

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



NURSE on-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.BBLUEBELLE'S club for kids

Teach kids to make healthy choices



Make Smart Nutrition Choices

Your body needs balanced nutrition. The best way to do this is by eating nutrient-packed foods each day. Just be sure to stay in your daily calorie needs.

A healthy eating plan is one that:

- Emphasizes fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products.
- Includes lean meats, poultry, fish, beans, eggs and nuts.
- Is low in fat, cholesterol, salt and added sugars.

Don't give in when you eat out or are on the go. It's important to make smart food choices and watch portion sizes wherever you are – at the grocery store, at work, in your favorite restaurant or running errands.

Sources: U.S. Department of Health and Human Services, U.S. Department of Agriculture

Questions? Call us at 1-866-440-2449 or 317-829-8189 in the Indianapolis area. You may also visit us at www.MDwise.org.

LOOK INSIDE!

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- Page 5: Member Rights & Responsibilities

Stay Well This Winter

You can't catch a cold or the flu by standing in the rain. And you can't cure either one with chicken soup.

But there are simple ways to stay well this winter. And since it can take weeks to get better from a cold or the flu, your best bet is to stop them before they start.

Steer clear of germs

People in the U.S. get one billion colds a year. There are fewer cases of the flu, but it can be much more serious. The flu can be especially hard on older people or those with a disease, such as diabetes or heart disease.

Colds and the flu are caused by viruses. They are spread by touch or by a sneeze or cough. You can help keep yourself and others well with these tips:

- Wash your hands often, especially if you've been around someone who is sick. Use a disinfectant to clean surfaces, such as phones or toys, touched by sick people.
- Cover your mouth and nose with a tissue when you cough or sneeze. Then throw the tissue away.
- Avoid touching your nose, mouth or eyes.
- Get a flu shot.

If you do get sick

You might have the flu if your symptoms come on quickly and include a fever higher than 101 degrees, chills and muscle aches.

If you think you have the flu, call your doctor. There are medicines that can help. You should also see your doctor if



you have chest pain or trouble breathing.

Rest is one of the best things you can do if you get the flu or have a bad cold. The following tips may also help:

- Relieve symptoms with over-the-counter medicines. They can help with aches, fever, stuffiness and swollen sinuses. Make sure to read labels to find out what each drug is for. Ask your doctor if you have questions.
- Drink lots of fluids and eat well.
- Don't drink alcohol or smoke.

It's important to stay home when you're sick. You'll feel better, and you'll avoid spreading germs to others.

Don't forget that MDwise NURSEon-call is available 24 hours a day 7 days each week to answer any questions you have about your health.

Call 1-866-440-2449 and choose option #3.



NURSEon-call

Speak with a nurse 24 hours a day

Sources: American Lung Association; National Institutes of Health, Centers for Disease Control

Ask Dr. Wise



Q. What do I need to know about H1N1 or the "swine flu"?

A. The H1N1 flu was first found in the U.S. in April 2009.

This flu is spread the same way the seasonal flu spreads. H1N1

can either be mild or severe and has similar symptoms as the seasonal flu. If you experience flu-like symptoms, you should call or go to your doctor.

If you do get sick, be sure to stay home 24

hours after your fever is gone.

There is a vaccine for H1N1 this fall. The vaccine is targeted for:

- Pregnant women
- People who live with or care for children younger than 6 months of age
- Health care and emergency medical services personnel
- People ages 6 months-24 years of age
- People ages 25-64 years old who have chronic health disorders

Check with your doctor for more information.

Source: Centers for Disease Control



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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.

Women: Be Healthy, Stay Healthy

You should have your women's exam every year. Have you had your exam lately? This includes a pap smear and pelvic exam.

Also, for women who are sexually active, a Sexually Transmitted Disease (STD) test is important. One of the most common STDs is Chlamydia. In most cases there are no symptoms. You can have it for a long time and not know.

If not treated, it can cause harm to your female organs. It can result in not being able to have children.

For women who are 40 years old and older, a yearly mammogram is necessary. A mammogram is a test to check for breast cancer.

Talk to your doctor about these important exams. Your doctor may want you to have these tests at an earlier or different age.

Be healthy and stay healthy. Make an appointment today!



How can I help stop fraud and abuse?

When people aren't honest, it can be fraud. Fraud can increase health care costs for all of us.

You can help us stop fraud and keep costs down.

Here are some things that may be health care fraud:

- Letting someone use a member ID card that doesn't belong to him or her
- Giving wrong information on forms
- Trying to get benefits that a person shouldn't receive
- Trying to get medicines that a doctor didn't order
- Forcing people to pay more for medical care than they should
- Charging too much money for medicine at a drugstore
- Giving people treatments that they don't really need

These can be serious problems. If you think someone may be misusing benefits or not telling the truth in order to gain something, call us.

If you tell us when you think someone is doing something wrong, we'll try to find out if it is true. If it is, we'll fix the problem. But we won't tell anyone that you talked to us. Your name will be kept private.

Be sure to call if something doesn't seem right. With your help, we can protect people from fraud.

To learn more about how to stop fraud, call MDwise Customer Service at 1-866-440-2449 or 317-829-8189 in the Indianapolis area.



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Medicaid

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MDwise *Care Select* Dental Care

Dental care is a very important part of staying healthy. Your dentist will give you regular check-ups. He or she will take care of your regular dental care.

Any dentist who is a medicaid provider can provide dental care. You can find a dentist in your area by logging onto www.MDwise.org or by calling the Indiana *Care Select* enrollment broker at 1-866-963-7383.

You do not need an okay from your PMP (Primary Medical Provider) to see the dentist.

Covered Dental Services

- First oral exam
- Oral exams once every 6 months
- Emergency oral exams
- Dental x-rays (Complete set once every 3 years)
- Bite-wing x-rays once ever 12 months
- Teeth cleaning once every 6 months to age 21
- Fluoride treatment once every 6 months to age 19

- Silver fillings
- Tooth colored fillings for front teeth only
- Tooth removal
- Dentures

Members who are 21 years and older are allowed \$600 in dental services each year.

Dental Services Not Covered

Indiana *Care Select* covers most of your normal dental care needs. However, some care is not covered. Your dentist can tell you the full list of services covered by Indiana *Care Select*.

How to Find a Dentist

You can go to any Indiana *Care Select* dentist. You do not need to get an okay from your doctor.

Emergency Dental Care

If you have dental pain, call your dentist right away. Your dentist will arrange to see you as soon as possible.

Dental Questions or Problems

If you have questions about dental benefits, talk to your dentist, call MDwise *Care Select* Customer Service at 1-866-440-2449 or 317-829-8189 in the Indianapolis area, or call 1-800-457-4584.

To find a dentist near you, call the *Care Select* Enrollment Broker at 1-866-963-7383. Have your Hoosier Health Card or Social Security Number ready when you call. You can also visit www.MDwise.org.



ADHD Medication Appointments

If your child is on ADHD medicine, it is important that you keep appointments with your doctor. Your child needs to be seen one month (or 30-days) after starting medicine. At these follow-up appointments the doctor will check on how your child is doing on the medicine. Your child will need to be seen 2 more times in the next 9 months after that. Going to these appointments will help your child do well on the medicine. If you have questions about these appointments, or your child's medicine, call your doctor's office. They can help!

Member Rights and Responsibilities

MDwise 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!

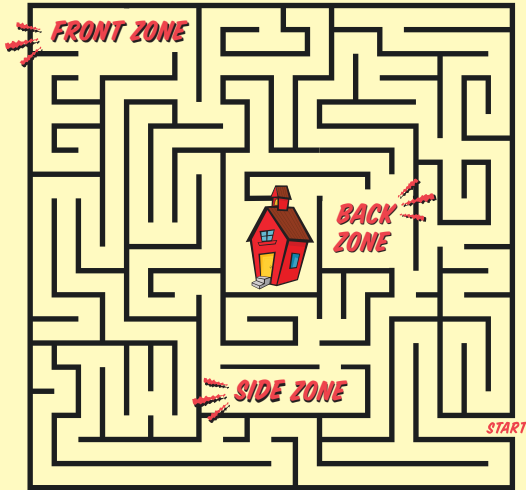
SCHOOL BUS SAFETY TIPS



The greatest danger with riding a school bus is when you get on or after you get off of the bus. There are three "danger zones" around every bus.

AVOID THE DANGER ZONES!!

SCHOOL BUS SAFETY MAZE!



LOOK OUT FOR DANGER ZONES!

FRONT ZONE: It is never safe to walk close to the front of the bus. The driver may be sitting up too high to see you. Walk 5 giant steps ahead of the bus. Then wait until the driver signals you to cross in front of it.

SIDE ZONE: Never walk close to the side of a bus. Stay 5 giant steps away from the side. You may be in the driver's "blind spot" where they cannot see you.

BACK ZONE: Never walk behind a bus. The driver will not see you.

CAN YOU FIND THESE WORDS?

- | | |
|------------|--------|
| BUS DRIVER | BUS |
| WALK | FRONT |
| CROSSING | SEE |
| HAND | SIDES |
| FALLS | SIGNAL |
| RAILS | WATCH |
| RUNNING | WHEELS |
| SAFETY | |

Hey boys and girls, don't forget to call the Ms. Bluebelle Hotline to hear a fun and cool message. Call 1-866-440-2449 or 829-8189 in the Indianapolis area and choose option #4. Make sure to get your parents permission.

MS BLUEBELLE'S WORD SEARCH ON SCHOOL BUS SAFETY



R	H	E	R	A	I	L	S	U	L	B	S	K
O	C	D	I	T	R	A	C	H	T	U	Q	U
O	T	S	F	S	L	Q	E	N	W	S	S	W
B	A	A	C	R	O	S	S	I	N	G	I	H
U	E	W	A	L	K	H	D	B	I	S	D	E
S	N	O	B	F	O	V	U	H	F	I	E	E
D	O	T	I	R	T	O	O	A	X	G	S	L
R	Z	K	P	O	A	I	L	N	K	N	F	S
I	S	X	L	N	A	D	K	D	E	A	A	T
V	E	P	E	T	J	U	L	U	U	L	L	C
E	E	U	S	A	F	E	T	Y	W	J	L	H
R	N	C	W	C	K	Q	W	L	I	S	S	I
W	A	T	C	H	R	O	C	L	S	O	D	L
S	M	I	A	H	X	R	U	N	N	I	N	G