



**Member Newsletter
Spring 2017**

How to spot food allergies in kids

Scrambled eggs. Peanut butter on toast. A glass of milk. These are healthful foods for most kids. But for others, they are some of the most common causes of food allergies.

Any food can cause an allergic reaction. The most common allergies are to nuts, milk, wheat, eggs, soy and seafood.

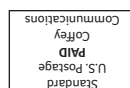
About 1 in 20 kids below the age of 5 has a food allergy. Signs of an allergic reaction include:

- Itchy skin or skin rashes
- Itchy, watery eyes
- Sneezing, stuffy or runny nose
- Coughing or shortness of breath
- Swollen lips or tongue
- Itchy mouth
- Nausea or vomiting
- Dizziness or fainting

Reactions range from mild to life-threatening, depending on how much of the food was eaten and how it was made. If the body is affected in several areas, it may be severe or life-threatening. Emergency medical care is needed.

If you think your child has a food allergy, talk with a doctor. Your child can be tested.

Source: American Academy of Pediatrics



It's that time of year again!

Members are currently being selected to participate in the member satisfaction survey.

Every year, Maryland Physicians Care (MPC) members are chosen to participate in a satisfaction survey. The members are surveyed through the mail and over the phone.

The purpose of the survey is to find out if members are satisfied with MPC's services. The results of the survey help MPC identify areas that we can improve for our members.

The general areas surveyed are:

- Satisfaction with personal doctors
- Satisfaction with specialists
- Satisfaction with all health care
- Satisfaction with the health plan

If you are chosen this year, please complete the survey so that we are able to address your family's needs and provide better services.

For a copy of the 2016 survey results, please visit our website at www.marylandphysicianscare.com.

Check it out Some must-do screenings and self-exams

There's no denying how popular DIY projects are today. We love to roll up our sleeves and get it done. But what about health screenings that can alert us to possible health problems? Can we tackle some of those ourselves too?

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself, often with a doctor's input or recommendation. Examples of both are below. Keep in

mind, these are generalized guidelines. You may need screenings earlier, more often or not at all. Ask your doctor what's right for you.

Sources: American Academy of Family Physicians; American Cancer Society; Agency for Healthcare Research and Quality; U.S. National Library of Medicine

At home	At a provider's office
Step on a scale. Type the result (plus your height) into a body mass index (BMI) calculator, like this one, to see if you're overweight or obese: www.morehealth.org/bmi .	Mammograms. From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.
Measure your waist. Place a tape just above your hipbones, exhale and measure. A waist greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.	Colonoscopy. Starting at age 50, colonoscopies or other screening tests are recommended for both men and women to help prevent colorectal cancer or find it early.
Check your feet if you have diabetes. Your doctor may have you look for and report any sores or other problems before they become major infections.	Pap tests. Starting at 21, regular Pap smears help guard against cervical cancer in women.
Check your skin for cancer. Frequent (such as monthly) self-skin checks may help you find cancer early. Changing moles, blemishes or other worrisome-looking areas on your skin should be shown to your doctor.	Blood pressure checks. Have your doctor check your blood pressure at least every two years—and more often if you have certain conditions, such as heart disease or diabetes.
Monitor your blood pressure. Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.	Cholesterol blood tests. Start at 35, or age 20 if you have risk factors such as diabetes, high blood pressure or heart disease.

Sources: American Academy of Family Physicians; American Cancer Society; Agency for Healthcare Research and Quality; U.S. National Library of Medicine

Doctor search: Make the right choice

Everyone needs a primary care provider. That's the doctor, nurse practitioner or physician assistant who sees you for checkups and also when you get sick. He or she gets to know you and your health history—and can help you stay well. Think of your primary care provider as your partner in health.

If you don't have one yet, it's time to start your search. It isn't always easy finding a provider who's the right fit for you. Keeping these questions in mind as you search could help you make the right choice:

- Does the provider accept your insurance?
- Is the provider accepting new patients?
- How far from your home or work is the provider's office?
- Is there parking available?



- Do the office hours work for you?
- If the provider is away or booked, who would you see?
- What hospital does the provider work with? Is it close to you?
- What if you need to talk to your provider outside of office hours?
- How quickly can you get an appointment? Are same-day appointments available?

You may meet with several providers before making a choice. But it's time worth taking—for your health's sake.

Sources: American Academy of Family Physicians; U.S. Department of Health and Human Services

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 "Fraud & Abuse," 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



Diabetes health checks: Which ones do you need?

You won't have to sharpen your pencil or study up for these tests. But when you have diabetes, a few exams shouldn't be missed. They can help you stay in control of diabetes and the health problems it can cause.

Here are some routine health checks and exams for people with diabetes. Ask your provider what's right for you:

A1C blood sugar test every three to six months. This shows your average glucose control over the past few months. You can see how well your treatment is working overall.

Cholesterol and blood pressure checks. High blood pressure or cholesterol problems can raise the risk of heart attack and stroke. Your provider should check your cholesterol every year and your blood pressure at each visit.

Eye exams. Have a complete dilated eye exam at least yearly. The reason? Diabetes can harm your eyes even before you notice anything wrong. An eye doctor can spot these problems early.

Foot exams. A full foot exam once a year can alert your provider to nerve damage or other changes. Ask your doctor if you should check your own feet more often.

Source: American Diabetes Association

Yoga for better health

The upsides of downward dog

It's not a stretch to say that yoga is a healthy practice.

It does a body good—increasing your overall fitness. Yoga may also:

- Improve posture and flexibility
- Lower blood pressure
- Aid digestion
- Improve sleep
- Reduce chronic pain

- Relieve anxiety and depression

Getting started

Yoga is generally safe for most healthy people. But before you strike your first pose, consider learning proper form from a pro.

Source: National Institutes of Health

Should I be concerned about lead poisoning?

Lead is a toxic metal that poses special dangers for young kids. Formerly used in paint and plumbing, it is most likely to be found in older homes.

Ask your child's provider where there might be lead in your home. He or she can also tell you how to help protect your family. If you have a young child, ask about a blood test to look for signs of lead.

Source: American Academy of Pediatrics

Why does your BMI matter?

Staying at a healthy weight is part of staying in good health. And one way to keep an eye on your weight is by calculating your body mass index (BMI).

Your BMI is a number based on your height and weight. It can give you a good idea of how much body fat you have.

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 greater your risk for developing a serious health problem, such as diabetes, heart disease and even cancer.

Your doctor can tell you what your BMI is. You can also check it online at www.morehealth.org/BMIcalculator.

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

Blood pressure by the numbers

Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension, can cause your heart to work too hard. This raises the risk for serious health problems, including heart attack and stroke.

Measured in mm Hg (millimeters of mercury)	Normal	Prehypertension	Stage 1 hypertension	Stage 2 hypertension	Medical care needed right away
Systolic mm Hg	Less than 120	120–139	140–159	160 or higher	Higher than 180
	and	or	or	or	or
Diastolic mm Hg	Less than 80	80–89	90–99	100 or higher	Higher than 110

Know your numbers

Talk with your doctor about your blood pressure. Ask how often you should have it checked.

Sources: American Heart Association; National Heart, Lung, and Blood Institute

Nondiscrimination Notice

Maryland Physicians Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Maryland Physicians Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Maryland Physicians Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats, such as large print in a manner that takes into consideration the special needs of those who are visually impaired, hearing-impaired or have limited reading proficiency
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-953-8854**.

If you believe that Maryland Physicians Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
509 Progress Drive; Suite 117
Linthicum, MD 21090
Telephone: **1-800-953-8854, TTY 1-800-735-2258**
Email: MPCComplianceO@marylandphysicianscare.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or 1-800-953-8854. **Help is available in your language: 1-800-953-8854 (TTY: 1-800-735-2258).**
These services are available for free.

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-953-8854 (TTY: 1-800-735-2258)**. Estos servicios están disponibles gratis.

አማርኛ/Amharic

አገዛዥ በ ቋንቋዎ ማግኘት ይችላሉ:-: **1-800-953-8854 (TTY: 1-800-735-2258)**. እነዚህ አገልግሎቶች ያለክፍያ የሚገኙ ነጻ ናቸው.

العربية/Arabic

المساعدة متوفرة في لغتك: اتصل على الرقم **1-800-953-8854 (للمكالمين سمعياً: 1-800-735-2258)** مجاناً. هذه الخدمات متوفرة مجاناً.

中文/Chinese

用您的语言为您提供帮助：**1-800-953-8854 (TTY: 1-800-735-2258)**。这些服务都是免费的。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-953-8854 (خط تماس افراد ناشنوا: 1-800-735-2258)** این خدمات رایگان است.

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-953-8854 (TTY: 1-800-735-2258)**. Ces services sont disponibles pour gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-953-8854 (ટીટીવાય: 1-800-735-2258)**. સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-953-8854 (TTY: 1-800-735-2258)**. Sèvis sa yo disponib gratis.

Igbo

Enyemaka di na asusu gi: **1-800-953-8854 (TTY: 1-800-735-2258)**. Oṛụ ndị a dị na enweghi ugwo i ga akwu maka ya.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-953-8854 (TTY: 1-800-735-2258)**. 무료로 제공 됩니다.

Português/Portuguese

A ajuda está disponível em seu idioma: **1-800-953-8854 (TTY: 1-800-735-2258)**. Estes serviços são oferecidos de graça.

Русский/Russian

Помощь доступна на вашем языке: **1-800-953-8854 (TTY: 1-800-735-2258)**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyong wika: **1-800-953-8854 (TTY: 1-800-735-2258)**. Ang mga serbisyong ito ay libre.

اردو/Urdu

آپ کی زبان میں مدد دستیاب ہے: **1-800-953-8854 (ٹی ٹی وائی: 1-800-735-2258)** یہ سروسز مفت ہیں۔

Tiếng Việt/Vietnamese

Hỗ trợ là có sẵn trong ngôn ngữ của quý vị **1-800-953-8854 (TTY: 1-800-735-2258)**. Những dịch vụ này có sẵn miễn phí.

Yorùbá/Yoruba

Ìrànlọ́wọ̀ wà ní àrọ̀wọ̀tó ní èdè rẹ: **1-800-953-8854 (TTY: 1-800-735-2258)**. Awon ise yi wa fun o free.

Is there a health topic you would like to see discussed in our member newsletter? Would you like to offer feedback or recommendations on current or new member education programs? Would you like to learn more about a health topic? If so, we would love to hear from you! Please give us a call at **1-800-953-8854** and follow the prompts to the Prevention and Wellness Department.



Visit our website

Find information on:

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

If you do not have internet service, you can reach us by phone (numbers listed at top right) for more information.

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 (pages 28 to 30).

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.

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
1-855-934-9812

Public Mental Health Services
1-800-888-1965

Utilization Management (UM)
1-800-953-8854—follow the prompts to UM

Superior Vision
1-800-428-8789

HEDIS Outreach
1-866-651-7838

Case Management/
 Disease Management
1-800-953-8854
410-401-9443

For health education requests, please call the Prevention & Wellness Coordinator:
410-401-9451

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.

Models may be used in photos and illustrations.

Chief Executive Officer
Cynthia M. Demarest

Chief Operating Officer
Karen D. Helensky

Chief Medical Officer
Glenn Bruce G. Vanderver, MD, MPH

2017 © Coffey Communications, Inc.
 All rights reserved.

MD-17-02-02-ENG