

# steps to PREVENTION

## Speak to a Nurse 24 Hours a Day

Sometimes you have questions about your health. There are a lot of ways to find answers, such as looking on the internet or asking friends and family members. But the best way to have your questions answered is by talking with a nurse



or your doctor. They will be able to give you the information you need.

As a MDwise member, you can speak with a nurse 24 hours a day, seven days a week with our NURSEon-call program. The nurse

can help you with questions you have and will tell you what your next steps should be.

So if you have any questions about your health, just call NURSEon-call. You will be able to speak with a nurse, not a recorded message. Call 1-877-822-7196 or in the Indianapolis area 317-822-7196 and select option #3.

## SPECIAL PROGRAMS FOR GOOD HEALTH!

MDwise has special programs to help you get healthy and stay healthy. The programs include:



### **NURSE**on-call

Speak with a nurse 24 hours a day



### **HELP**link

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



### **IN**control

Learn to manage your asthma, diabetes or other chronic illness



### **WEIGHT**wise

Reach and maintain a healthy weight



### **SMOKE**-free

Get help kicking the tobacco habit



### **WELLNESS**chats

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

Questions? Call us at 1-877-822-7196, or in the Indianapolis area (317) 822-7196.

You may also visit our Web site at:

[www.MDwise.org](http://www.MDwise.org)

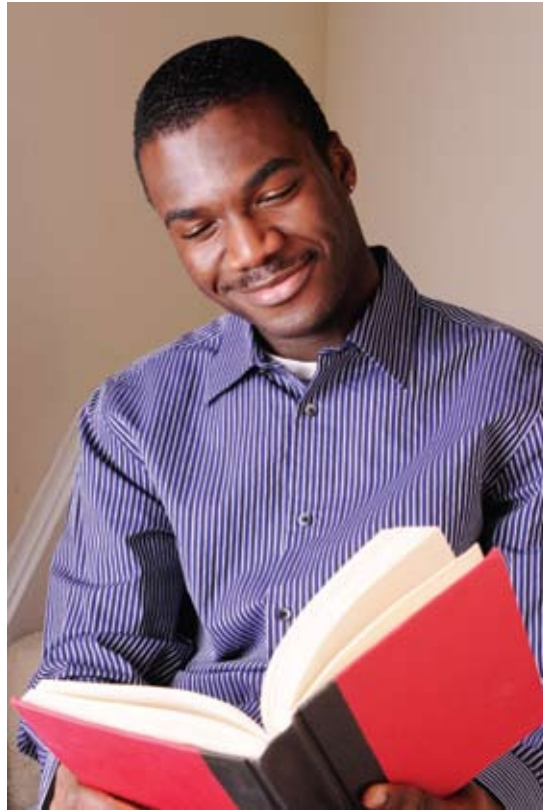
## Your Monthly POWER Account Statements

We are happy to announce that member statements are now automated! This means that you will get your statements at the same time each month. This will start in early September.

Your POWER Account statements will list medical and pharmacy services that you used. It will also list your monthly contributions and the contributions that the State makes for you. Your statement at the beginning of August should include medical services that you used in July. Do not be alarmed if there are services missing. Please wait until the next month's statement. Then, check it again to be sure that all services are included.

If you have any questions please call MDwise with AmeriChoice Customer Service at 1-877-822-7196 or in Indianapolis, 317-822-7196.

# Give Yourself a Break



**W**orried about paying the bills? Concerned about your kids? Relationship trouble?

Stop and take a deep breath. The way you react to these daily strains can hurt your health.

But there are things you can do to make coping easier.

Let go of the things you can't change. Focus your energy on changing the things you can.

Talk things out. Sharing the stress can help relieve your worry.

Go for a walk. Exercise can lower blood pressure and ease tense muscles.

Relax. Just a few minutes of quiet time can change your outlook. Find a peaceful spot; if you can't, close your eyes and imagine that you are in a

relaxing place.

Take one step at a time. Do the most important things first. After you finish one task, move on to the next. Take pride in what you have done.

Plan ahead. If you know that an event will be stressful, get ready for it as best you can.

Avoid drugs and alcohol. Don't try to relieve your stress by turning to these substances. They only make things worse.

If life still seems like too much to handle, tell your doctor how you feel. It's not a weakness to ask for help.

MDwise with AmeriChoice covers behavioral and mental health services. For more information, call 1-877-822-7196 or in Indianapolis, 822-7196 and pick option #2.



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Information in STEPS TO PREVENTION 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 1-877-822-7196, or in the Indianapolis area (317) 822-7196.**

# How to Know When To Go to the Emergency Room



Emergency rooms are often used for conditions that aren't considered life-threatening emergencies. This can keep people who are having a true emergency from getting the treatment they need. This is why emergency rooms should only be used for true emergencies! If you are not sure if your situation is an emergency, call your doctor for advice. Your doctor has someone who can help you 24 hours a day. If you hear a recorded message when you call, listen carefully for instructions.

Healthy Indiana Plan members must pay a copay when you go to the Emergency room. Your copay can be from \$3 to \$25. Your copay is listed on your MDwise with AmeriChoice card. You cannot use your POWER account to pay for this copay. If you are admitted to the hospital you do not have to pay this copay.

## If you have or need this:

**Preventive Care** - This is when you get regular care to keep you healthy.

Examples are:

- Check-ups
- Annual exams
- Immunizations (shots)
- Prescriptions and refills

**Urgent Care/Sick Visit** - This is used when you need immediate care, but you are not in danger of lasting harm or loss of life. Examples are:

- Earache
- Sore throat
- Fever
- Minor cut that may need stitches

**Emergency Care** - This is used when you have a serious medical condition and are in danger of lasting harm or loss of life if you do not go to the Emergency Room immediately. Examples are:

- Poisoning
- Severe head injury
- Excessive bleeding
- Convulsions
- Serious burns
- Loss of consciousness
- Sudden severe chest pains
- Trouble breathing

## Please do this:

**Preventive Care**

- You should always call your regular doctor to make an appointment for preventive care.

**Urgent Care/Sick Visit**

- Call your doctor. The doctor will make you an appointment or give you other instructions.
- You should not go to the Emergency Room for urgent care.
- Even if it is late at night, your doctor always has someone who can talk to you and help.

**Emergency Care**

- Go to the nearest hospital or call 911. You do not have to call your doctor first in an emergency.
- When you get to the hospital, or as soon as you are able:
  - Show them your Hoosier Health Card
  - Tell them you are a MDwise member
  - Ask them to call your doctor within 24 hours

# Member Rights and Responsibilities

**M**Dwise with AmeriChoice 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 with AmeriChoice, other health care staff, and you—our member.

MDwise with AmeriChoice 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 with AmeriChoice, its services, and doctors.

In addition, YOU have the right to:

- Change your doctor by calling the MDwise with AmeriChoice 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

with AmeriChoice organization and operations.

- Refuse care from any doctor.
- Ask for a second opinion, at no cost to you.
- Make complaints about MDwise with AmeriChoice, 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 with AmeriChoice member rights and responsibilities.
- Participate in all treatment decisions that affect your care.

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!

