



Summer/Fall 2014

## 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 below 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

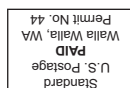
- Ear infections
- Rash or skin problems
- Flu-like symptoms
- Broken bones

### 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



## 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

## Four screenings your child needs

Is your child's health on track? These four screenings can help you find out:

- **Vision.** Poor eyesight can keep your child from doing well in school. A vision test can help uncover possible problems.
- **Hearing.** Not being able to hear clearly can also affect school performance. A simple test can find hearing loss.
- **Lead exposure.** Even very low levels of lead can affect a child's brain development. A blood test can detect levels that are too high.
- **Body mass index (BMI).** This measures a child's height and weight. It can help show if a child is at a normal weight, overweight or on the path to obesity—and other health concerns.

Hearing and vision testing may be done at your child's school. If not, be sure they are done at your child's yearly well-child checkup.

And, if any problems are suspected, be sure to follow up with your child's doctor for more testing.

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

**Follow up:** For help scheduling a lead screening or a well-child visit, please call HEDIS Outreach at **1 (866) 651-7838**.

## Vaccines children need

✂ **Clip and save**

**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

**PCV13** = pneumococcal


**PPSV23** = pneumococcal

**RV** = rotavirus

**Tdap** = tetanus, diphtheria, pertussis

**VAR** = varicella (chickenpox)

 Range of routinely recommended ages

 Range for certain high-risk groups

 Range for catch-up immunizations

\*Needed in some cases

\*\*Also booster at age 16

| 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  | HepB  | HepB  | 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   |             |      |      |       |                        |
|       |        | PCV13 | PCV13 | PCV13 | PCV13 | PCV13 | PCV13 | PCV13 | PCV13 | PCV13 |             |      |      |       | PCV13                  |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | PPSV23                 |
|       |        | IPV   | IPV   |       |       |       |       |       |       |       | IPV         | IPV  | IPV  | IPV   | IPV series             |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | Flu, yearly (2 doses*) |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | Flu, yearly            |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MMR                    |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MMR series             |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | VAR                    |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | VAR series             |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | HepA (2 doses)         |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | HepA (series)          |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MCV4 (series)          |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MCV4                   |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MCV4**                 |
|       |        |       |       |       |       |       |       |       |       |       |             |      |      |       | MCV4**                 |

Updated 2014, with information from the Centers for Disease Control and Prevention

## Urgent care locations

For more information, visit [www.MarylandPhysiciansCare.com](http://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 (UC)**  
Cumberland, Maryland  
**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 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 (410) 665-0670**

**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

**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**

### 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**

**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

**Advanced Walk-In Urgent Care**  
Silver Spring, Maryland  
**1 (301) 592-1780**

**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 LLC**  
Silver Spring, Maryland  
**1 (301) 890-8000**

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

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

**Mercy Urgent Care Clinic LLC**  
Silver Spring, Maryland  
**1 (301) 460-8000**

**Patient First—Silver Spring**  
Silver Spring, Maryland  
**1 (443) 351-3917**

**Righttime Medical Care**  
Rockville, Maryland  
**1 (301) 468-6483**

**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 GEORGE'S COUNTY

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

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## Urgent care locations

Continued from previous page

**Greenbelt Medical LLC (After Hours)**  
Greenbelt, Maryland  
1 (301) 220-0039

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

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

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

### WASHINGTON COUNTY

**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 Doc's In**  
Salisbury, Maryland  
1 (877) 222-4934

### WORCESTER COUNTY

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

## 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

## Don't let the flu get to you

Each year has a flu season. And each flu season, the virus may change.

That's why almost everyone age 6 months and older should get a new flu shot every year. The shot is the best way to protect yourself.



A flu shot is really important for people age 65 or older. Older bodies don't fight off germs as well as young ones. An illness like the flu can make older people very sick. And the flu is more likely to turn into pneumonia in older people.

Flu season starts in the fall. So write *flu shot* on your calendar for September. That will remind you to call your health care provider and ask about the shot.

Sources: Centers for Disease Control and Prevention; U.S. Department of Health and Human Services

## 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**.

## 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**

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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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HYN30548 MD-14-06-04-ENG