to:

- Change your provider
- Request new ID cards
- Update information (such as your address, email, or phone number)
- Send a message and more

There are two ways to register:



Online at [MPC Member Portal](#) using your Member ID and a current email address



Calling Member Services at [1-800-953-8854](tel:1-800-953-8854)



Asthma and Allergy Awareness

We should be aware of those around us who have Asthma or Allergies. So many people have mild to severe symptoms, so we should know the signs. Medical assistance is needed if we see signs of shortness of breath, wheezing, or allergic reactions.

Awareness gives support to those affected, including ourselves. Here are helpful tips:

1. Know the triggers. Identify and avoid things like dust, pollen, or certain foods. This will lower the risk of an asthma attack or allergic reaction.
2. Have a safe space. Keep your home clean, and use an air purifier, if possible.
3. Be Informed. Stay up to date on conditions, medications, and treatment plans.
4. Have an Action Plan. Make a plan with your provider and family that includes steps to take in case of an emergency. Being prepared can be helpful in critical situations.

For additional information on Asthma, visit the MPC Health and Wellness [Asthma](#) page.



Stay Hydrated with Water Daily

Drinking water every day is important for our health. Almost two-thirds of our body weight is water.

During our daily activities, we lose water. If we do not drink enough, we become dehydrated. Being thirsty is one sign your body needs water. Other signs of dehydration vary and can be severe. Signs include low energy, dizziness, confusion, headaches, and more. If symptoms worsen, be sure to seek medical attention.

Our cells need water to work. Drinking water and staying hydrated helps the cell's function. It also helps our bodies cool down from physical activity and heat exposure. Water helps the movement of nutrients and oxygen to the cells.

Always try to carry a water bottle. Make it a habit and create a routine for drinking water. Have a glass of water before meals, use a straw, or add a bit of flavor to water with fruits. Water intake is needed for our overall health and well-being.



Your Satisfaction Is Important to Us!

Surveys are sent out to MPC members each year from February through May. The surveys are confidential and can be completed by mail or 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 (primary care provider)
- Specialists (doctors such as a cardiologist, optometrist, oncologist, etc.)
- Health care services, appointments, and other care that you need from your providers
- Health plan services, such as MPC's Member Services, Care Management, and Health Education Program

MPC's 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 contact Member Services so we can help.

To view our 2023 results, please visit [MPC Quality Improvement](#)

Maryland Physicians Care - Scenarios

Watch later Share

MyVirtualMPC
by maryland physicians ca

Watch on YouTube

With Virtual Doctor Visits, You Can Skip the Waiting Room!

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 TODAY](#)



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. For more information about our Quality Management Program and the latest member satisfaction survey results, please visit [MPC Quality Improvement](#) or contact Member Services at [1-800-953-8854](tel:1-800-953-8854).



You Can Make a Difference – We Are Recruiting New Members!

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 valuable 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 CAB 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.

[APPLY HERE](#)



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 fearing retaliation by calling MPC's Compliance Hotline at [1-866-781-6403](tel:1-866-781-6403) or visiting [MPC Fraud and Abuse](#).



VISIT OUR WEBSITE

To Find Helpful Information on:

- Quality Improvement Program
- Care Management Programs
- Population Health Management Programs
- Health and Wellness
- 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

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.

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

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)

CARE 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

Career Opportunities



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