



Summer/Fall 2015

We care about quality

Maryland Physicians Care focuses on our members' health and keeping members healthy. We want to serve you better. So we closely evaluate and monitor the medical care and programs our members receive. We measure their quality and safety to find out what works best. That helps us improve our members' health. It also lets us find areas to improve. The process of figuring out how to improve your care is called the Quality Improvement Program.

To find out more about our quality program, our goals and our progress in meeting our goals, visit our website at www.marylandphysicianscare.com/members.aspx.

Helping you manage your plan—and your health

We made changes to our secure member website to better serve you. This new member site is your go-to resource for managing your plan. It will help you use your Maryland Physicians Care benefits and services so you can get and stay healthy. You can:

- **Access health plan details:** Change your doctor, find forms or get member ID cards.
- **Get personalized health information:** Answer questions about your health and get the tips and tools you'll need to meet your health goals, like quitting smoking and weight management.
- **Research prescription drugs:** Find a pharmacy, see how much a drug costs or ask for a drug not covered by your plan.
- **Get instant access to claims details:** See the status of your claim from start to finish.

- **Find support:** Get in touch with a nurse or learn more about the disease management and wellness programs that will help you stay on track with goals.

Sign up today. It's easy.

To set up your account or to learn more about these tools, you can visit www.marylandphysicianscare.com.

Keep in mind you'll need your health plan member ID and a current email address to create an account.

We're always here to help

For help getting started or to sign up over the phone, you can call Member Services at **1 (800) 953-8854**.

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Making the best of your doctor visits

How much do you think your doctor knows about your current health? Most likely a lot, but they will know much more if you do your part to keep them informed.

By making sure your doctor is aware of your visits to the emergency room or any unscheduled overnight stays in the hospital, by following up with your doctor after a visit with a specialist, by letting your doctor know your lab results, by letting your doctor know your numbers (blood pressure, cholesterol, hemoglobin A1C and body mass index) and by making sure your doctor is aware of any medication you are taking, you and your doctor can make better decisions about your medical care.

To prepare for a visit with a new primary care provider (PCP), bring a list of all medications that you are taking. Include a list of any concerns or symptoms that you may be experiencing. No matter how big or how small, talking about your concerns with your doctor could make a big difference in your health. So be sure to maintain an open discussion with your new or current PCP so that together you can make better decisions about your care.

Important changes to the formulary/approved drug list

Maryland Physicians Care, Inc. is making the following changes to our approved drug list:

Medication	Change	Date of change
Advair	Symbicort and Dulera are medications similar to Advair. They have been added to the formulary. If you are age 12 or older, your provider will need to go through the prior authorization process for you to use Advair.	Sept. 1, 2015
Diabetic test strips	You will be able to obtain 150 diabetic test strips each month. If you need more than that, your provider will need to go through the prior authorization process.	Aug. 1, 2015
Nasonex	Nasacort OTC and Flonase OTC are medications similar to Nasonex. They have been added to the formulary. You must first use Nasacort OTC and Flonase OTC before being allowed to fill prescriptions for Flunisolide Nasal Spray and Fluticasone. Nasonex is no longer on the approved drug list.	Aug. 1, 2015
Oramorph OxyContin	Oramorph is a pain medication that is similar to OxyContin. You will have to try Oramorph ER before being approved for OxyContin.	Aug. 1, 2015
Dose optimization	On or after the effective date, Maryland Physicians Care will not cover multiple daily doses of the lower strength medication when an equivalent once-daily higher-strength dose is available without special permission from your provider.	Aug. 1, 2015

After Aug. 1, 2015, both new prescriptions and existing refills will have to go through the prior authorization process.

For more information regarding our approved drug list, talk to your provider and/or visit www.marylandphysicianscare.com/members/benefits/approved-drugs.

Learn more online!

Go to our website to check out more information on health: www.marylandphysicianscare.com. You can learn about health topics and care studied by doctors. Stay

healthy by using our tools to help control your health. Community resources and discount programs are also just a few clicks away.

Urgent care locations

For more information, visit www.marylandphysicianscare.com and click on "Find a Provider" at the top right of the page.

ALLEGANY COUNTY

Health Matters, LLC
Cumberland, Maryland
1 (301) 729-3278

Hunt Club Medical Clinic
Short Gap, West Virginia
1 (304) 726-4501

WMHS Urgent Care Services (Frostburg)
Frostburg, Maryland
1 (301) 689-3229

ANNE ARUNDEL COUNTY

Doctors Express—Edgewater
Edgewater, Maryland
1 (410) 956-3394

Patient First—Glen Burnie
Glen Burnie, Maryland
1 (443) 577-0277

Patient First—Odenton
Odenton, Maryland
1 (443) 351-3917

Patient First—Pasadena
Pasadena, Maryland
1 (443) 573-0564

Righttime Medical Care—Annapolis
Annapolis, Maryland
1 (888) 808-6483

Righttime Medical Care—Gambrills
Gambrills, Maryland
1 (888) 808-6483

Righttime Medical Care—Hanover
Hanover, Maryland
1 (443) 755-9253

Righttime Medical Care—Pasadena
Pasadena, Maryland
1 (888) 808-6483

BALTIMORE CITY

Priority Care Clinics LLC
Baltimore, Maryland
1 (410) 522-0001

BALTIMORE COUNTY

Doctors Express
Pikesville, Maryland
1 (410) 484-4044

Doctors Express of Timonium
Lutherville Timonium, Maryland
1 (410) 453-0002

ExpressCare of Dundalk
Dundalk, Maryland
1 (410) 288-2121

ExpressCare of Owings Mills LLC
Owings Mills, Maryland
1 (410) 363-7281

ExpressCare of Parkville LLC
Parkville, Maryland
1 (443) 438-5147

Life Care Plus LLC
Baltimore, Maryland
1 (410) 542-1725

Lifeline Urgent Care
Randallstown, Maryland
1 (410) 496-9105

Patient First
Owings Mills, Maryland
1 (410) 902-6776

Patient First—Bayview
Baltimore, Maryland
1 (410) 814-4500

Patient First—Catonsville
Catonsville, Maryland
1 (443) 514-1361

Patient First—Lutherville
Lutherville Timonium, Maryland
1 (410) 583-2777

Patient First—Perry Hall
Nottingham, Maryland
1 (410) 529-9200

Patient First—Towson
Towson, Maryland
1 (410) 372-6373

Patient First—White Marsh
Nottingham, Maryland
1 (443) 461-1997

Righttime Medical Care
Pikesville, Maryland
1 (888) 808-6483

CALVERT COUNTY

Dunkirk Urgent Care Center
Dunkirk, Maryland
1 (410) 286-7911



Prince Frederick Urgent Care Center
Prince Frederick, Maryland
1 (410) 535-8911

Solomons Urgent Care Center
Solomons, Maryland
1 (410) 394-2800

CARROLL COUNTY

Carroll Urgent Care LLC
Sykesville, Maryland
1 (410) 549-7222

MyCare Express
Eldersburg, Maryland
1 (410) 549-7222

U.N.I. Urgent Care Center
Westminster, Maryland
1 (410) 751-7480

CECIL COUNTY

ExpressCare of Elkton LLC
Elkton, Maryland
1 (443) 485-6213

Urgent Care at Principio
Perryville, Maryland
1 (443) 245-7378

CHARLES COUNTY

Health Provider MGMT LLC DBA My Doctor
Waldorf, Maryland
1 (301) 396-4444

Patient First—Waldorf
Waldorf, Maryland
1 (240) 427-1926

FREDERICK COUNTY

Righttime Medical Care—Frederick
Frederick, Maryland
1 (888) 808-6483

Westview Urgent Care Medi Center
Frederick, Maryland
1 (301) 682-8888

HARFORD COUNTY

ExpressCare of Bel Air
Bel Air, Maryland
1 (410) 420-6970

MD Immediate Care LLC
Havre de Grace, Maryland
1 (443) 502-5311

Patient First—Aberdeen
Aberdeen, Maryland
1 (410) 306-7880

Patient First—Bel Air
Bel Air, Maryland
1 (410) 638-6480

Total Urgent Care
Edgewood, Maryland
1 (410) 612-0374

HOWARD COUNTY

KinderMender LLC
Columbia, Maryland
1 (443) 492-4000

Patient First—Columbia
Columbia, Maryland
1 (443) 718-4067

MONTGOMERY COUNTY

After Hours Urgent Care LLC
Rockville, Maryland
1 (301) 738-8889

All Day Medical Care Clinic LLC
Gaithersburg, Maryland
1 (301) 330-0006

Briggs Chaney Walk-in Clinic
Silver Spring, Maryland
1 (301) 890-8000

Continued on next page

Urgent care locations

Continued from previous page

Fast Track Urgent Care
Kensington, Maryland
1 (301) 949-0030

Medical Access PC
Germantown, Maryland
1 (301) 428-1070

MedOne Urgent Care
Bethesda, Maryland
1 (301) 652-0111

Patient First—Silver Spring
Silver Spring, Maryland
1 (301) 960-4682

Righttime Medical Care
Rockville, Maryland
1 (888) 808-6483

Righttime Medical Care—Gaithersburg
Gaithersburg, Maryland
1 (888) 808-6483

Righttime Medical Care—Olney
Olney, Maryland
1 (888) 808-6483

XpressMedCare LLC
Silver Spring, Maryland
1 (240) 558-3131

NEW CASTLE COUNTY

Fast Care Medical Aid Unit LLC
Claymont, Delaware
1 (302) 793-7506

PRINCE GEORGES COUNTY

Express Healthcare LLC
College Park, Maryland
1 (301) 441-1112

ExpressCare of Bowie LLC
Bowie, Maryland
1 (301) 383-0334

Greenbelt Medical LLC (after hours)
Greenbelt, Maryland
1 (301) 220-0039

KinderMender Laurel LLC
Laurel, Maryland
1 (443) 492-4000

My Care Urgent Care LLC
Hyattsville, Maryland
1 (240) 667-2099

Omni Medical Center
Upper Marlboro, Maryland
1 (301) 350-8500

Patient First—Laurel
Laurel, Maryland
1 (301) 497-1820

Urgent Care Matters
Oxon Hill, Maryland
1 (301) 893-4513

WASHINGTON COUNTY

After Hours Pediatrics
Hagerstown, Maryland
1 (301) 302-7837

MedExpress Urgent Care PC—Maryland
Hagerstown, Maryland
1 (301) 790-0254

Meritus Urgent Care LLC
Hagerstown, Maryland
1 (240) 313-3100

WICOMICO COUNTY

Chesapeake Medical Solutions DBA Your Docs
Salisbury, Maryland
1 (877) 222-4934

ExpressCare of Salisbury LLC
Salisbury, Maryland
1 (410) 543-2020

WORCESTER COUNTY

Acute Injury and Illness Centers DBA West Ocean City Injury & Illness Center
Ocean City, Maryland
1 (410) 213-0119



Emergency department or urgent care?

You've cut your finger. Do you know where to go for treatment?

Not to the emergency department. A finger cut isn't an emergency.

Head to an urgent care center instead.

Urgent care centers offer the same treatment as your doctor. They have longer hours on weekdays, Saturdays and Sundays.

You're also likely to get faster treatment. That's because emergency departments must first treat those who need care most, not those who have been waiting longest.

Urgent care isn't the place to go in a crisis. For a heart attack or other life-threatening illness, seek emergency help.

Use the lists at right as a guide. Call your urgent care center and ask where to go if you're not sure.

Urgent care

- Minor burns or cuts
- Sprains or strains
- Animal bites
- Cough, cold or sore throat
- Ear infections
- Rash or skin problems
- Flu-like symptoms
- Broken bones

Emergency department

- Uncontrolled bleeding
- Loss of consciousness
- Chest pain that lasts more than a few minutes—call 911 immediately if you think it is a heart attack
- Sudden trouble seeing, talking, walking or other signs of a stroke—call 911 immediately
- Any sudden or severe pain
- Trouble breathing
- Coughing or vomiting blood
- Head injury

Sources: American College of Emergency Physicians; National Association for Ambulatory Care

Back to school A checkup checklist

It's back-to-school time. And that means it's time for you to do a little homework.

Don't panic! It won't take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist. Schedule:

- ❑ **A well-child checkup.** A yearly exam is important—even when your child isn't sick. It may help spot problems early. And it gives your child's provider a chance to offer advice to your child about how to stay healthy.

It's also the time to:

- Make sure that immunizations are up-to-date.
- Get answers to questions you or your child might have.
- Schedule the physical that may be needed for your child to take part in school sports.

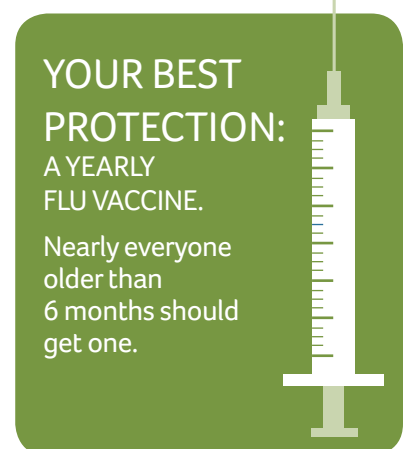
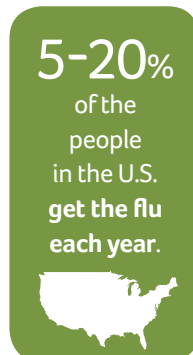
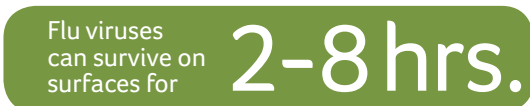
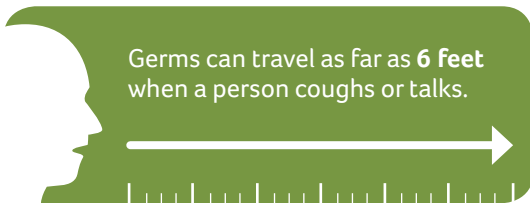
- ❑ **An eye exam.** Seeing well can be key to doing well in school. The sooner you find vision problems, the better.
- ❑ **A hearing screening.** Good hearing makes it easier to perform well in school. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. So it's good for kids to be tested on an ongoing basis.
- ❑ **A dental checkup.** Trouble with your child's teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.
- ❑ **Lead screening.** Lead exposure can cause a lot of health problems in kids. It may harm their bodies and their brains and cause problems with: learning, behavior and growth. A blood test can detect levels.

If these visits reveal health concerns, you may have one more call to make—to your child's school. Staff there should know about your child's health conditions and what they can do to help.

Sources: American Academy of Otolaryngology—Head and Neck Surgery; American Academy of Pediatrics

Get your child's eyes checked before school starts. Seeing well is part of being able to do well in school.

FLU FACTS: Don't let the flu get you down



MORE STAY-HEALTHY TIPS: Wash your hands often. Avoid touching your face. Steer clear of people who are sick.

Flu season lasts from October through May.

Source: Centers for Disease Control and Prevention

Vaccines for kids

Important for health

Vaccines make a big difference in kids' lives. A quick look at the past shows how.

They work by prompting the body to make special proteins called antibodies. These proteins guard the body. They attack when they detect disease.

Some are good for a lifetime. Some need a nudge—a booster shot—to keep working as kids grow older.

We give babies shots to get those antibodies in place early. Shots are timed for the age when they work best in little bodies. And of course, they are carefully tested for safety.

Making progress

Serious diseases like smallpox and polio are now gone or rare in this country. The main reason: vaccines.

But that doesn't mean the bacteria or viruses that cause them are gone. They live on here and in other countries too. People today can cross oceans in hours. Serious, deadly infections can as well.

That's why kids really need their shots. And they need them on time, so they are as fully protected as possible.

Source: American Academy of Pediatrics

Screen your teen

The teen years are a time of change: changing skin, changing bodies and changing health needs.

For these reasons and more, teens should have an annual health checkup. Depending on family and personal history, a teen may be screened for:

- Skin cancer
- Diabetes
- Obesity
- Substance abuse

Doctors also make sure teens have had all their shots. These vaccinations are recommended for teens who didn't get them as preteens:

- HPV (human papillomavirus)
- Measles and mumps
- Hepatitis

Teens also need a booster shot at age 16 to prevent meningitis.

Many doctors now talk to teens about health and safety. Do they wear a seatbelt? Do they use tobacco? Are they dating? Teens who are having sex may be tested for sexually transmitted diseases.

Screenings help parents and health providers guide teens as they prepare to become adults.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institutes of Health

✂ **Clip and save**

Routine vaccines children need

These are general recommendations. Talk with your doctor about what is right for your child.

DTaP = diphtheria, tetanus, pertussis (whooping cough)

Flu = influenza

HepA = hepatitis A

HepB = hepatitis B

Hib = *Haemophilus influenzae* type b


HPV = human papillomavirus

IPV = poliovirus (polio)

MCV4 = meningococcal

MMR = measles, mumps, rubella

 Range of routinely recommended ages

 Range for certain high-risk groups

 Range for catch-up immunizations

*Needed in some cases

PCV13 = pneumococcal

PPSV23 = pneumococcal

RV = rotavirus

Tdap = tetanus, diphtheria, pertussis

VAR = varicella (chickenpox)

BIRTH	MONTHS									YEARS					
	0	1	2	4	6	9	12	15	18	19-23	2-3	4-6	7-10	11-12	13-18
HepB	HepB	HepB	HepB	HepB series											
	RV	RV	RV*	HPV series											
	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	DTaP	Tdap	Tdap	Tdap	Tdap	
	Hib	Hib	Hib*	Hib	Hib	Hib	Hib	Hib	Hib	Hib					
	PCV13	PCV13	PCV13	PCV13	PCV13	PCV13	PCV13	PCV13	PCV13	PCV13				PCV13	
											PPSV23	PPSV23	PPSV23	PPSV23	PPSV23
	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV	IPV series	IPV series
															Flu, yearly
						MMR	MMR	MMR	MMR	MMR	MMR	MMR	MMR	MMR series	MMR series
							VAR	VAR	VAR	VAR	VAR	VAR	VAR	VAR series	VAR series
															HepA series
															HepA series
															MCV4 series
															MCV4
															MCV4 series

Updated 2015, with information from the Centers for Disease Control and Prevention

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.



HPV vaccine **A shot for protection**

Of all the sexually transmitted infections, human papillomavirus (HPV) is the most common. Most people who are sexually active will get at least one type at some point.

Even so, most people who get HPV won't even know it. Why? Because it can occur without symptoms and go away on its own.

But some types of HPV can cause problems like genital warts or cancer.

To learn more, visit the Centers for Disease Control and Prevention website at www.cdc.gov.

Certain types of HPV are the main cause of cervical cancer. As many as 12,000 women get this type of cancer each year in the U.S. Some 4,000 of them will die of the disease.

HPV can also cause other cancers.

There are multiple vaccines that can help guard against HPV. They help protect females from cervical cancer. One also helps males and females avoid most types of genital warts.

The shots work best when given before a person has sex for the first time. The first dose can come as early as age 9. Shots can be given as late as age 26.

Shots are given in a series of three doses spread out over six months.

Talk with your provider to learn more. He or she can help you decide:

- Who should get HPV shots
- When shots should start
- Which vaccine is best

Source: Centers for Disease Control and Prevention

Case Management

Our Case Management Department is here to help you understand and control complex health conditions. Case managers and care coordinators can help Monday through Friday during normal business hours. A case manager may be assigned to help you plan for and receive health care services. The case manager also keeps track of what services are needed and what has been provided. HealthChoice members with special needs may also qualify for case management, including:

- Children with special needs
- People with physical and/or developmental disabilities
- Pregnant and postpartum women
- People who qualify for our Small Miracles program
- People who are homeless
- People with HIV/AIDS
- People who need substance abuse treatment
- Children in state-supervised care

To request Case Management services or for more information regarding our program, please contact our Special Needs Coordinator at

1 (410) 401-9443 or
1 (800) 953-8854.

Disease management

We offer disease management programs that can help you better manage your health. These programs educate you on your disease and give you tips on how to stay healthy. If you are an adult over the age of 18 and have asthma or diabetes, we can help you.

Through the Disease Management Program, you can get information to read and the names and phone numbers of resources who can help you manage your illness. We'll work with your doctor to come up with a care plan that is just right for you. The care plan will help you meet your goals and manage your illness.

It's your choice to participate in a disease management program. You can join by calling our Special Needs Coordinator at **1 (410) 401-9443** or by email at



MBU-MDMedicaidSpecialNeeds@marylandphysicianscare.com. Your primary care provider, specialist or other health care providers may also suggest that you join the program. Because it's an opt-in program, you can choose to join or leave the program at any time without any impact to your benefits.

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

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
- Member Handbook

- Provider directory
- Protected health information use and disclosure

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

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

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

1 (401) 401-9443

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.

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