

Access Pass Program

Did you know that families who participate in *Care Select* can visit some of the museums in the Indianapolis area for just \$1 per family member per visit? See the list of participating museums below.

- The Children's Museum of Indianapolis
- Conner Prairie Interactive History Park
- Eiteljorg Museum of American Indians and Western Art
- NCAA Hall of Champions
- Indiana Historical Society

For more information, please visit MDwise.org/admissiondiscounts.html.

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Questions? Call us toll-free at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. You may also visit us at MDwise.org



Rides to Doctor Appointments

Indiana *Care Select* covers rides to doctor appointments for MDwise *Care Select* members. Members get 20 one-way rides each year. If you DO NOT have a way to get to an appointment with your doctor:

1. Call a Medicaid transportation provider (cab or taxi company) as soon as you know you need a ride.
2. If you need an urgent trip for an appointment that was scheduled on the same day, let us know.
3. To find a list of transportation providers go to www.indianamedicaid.com or call MDwise *Care Select* Customer Service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area to get numbers of transportation providers in your area.
4. You may have to pay a co-pay for your ride. Your driver may charge you 50 cents to \$3 each way. This will depend on the type of service you receive and the number of miles your trip takes. No extra co-pay is required for accompanying a member who is a minor, or for an attendant. You also do not have to pay a co-pay if you are younger than 18, are pregnant, or are in a hospital nursing facility or other medical institution.
5. You should only take an ambulance when it is a true emergency. There is no co-pay for emergency ambulance service. See pages 16–18 in the MDwise *Care Select* handbook for examples of emergencies. If you think your problem could cause lasting harm or loss of life, call 911.

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!



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MDwise.org

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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Please call the MDwise Customer Service Line toll-free at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #1 for Care Select.

Check-ups for Adults

Adults do not need as many check-ups as children. However, preventive care is still important to keep you healthy, especially as you get older.

Adult Preventive Care Guide

The following chart lets you know what care or screening you may need for someone your age and gender. Refer to the corresponding row, based on your age, for the preventive care you may need. Your PMP will also know what preventive services you need.

If you are:	You need:
Male age 19–34	Annual Physical Exam Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Flu Shot* Pneumococcal Vaccine*
Female age 19–34	Annual Physical Exam Pap Smear Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Flu Shot* Pneumococcal Vaccine*
Male age 35–49	Annual Physical Exam Cholesterol Testing* Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Flu Shot* Pneumococcal Vaccine*
Female age 35–49	Annual Physical Exam Pap Smear Cholesterol Testing* (if you are over 45) Mammogram* Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Flu Shot* Pneumococcal Vaccine*
Male age 50–64	Annual Physical Exam Cholesterol Testing Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Colonoscopy Flu Shot* Pneumococcal Vaccine*
Female age 50–64	Annual Physical Exam Pap Smear Cholesterol Testing* Mammogram Diabetes or Blood Sugar Screen* Tetanus-Diphtheria Screen Colonoscopy Flu Shot*

*Annual or as required by your disease/history specific condition



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Member Appeal and Request for Hearing

If you are not happy with a MDwise decision about your health services, you can file an appeal. This includes if MDwise has decided that a request for services cannot be approved. You may also file an appeal if MDwise does not make a decision within the right timeframe.

You must file an appeal within 30 days of the date that the decision was made.

When you file an appeal, you may be able to continue getting a service that has been denied. This can only happen if you are getting those services already. You must send your appeal in before the denial takes effect.

If the decision is made at the hearing that the services will not be authorized, you will have to pay for those services. Ask us about continued services if this is important to you.

How to File an Appeal and Request for Hearing:

Step 1. Submit your appeal

You must write a letter. You can call the MDwise Customer Service Department for help writing your letter. When you write a letter, you should include the following:

- Your name, address, telephone number, and Hoosier Health Card number.
- Date and description of service that was denied.
- Additional information that can help in the review.
- You must sign the letter.

Keep a copy of these papers for yourself. Then, send the original to the Hearings and Appeals Section of Family and Social Services Administration (FSSA) at:

MS04
Indiana Family and Social Services Administration
Division of Family Resources
402 West Washington Street, Room W392
Indianapolis, IN 46204
Attention: Hearings and Appeals

Step 2. MDwise review of your appeal

After you send in your appeal, you can ask MDwise to review your appeal while the Administrative Hearing is being set-up. We would be happy to review your appeal to see if the right decision was made. You can ask for this by calling MDwise Customer Service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #1 for *Care Select*.



Step 3. An Administrative Hearing will be set up to review your case

At the hearing you will have the right to represent yourself. You can also choose a lawyer, a friend, a relative, or other person to represent you. You may see any information we have about your appeal. Your decision to appeal and request a hearing will not affect your *Care Select* benefits and eligibility for the program.

Step 4. State Agency Review

If you are not happy with the decision made at the Administrative Hearing, you can appeal. You must write and ask for an Agency Review. You must do this within 10 days of the Administrative Hearing decision. You can send your written appeal to the Indiana Family and Social Services Administration at the same address you used in Step 2.

The FSSA decision is the final administrative ruling. If you are still not happy, you can file a lawsuit. A court will then review your case.

How can I help stop fraud and abuse?

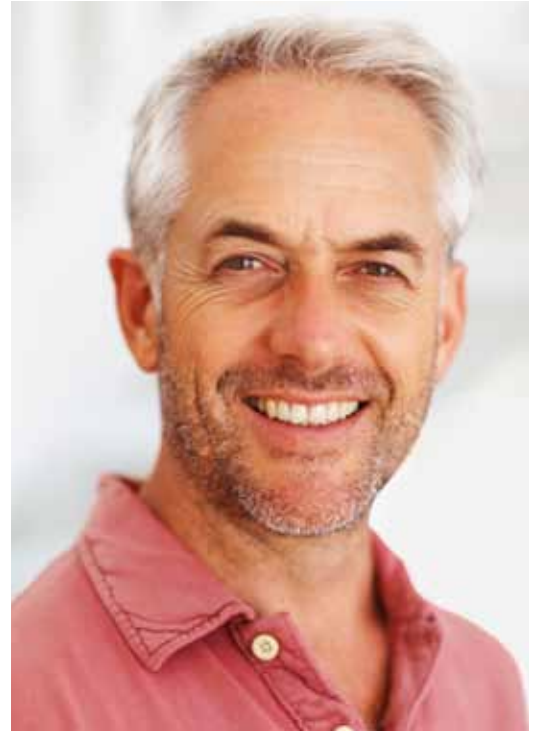
You can report fraud and abuse by calling MDwise Customer Service at 1-800-356-1204, or 317-630-2831 if you are in the Indianapolis area. Choose option #1 for *Care Select*. You do not have to give your name. If you do, the provider or member will not be told that you called.

Examples of health care provider fraud and abuse are:

- Billing or charging you for services MDwise covers
- Billing you for services you did not receive
- Offering you gifts or money to receive treatment or services
- Offering you free services, equipment or supplies in exchange for use of your *Care Select* card number
- Giving you treatment or services you do not need
- Physical, mental or sexual abuse by medical staff

Examples of member fraud and abuse are:

- Members selling or lending their identification cards to people not covered by *Care Select*
- Members abusing their benefits by seeking drugs or services that are not medically necessary



Help MDwise Stop Fraud and Abuse

- Do not give your *Care Select* card number to anyone. It is OK to give it to your doctor, clinic, hospital, pharmacy, *Care Select* or MDwise Customer Service.
- Do not let anyone borrow or use your Hoosier Health card.
- Do not ask your doctor or any health care provider for medical care you do not need.
- Work with your primary doctor to get all of the care you need.
- Do not share your *Care Select* or other medical information with anyone except your doctor, clinic, hospital, or other health provider.

You can also find information about fraud and abuse in your member handbook.



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.



Ms. Bluebelle's

CONTEST WINNERS!

Winners of the Ms. Bluebelle Contest 2010

Why is it important to go to the doctor for a check-up?

1st

I like the doctor
becaus they make
soor you are helty and
you feel good.



preschool-2nd

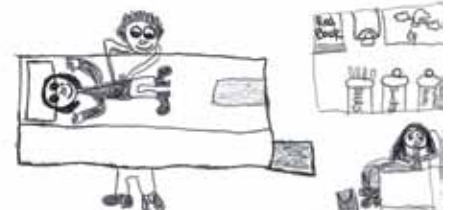
- 1st Place Cayla
- 2nd Place Raeonna
- 3rd Place Rachel

3rd-5th grade

- 1st Place Laci
- 2nd Place Austin
- 3rd Place Taylor

1st

Why We Need a checkup
once a year?
I make sure I see my
doctor once a year
To make sure my tests are
clear
My doctor, is doctor
Stanley Tretter I
couldn't ask for any-
one better.



It is important to have regular checkups to make sure you are in good health. To make sure you are up to date with immunization and you also need to have dental checkups, eye exams to keep your whole body healthy. Also just in case there is something going on you are not aware of, the doctor may be able to tell with regular checkups and if there is something wrong the doctor could give you treatments or medication to help cure you. The eye doctor can tell you if you need glasses and the dentist if you have any cavity and also to clean teeth at least 2 times a year.

1st

6th-8th grade

1st Place Justice

2nd Place Alaska

3rd Place Josh

9th-12th grade

1st Place Survear

2nd Place Danielle

3rd Place Dominique

seeing a doctor can help you stay healthy. **Imagine** Poem **Be Active**
 have a story here

Imagine living in a neighborhood where it was always quiet and lots of peace, touching any surface that surrounds you within only feet.

Imagine you seeing neighbors tending their gardens and children walking to school, but before you shake that person's hand you tend to drool.

Imagine shaking that person's hand and not washing your hands, but what you don't know is, that a name called **Bacteria** has a plan.

Imagine going through the day, hugging and shaking hands, and not feeling sick but, as the days, weeks, and even months go on, your **organs** tend to PFFP.

? **What if** the answer turned out to be that they had always been there and just had not seen them, not even on a cup, **Bacteria's** always there, that's why it is important to go to the doctor for a check-up.

1st

Your Pharmacy Benefit and What You Need To Know

As a member of MDwise *Care Select*, you have drug coverage.

Indiana Medicaid has a “Preferred Drug List” or “PDL” for your medicine needs. The Indiana Medicaid PDL has information about:

- Names of preferred medications
- Names of “first-line” medications (these medications must be used before “second-line” medications)
- Limits on the quantity or amount of medication you can receive
- Names of medications that require a prior authorization from your doctor before you can get them filled at a pharmacy

For most medicines, you can have a 30 day supply. You need to get your medicines at an Indiana Medicaid pharmacy.

Nearly all generic medicines are on the preferred drug list. MDwise *Care Select* members can call 1-800-457-4584, and pick option #2 to find out what medicines are on the preferred drug list. If you have internet access, you can go to www.indianamedicaid.com. This list also tells you the over-the-counter medicine and vitamins that are covered.

Why Prior Authorization?

Indiana Medicaid has a process to get medicines that are not on the PDL. This process is called Prior Authorization.

You may need a medicine that is not listed on the PDL. In this case, your doctor will need to provide information about your health. A decision will then be made about whether the medicine is right for you.

This is important for several reasons:

- You may need tests or help with very specialized medicines.
- You may be able to take a different medicine that is on the PDL.
- Medicines can sometimes be used for reasons that have not been shown to help.

When is a Prior Authorization required?

Your doctor must complete a prior authorization form:

- If a medicine is not listed on the Indiana Medicaid PDL.
- If you are getting more medicine than what is usually expected.
- If there are other medicines on the PDL that should be tried first.



Which pharmacies can I go to?

Indiana Medicaid has many pharmacy choices in Indiana. A list of pharmacies is at www.indianamedicaid.com. For safety reasons, choose one pharmacy to get all your medicines.

What if my pharmacy asks me to pay for my medicine?

There are co-pays for your prescription medicine. You will pay \$3.00 to get a prescription filled at the pharmacy. You do not have to pay a pharmacy co-pay:

1. For family planning supplies.
2. For drugs dispensed in an emergency.
3. If you are younger than 18 years of age.
4. If you are pregnant.
5. If you are inpatient in a hospital, nursing facility, intermediate care facility, or other medical institution.

If you have questions about whether your medication is covered, please call your doctor's office, pharmacy, or MDwise Customer Service for help. The MDwise Care Select Customer Service number is 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #1 for Care Select.

REMINDER:

You can always view your member handbook online at MDwise.org. Choose Members, then Indiana *Care Select*, and click on “Handbook & Overview” in the left column.