



## What You Need to Know About Flu Shots

### What is the flu?

The flu is a virus that can cause mild to severe illness. Some people, such as older people, young children, and people with certain health conditions, are at high risk for serious flu problems. The best way to prevent the flu is by getting a flu shot every year.

### When should I get a flu shot?

October or November is the best time to get a flu shot. Getting the flu shot in December or even later can still help because people get the flu mostly in January or later. Flu season can even last as late as May.

Ask your doctor if you or your child should get a flu shot.

**MDwise has special programs to help Indiana Care Select members get healthy and stay healthy. The programs include:**



#### **INcontrol**

Learn to manage your asthma, diabetes or other chronic illness



#### **NURSEon-call**

Speak with a nurse 24 hours a day



#### **RIDEwise**

Enjoy free rides to doctor's visits



#### **TEENconnect**

Get information just for teens



#### **WELLNESSchats**

Fun, educational community events where you can learn about good health



#### **HELPlink**

Work with a member advocate who knows about health, school and community services



#### **WEIGHTwise**

Reach and maintain a healthy weight



#### **SMOKE-free**

Get help kicking the tobacco habit



#### **BLUEBELLE beginnings**

Give your newborn a healthy start



#### **MS.BLUEBELLE'S club for kids**

Teach kids to make healthy choices

### LOOK INSIDE!

- Guide for Staying Healthy
- Antibiotics
- Member Rights and Responsibilities

# A Guide for Staying Healthy

One of the best things you can do for yourself and your family is to take care of your health.

Screening tests are a good way to do that. Some tests help your doctor keep an eye on your heart health. Others can find diseases early, when they're usually easier to treat.

Some of the more common screening tests are listed below. You might need to start tests earlier if you have certain risk factors. For instance, you might need to have your cholesterol checked before age 45 if you smoke or have diabetes.

Take this list to your next doctor's visit. He or she can talk to you about which tests you might need and when.

Sources: U.S. Agency for Healthcare Research and Quality; National Women's Health Information Center



Test	When to Start	How Often to Recheck
Blood Pressure	Age 18	At least every 2 years
Cholesterol	Age 45, or earlier if you have risk factors. Ask your doctor.	Ask your doctor.
Blood sugar (for diabetes)	Age 45, or earlier if you have risk factors.	Every 3 years. Ask your doctor.
Mammogram	Age 40	Every 1 or 2 years. Ask your doctor.
Pelvic exam and Pap smear	Age 21, or when you start having sex	Every 1 to 3 years. Ask your doctor.
Colorectal cancer tests (includes rectal exam, fecal occult blood test, sigmoidoscopy, colonoscopy)	Age 50, possibly earlier for rectal exam	Fecal occult blood test is yearly. Others range from every 5 to 10 years. Ask your doctor.
Chlamydia	When you start having sex	Ask your doctor.
Sexually transmitted diseases	Before having sex, both you and your partner should be tested.	Before having sex, both you and your partner should be tested. Retest with each new partner.
Bone density test (for bone health)	Age 65, or earlier if you have risk factors	Ask your doctor about repeat testing.
Thyroid	Age 35	Every 5 years



## Ask Dr. Wise

**Q.** Why won't my doctor give me an antibiotic for a cold?

**A.** Taking an antibiotic when you have a cold won't work because it is an illness caused by a virus. Antibiotics only work against bacteria.

Taking antibiotics when they aren't needed can even cause harm. It can make bacteria stronger. The next

time you need the medicine, it might not work.

To make sure antibiotics work when you need them:

- Take them just as your doctor tells you to. Finish all the pills, even if you feel better.
- Let your doctor decide if you need them.
- Never take other people's medicine. It might not be right for your illness. You could even get sicker.



Improving the Health of  
Indiana Care Select Members

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Information in CARE NEWS comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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**Questions? Comments? Complaints? If you need help with anything about MDwise or your doctor, we can always help. Please call the MDwise Customer Service Line at 1-866-440-2449.**

# Member Rights and Responsibilities

**M**Dwise provides access to medical care for all its members. We do not discriminate based on your religion, race, national origin, color, ancestry, handicap, sex, sexual preference, or age.

Medical care is based on scientific principles. We provide care through a partnership that includes your doctor, MDwise, other health care staff, and you—our member.

## **MDwise is committed to partnering with you and your doctor. We will:**

- Treat you and your family with dignity and respect.
- Maintain your personal privacy. Keep your medical records confidential as required by law.
- Give you a clear explanation of your medical condition. You have a right to be part of all your treatment decisions. If you understand the options, you can better decide if you want a certain treatment. Options will be discussed with you no matter what they cost or whether they are covered as a benefit.
- Provide you with information about MDwise, its services, and doctors.

## **In addition, YOU have the right to:**

- Change your doctor by calling the MDwise Customer Service Department.
- Timely access to covered services.
- Appeal any decisions we make about your health care. You can also complain about personal treatment you get.
- Get copies of your medical records or limit access to these records, according to state and federal law.
- Amend your medical records that we keep.
- Get information about your doctor.
- Request information about the MDwise organization and operations.
- Refuse care from any doctor.
- Ask for a second opinion, at no cost to you.
- Make complaints about MDwise, its services, doctors, and policies.
- Get timely answers to your complaints or appeals.
- Take part in member satisfaction surveys.
- Prepare an advance directive.

- Get help from the Indiana Family and Social Services Administration (FSSA) about covered services, benefits, or complaints.
- Get complete benefit information. This includes how to get services during regular hours, emergency care, after-hours care, out-of-area care, exclusions, and limits on covered services.
- Request information about our physician incentive plan.
- Be told about changes to your benefits and doctors.
- Be told how to choose a different health plan.
- Health care that makes you comfortable based on your culture.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, in accordance with Federal regulations. This means that your doctor cannot restrain or seclude you because it is the easiest thing to do. The doctor cannot make you do something that you do not want to do. The doctor cannot try to get back at you for something that you may have done.
- When you exercise these rights, you will not be treated differently
- Provide input on MDwise member rights and responsibilities.
- Participate in all treatment decisions that affect your care.
- If MDwise closes or becomes insolvent, you are not responsible for our debts. Also, you would not be responsible for services that were given to you because the State does not pay MDwise, or that MDwise does not pay under a contract. Finally in the case of insolvency, you do not have to pay any more for covered services than what you would pay if MDwise provided you the services directly.



## **YOU are responsible for:**

- Contacting your doctor for all your medical care.
- Treating the doctor and their staff with dignity and respect.
- Understanding your health problems to the best of your ability and working with your doctor to develop treatment goals that you can both agree on.
- Telling your doctor everything you know about your condition and any recent changes in your health.
- Telling your doctor if you do not understand your care plan or what is expected of you.
- Following the plans and instructions for care that you have agreed upon with your doctor.
- Keeping scheduled appointments.
- Notifying your doctor 24 hours in advance if you need to cancel an appointment.
- Telling us about other health insurance that you have.

## **IMPORTANT TIP:**

If you do not follow your doctor's advice, this may keep you from getting well. It is your job to talk with your doctor if you have any questions about your medical care. Don't ever be afraid to ask your doctor questions! It is your right!



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