



Member Newsletter  
Winter 2016–2017

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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.

#### 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

## You can get help to stop smoking

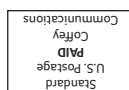
If you smoke, you probably know about last month's Great American Smokeout—a day that everyone who smokes is encouraged to quit.

The Smokeout has fallen on the third Thursday in November since 1976, when the California division of the American Cancer Society (ACS) convinced nearly 1 million smokers to quit for the day. The ACS took the event nationwide in 1977.

Millions more people have quit smoking over the years. According to the Centers for Disease Control and Prevention, slightly more than 34 percent of American adults smoked in 1978. Today that number is down to less than 17 percent.

That's a big drop. Still, smoking remains the No. 1 preventable cause of premature death and disease.

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## Screening helps prevent cervical cancer

You don't usually think of cancer as something you can catch. But cervical cancer is nearly always caused by a virus.

Here's what happens: The human papillomavirus (HPV) is passed from person to person during sex. HPV causes cells on the cervix to change. They

usually go back to normal on their own. But sometimes these cells turn into cancer.

That can take many years. In the meantime, women can protect themselves. Though there are no early symptoms of cervical cancer, these tests can find problems early:

- An HPV test checks for the virus. Your doctor may suggest this if you are over age 30.
- A Pap test checks for abnormal cells. You should begin having Pap tests at age 21.

HPV and abnormal Pap test results are common. But simple treatments can kill or remove the abnormal cells. This can put a stop to cancer before it starts.

Source: Centers for Disease Control and Prevention

## Keep in touch with your doctor

Risks for a number of health problems go up as people age. These include:

- Arthritis
- Cataracts
- Certain cancers

Sometimes, a combination of genetics and environmental factors—including your lifestyle—puts you at risk as well.

By working with your doctor, you can find out your specific risks. What's more, you can learn what steps to take to lower your risk. For instance, your doctor might advise you to:

- Stop smoking
- Eat better
- Be more active
- Have recommended screening tests
- Take medicine if you need it

If you already have a health problem, be sure to work closely with your doctor. Doing so can help you manage your condition. And that can help you live a healthier life.

Sources: AGS Foundation for Health in Aging; National Institutes of Health

## 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](http://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.

## Cholesterol: Say yes to this test

High cholesterol is hard on your heart. But it usually doesn't cause symptoms. That means you could have it and never know it. Fortunately, a simple blood test can let

you know if your cholesterol is high.

Testing should start early—by age 20 for most people, even if you feel fine. You need regular testing too. That's usually every four to six years. But

you might need testing more often if you're at high risk for heart disease.

Your provider may suggest a fasting test. This means you shouldn't eat or drink for several hours before your test.

Once the results are back, be sure to ask your provider:

- What they mean for your heart health
- What you need to do next to protect your heart
- If you need follow-up testing

Source: American Heart Association

## How's your blood pressure?

High blood pressure can fool you. With this condition, the force of blood against your arteries is strong enough to harm them. You might think you'd feel that. But that's where high blood pressure is tricky: You can have it for years and not know it.

And that makes it dangerous. Over time, high blood pressure can lead to:

- Heart attacks
- Heart failure

- Strokes
- Kidney failure
- Blindness

Could you be at risk? The short answer is yes. High blood pressure can sneak up on anyone. Some things that may boost your risk are:

- Growing older
- Being overweight
- Eating salty foods

- Not exercising
- Smoking
- Being African American

But you won't know if your blood pressure is too high unless your health care provider checks it regularly. Ask about blood pressure screenings. Because if you do have high blood pressure, it's better to find out. That way you can treat it and control it, which may help you avoid worse problems down the road.

Sources: National Heart, Lung, and Blood Institute; U.S. Department of Veterans Affairs

## You can get help to stop smoking

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### You can quit too

No doubt, it's hard to give up smoking. But there are many more resources available today for stopping smoking than there were in 1976.

For example:

- Over-the-counter nicotine replacement gum, patches and other products
- Prescription medicine to help ease cravings
- Free help by phone or online from trained counselors at the National Cancer Institute: [www.smokefree.gov/tools-tips/speak-expert](http://www.smokefree.gov/tools-tips/speak-expert)
- A national network of tobacco cessation quitlines: **1-800-QUIT-NOW (1-800-784-8669)**
- Free support and tips by text message. Sign up at [www.smokefree.gov/tools-tips/smokefreetxt](http://www.smokefree.gov/tools-tips/smokefreetxt)
- Apps for smartphones. Learn more at [www.smokefree.gov/tools-tips/apps](http://www.smokefree.gov/tools-tips/apps)
- Free tips and tools from the ACS at [www.cancer.org/smokeout](http://www.cancer.org/smokeout)

Make this year the one that you finally say good riddance to smoking—forever.

## How to find an urgent care center

Go to [www.marylandphysicianscare.com](http://www.marylandphysicianscare.com). Click "Find a Provider" (at top right); then scroll down to "Find a Provider by Type." Under the "Specialty Type" box, scroll down to "Urgent Care Facility."

MPC Urgent Care Centers	Service Areas and Phone Number
ChoiceOne Urgent Care of Towson	<b>1-855-227-3050</b> Baltimore area
ExpressCare	<b>410-616-9381</b> Anne Arundel, Baltimore, Carroll, Cecil, Howard, Prince George's, Wicomico
MedExpress Urgent Care Hagerstown	<b>301-790-0254</b> Washington
MedExpress Urgent Care La Vale	<b>301-729-0529</b> Allegany
MinuteClinic LLC	<b>1-866-389-2727</b> Covered over the majority of the counties in Maryland
Patient First	<b>1-800-447-8588</b> Anne Arundel, Baltimore, Charles, Harford, Howard, Montgomery, Prince George's
RediClinic	<b>1-866-607-7334</b> Baltimore, Howard, Montgomery, Prince George's
Righttime Medical Care	<b>1-888-808-6483</b> Anne Arundel, Baltimore, Charles, Frederick, Montgomery

## 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](http://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
- 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.

## The prior authorization process

Maryland Physicians Care (MPC) has a list of providers in our network and medicine that we cover. We ask our providers to look on our website and use these when possible. There are certain specialists, procedures and medicines that your provider will require special permission to use for you. The way to get them is through the prior authorization process.

Your provider will fill out certain forms and send clinical notes that tell the reason to use a provider outside of our network, to use a medicine not on our list or to have certain procedures. MPC will make a decision within two days if a request comes with all of the right information. If we

need more information, we may contact your provider's office. In this case, DHMH gives MPC seven days to make a decision. If we do not receive information from your doctor or the information does not meet our guidelines, we may not approve the request. Incomplete information is the biggest reason requests are not approved.

If we do not approve a request, both you and your provider will receive a letter that explains why. It will also explain what steps should be taken if you or your doctor disagree. If we approve a request, your doctor will be notified.

## 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](http://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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