



Spring 2014

Diabetes: How are your numbers?

Do you test your blood sugar every day? It's the best way to know how your body is handling your disease at the moment you are checking it. But you need a broad view of your health too. Here are three tests that can help you know if your healthy choices are working.

Average blood glucose.

This is called an A1C test. It shows the average amount of glucose in your blood over two or three months. Most people with diabetes should have an A1C of less than 7 percent. If your A1C is more than 7 percent, your diabetes is not controlled and your blood glucose is probably too high. Your

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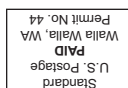
Small Miracles

Dear Maryland Physicians Care member:

The **Small Miracles Program** wants to help you get the best prenatal care possible for you and your baby. We are here to help you with your pregnancy needs and concerns. If you are at **high risk** or your OB doctor ever tells you that you are at **high risk**, please give us a call at **1 (410) 401-9052** so our OB nurse case managers can follow your pregnancy. Some examples of **high-risk** problems are:

- Preterm labor or problems with your cervix
- High blood pressure
- Anemia (taking 2 or more iron pills each day or getting iron injections)

- Other medical conditions (such as thyroid problems, seizure disorder, blood clotting problems)
- Vomiting with weight loss
- Placenta problems
- Problems with the baby
- Previous stillbirth, fetal death or more than two miscarriages
- Drug or alcohol use in the past year
- Physical abuse in the past year
- Mental health condition
- Diabetes
- HIV/AIDS
- Age under 15 years or over 35 years
- Multiple pregnancy (more than one baby)
- Smoking habit of more than half a pack of cigarettes a day



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goal should be to have a blood glucose level between 80 and 120. That will help keep your A1C percent lower.

Blood pressure. It is written with two numbers—120/70, or “120 over 70.” The first should be less than 130. The second should be less than 80.

Cholesterol. Your total is best kept less than 200. Bad cholesterol (LDL) should be less than 100. Good cholesterol (HDL) should be more than 40 for men and more than 50 for women. Triglycerides should be less than 150.

Source: National Diabetes Information Clearinghouse

For help scheduling a hemoglobin A1C test, call HEDIS Outreach at 1 (866) 651-7838.

Why blood pressure matters

High blood pressure (HBP) may not cause symptoms—but it is dangerous. It puts you at risk for heart disease and stroke.

But HBP can also be an opportunity. It’s a chance to make healthy changes for a better, longer life.

Talk to your doctor

Work with your doctor to make a plan to control blood pressure. He or she may recommend:

- A healthier diet
- More exercise
- Taking medicines as directed

As you make changes, check in with your doctor on a regular basis to talk about your progress. He or she can help you find ways to deal with any setbacks.

Take charge at home

Once you know what needs to change, set specific, realistic goals. And plan how you’ll cope when problems come up.

For example, you might aim to eat less than 1 teaspoon of salt every day. Think about how to do this even if you’re eating out.

Or you might plan to take a 20-minute walk three days a week. Plan a route for nice weather. And plan an alternate route for rainy days.

Though it’s not always easy, know that you can do it—and it’s worth it.

Sources: American Academy of Family Physicians; National Institutes of Health

Your BMI: What it means and why it matters

Three letters can help you know if your weight is OK. They are B, M and I. They stand for body mass index.

Your BMI is a number. It’s based on your height and your weight. It can give you a good idea about how much fat there is in your body.

A BMI of:

- Less than 18.5 is underweight
- 18.5 to 24.9 is normal weight

- 25.0 to 29.9 is overweight
- 30.0 or higher is obese

The higher your BMI is, the more likely you are to have a serious health problem. A high BMI raises your risk for

diabetes, heart disease and even cancer.

Your doctor can tell you what your BMI is. Remember to ask during your next appointment!

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention

Is your BMI too high?
Ask your doctor how to lose weight and lower it.

Too much fat around your belly raises your risk for high blood pressure and high cholesterol.



6 tips for a successful mammogram

A mammogram is a special x-ray that checks for breast cancer. It has saved many women's lives. Is it time for your mammogram? Women should get them regularly starting at age 40.

Here is how you can help your mammogram go well:

Before

- Choose a date when your breasts will not be tender. You might want to avoid the week before your period and during your period.
- Be sure your doctor has your earlier mammograms to compare with your new one.

The day of your test

- Don't use deodorant, perfume or powder. They can create white spots on your mammogram that make it harder to read.
- You may want to wear a top with pants or a skirt. You will need to undress from the waist up.

Afterward

- Schedule your next mammogram. Ask for a reminder.



- If you don't get your results within 30 days, call your doctor's office.

A mammogram takes about 20 minutes. That's a small amount of time for a big benefit—making sure your breasts are healthy.

Sources: American Cancer Society; Centers for Disease Control and Prevention; National Cancer Institute

Rely on us.

For help scheduling a breast cancer screening, call HEDIS Outreach at **1 (866) 651-7838**.

Breast self-exams: A how-to

If you're a woman in your 20s, now is a good time to talk to your doctor about breast self-exams (BSEs).

Ask how often he or she thinks you should do a BSE. Then ask for a training session.

You can also clip out and keep these BSE steps for future reference:

1. **Lie on your back.** Put your right arm under your head. This position flattens breast tissue. That makes it easier to examine.
2. **Use your left hand to feel for lumps in the right breast.** Use the pads of your middle three fingers to move in small circles (the size of a dime).
3. **Start at your underarm.** Move across your breast to the middle of your chest bone.
4. **Vary how much pressure you use.** Light pressure feels tissue closest to skin. Medium and firm pressure lets you feel deeper into the breast.
5. **Put your left arm under your head.** Repeat steps 1 through 4 on your left breast.

Sources: American Cancer Society; American College of Obstetricians and Gynecologists

Breast self-exams help you get to know your breasts. That can help you spot changes easier.

Don't lose time.

Let your health care provider know about any breast lumps or changes. Don't ignore them.

Your satisfaction is our goal

Grievances

If you have a complaint about something other than not receiving a service, this is called a grievance. Examples of grievances would be not being able to find a doctor, trouble getting a doctor's appointment, or not being treated fairly by someone who works at Maryland Physicians Care (MPC) or at your doctor's office.

MPC will solve:

- Urgent medical problems within 24 hours



- Nonurgent medical problems within five days
- Nonmedical problems within 30 days

If you have a grievance, you can contact us at **1 (800) 953-8854** or TTY/TDD at **1 (800) 735-2258**.

Appeals

If you have a complaint about a service you or a provider feels you need but MPC will not cover, you can ask us to review your request again. This is called an appeal.

If you want to file an appeal, you have to file it within 90 days of the date that you receive the letter saying that MPC would not cover the services you want. You can call us at **1 (800) 953-8854** to file your appeal.

You may also send your appeal in writing. You can mail your written appeal to:

Maryland Physicians Care, MCO
Attn: Appeals Unit
509 Progress Drive, Suite 117
Linthicum, MD 21090

For more information about grievances and appeals, please see your MPC enrollee handbook.

You can also visit us at **www.MarylandPhysiciansCare.com** to see the handbook online or call the Member Services Department at **1 (800) 953-8854** to have a copy mailed to you.

Help stop fraud

Please remember: It is everyone's responsibility (a requirement that can be subject to federal or state sanctions) to report suspected fraud or abuse.

To report fraud or abuse, call the Maryland Physicians Care (MPC) compliance hotline at **1 (866) 781-6403**. We prefer, but do not require, that you leave your name.

Please leave enough information to help us investigate, including the:

- Name of the MPC member or provider you suspect of fraud
- Member's MPC card number
- Name of the doctor, hospital or other health care provider
- Date of service
- Amount of money that MPC paid for the service
- Description of the acts you suspect involve fraud or abuse

You can also visit MPC's website at **www.MarylandPhysiciansCare.com**. Click on the "Fraud & Abuse" tab, and you can email us suspected fraud information. Either way, it's really important that we hear from you.

Thanks for your continued support!

Sincerely,

MPC Compliance Department

Visit our website

Find information on:

- Quality Improvement Program
- Case Management Program
- Clinical practice guidelines
- Utilization management
- Pharmacy/prescription drug management
- Benefits and coverage
- Member rights and responsibilities
- Provider directory
- Protected health information (PHI) use and disclosure

Who to call

Member Services (benefits, ID cards, appeals, PCP changes, etc.)
1 (800) 953-8854

DentaQuest (adults only)
1 (800) 685-1150

Healthy Smiles Dental Services
1 (888) 696-9596

Public Mental Health Services
1 (800) 888-1965

Substance Abuse
1 (800) 953-8854

Block Vision
1 (800) 428-8789

HEDIS Outreach
1 (866) 651-7838

YOUR FAMILY'S HEALTH is published as a community service for the friends of Maryland Physicians Care, 509 Progress Drive, Suite 117, Linthicum, MD 21090-2256, **www.MarylandPhysiciansCare.com**

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. The plan does not provide health care services; you must receive health care services from your provider.

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