

steps to

wellness



WINTER 2011

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Questions?

Go to our website at MDwise.org.

Si quiere que le mandemos esta información en español, favor de llamar a nuestro departamento de Servicio al Cliente de MDwise al 1-800-356-1204 o 317-630-2831 en Indianápolis. También puede encontrar esta información en español en nuestra página web en MDwise.org. Gracias.



Winter Safety for Kids

We often hear about summer safety tips—ways to protect us from the sun and the heat. But, winter is also a time when safety reminders are important. Your kids should continue to get physical activity during the winter. Here are a few tips to keep them safe as they venture in the great outdoors:

Did you know that kids can still get sunburned in the winter? Remember to use sunscreen on exposed parts of their skin during outdoor play.

Dress infants and children warmly for outdoor activities. Several thin layers will keep them dry and warm. Don't forget warm boots, gloves or mittens, and a hat. Kids who aren't dressed warmly enough can develop a lower than normal body temperature. This is known as hypothermia.

Frostbite happens when the skin becomes frozen. Check your child while he or she is playing to make sure frostbite hasn't developed. It is especially common on fingers, toes, ears and the nose.

Sledding can be great fun, but also has many dangers. Dangers include head and neck injuries. Supervise your kids at all times while they are sledding. Do not allow your child to slide down headfirst. Consider having your kids wear a bicycle helmet. Avoid sledding in crowds. Collisions with other sledders are likely to occur.

Set reasonable time limits on outdoor play. This will prevent low body temperature and frostbite. Have your children come inside to warm up before they head back out to play.

Source Material: American Academy of Pediatrics



NURSEon-call

Speak with a nurse 24 hours a day

Need help deciding whether to see your doctor or go to the emergency room?

Call MDwise NURSEon-call at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #2 for Hoosier Healthwise or option #3 for HIP. Then press option #3 for NURSEon-call. NURSEon-call is available 24 hours a day.

Make a Date for Hoosier Healthwise and HIP

We want to thank you for being a MDwise member. We want to keep you as our member so we can keep you and your family healthy. MDwise needs your help to make sure that happens. To ensure that you do not lose coverage, please remember:

- 1. You will get a letter from the State of Indiana telling you when it is time to renew.** If you have moved or changed your address, let your case worker know that today. If you don't get the information about when to renew you and your family members may lose coverage.
- 2. The State may want to schedule an interview with you.** Please be sure to keep that appointment.
- 3. If you need to change the appointment they set for you, call 1-800-403-0864 right away to make the change.**
- 4. Some members do not have to have a phone interview. You may be**

asked to send in documentation to continue your coverage. Please send it in right away. There is a due date listed on your letter from the State.

5. If you do not renew on time, you may lose coverage. If you renew on time, you will have no lapse in services, improved health outcomes and potentially less administrative hassle.

6. If you have questions regarding redetermination, please contact Indiana Family Social Services. Their phone and fax number is 1-800-403-0864.

7. If you want to mail in documents, the address is:

FSSA Document Center
P.O. Box 1810
Marion, IN 46952

If you have any questions you can call MDwise Customer Service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

Hoosier Healthwise (HHW) members will remain enrolled in their chosen health plan for a one year period. Once each year you will have a chance to enroll in a new health plan. All new members joining MDwise will have 90 days from the day that they start to decide to stay in MDwise or change to a different plan. Members who have been with MDwise for longer than 90 days will need to stay in MDwise for a year.

Healthy Indiana Plan (HIP) members must re-enroll every 12 months. 90 days before your coverage ends, you will get a letter from the Division of Family Resources with information on how to enroll for next year. 60 days before your coverage ends, you will get another letter from the Division of Family Resources with a re-enrollment form. The Division of Family Resources must get this completed form 45 days before your coverage ends or you will be disenrolled from HIP. If that happens, you will not be able to re-enroll for 12 months.

MDwise Quality Program Summary for 2010

Each year MDwise reviews the care and services provided for members. Here are the results of the review.

Areas in which MDwise is doing well:

- Getting the first visit and ongoing prenatal care and post partum visit after delivery. Good pregnancy care is important.
- Well-care visits for children 0–21 years of age.
- Monitoring children with newly prescribed ADHD medication.

Areas in which MDwise wants to currently focus to improve:

- A child 0–15 months of age should have at least 8 well-child visits or check-ups.
- Children ages 3–21 years of age should see the doctor at least once a year for a well-care visit.
- Members with diabetes should see their doctor at least one time each year to test for levels of sugar and fat in their blood.

You can earn MDwise Rewards points for getting care. Go to MDwise.org/rewards to learn more.



Questions? Comments? Complaints?

If you need help with anything about MDwise or your doctor, we can always help. Please call MDwise Customer Service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.



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MDwise.org.

Information in STEPS TO WELLNESS 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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Jingle Bell Blues

It seems the holiday season starts earlier every year. The year end holidays may lead to a stressful experience for many people. The holiday blues can be prevented by recognizing common triggers. Then you can put some simple strategies into place. Before your inner Scrooge comes out, take a few minutes to learn about holiday related mood changes.

Holiday blues are caused by a combination of reasons. They include the stress of meeting unrealistic expectations. From early October to the end of the year, we are exposed to commercial messaging surrounding the holidays. Our usual everyday lives continue on. But demands to meet holiday expectations get added.

Acknowledge your feelings. Then set your expectations realistically. Create a budget and stick to the budget. Create memories through experiences, not through packages.

Stick to your grocery budget. More isn't always better. It can add to extra holiday pounds.

If you are isolated, seek out community, religious or volunteer events. Giving back to others counters loneliness. Those in even greater need than yourself can appreciate your time and talents. Try connecting.

The holidays also heighten feelings of loss. You might miss a deceased loved one. Or you may yearn for family or friends who live too far away to visit. These feelings can lead to grief. Grief typically passes once life gets back to normal after the holiday season is over. If it doesn't, find a health care professional you can talk to.



Here are some tips to help you cope:

- **Take a breather.** Step out of the activities for twenty minutes of calm time.
- **Value today for today.** Each year is different. There is little use in comparing this year's experience to the past.
- **Stay on your regular schedule as much as possible.** Get your kids to sleep at their regular times.
- **Eat, drink and be merry in moderation.**
- **Exercise.** It relieves stress and improves mood. Go for a walk with a friend. Rake leaves. Run with the dog. Build a snowman.
- **Put yourself in a position to laugh every day.** Whether you laugh with a loved one, or while watching TV, laughter can sometimes be the best medicine.

Parents, Do You Have Health Coverage?

The Healthy Indiana Plan (HIP) is an affordable health insurance plan for uninsured Hoosier adults. HIP is sponsored by the State and only requires minimal monthly contributions from the participant. You may qualify for HIP if:

- * You have been uninsured for at least six months (If you have been on Hoosier Healthwise, Care Select or other Medicaid program, but are no longer covered, you may still be eligible).
- * You do not have access to health insurance coverage through your employer.
- * You are 19–64 years old.
- * You are not eligible for other Medicaid coverage or Medicare.
- * You are a legal U.S. resident.

Currently, HIP is available for caretaker adults only. HIP is currently adding childless adults off the current waiting list only. You can still apply and be added to the waiting list. You will be notified when HIP is open to enrollment for childless adults.

Call 1-877-GET-HIP-9 today for more information or go to www.HIP.in.gov.



SMOKE-free

Get help kicking the tobacco habit

Be SMOKEfree

It is normal to try more than one time to stop smoking. Don't be discouraged.

For further advice and support, call Indiana's Tobacco Quitline at 1-800-QUIT-NOW (800-784-8669). You can also go to www.in.gov/quitline.

Results of the 2011 MDwise Member Satisfaction Survey

Here is What You Had to Say

1,324 MDwise Hoosier Healthwise members and 608 Healthy Indiana Plan members answered our survey to help us serve you better. 854 of these were parents who answered the questions for their children who are MDwise members. The answers were kept private—MDwise does not know which members answered the survey questions.

In general, MDwise members were happy with their doctors and with the MDwise health plan.

MDwise members were asked some questions about how they got health care. 75% answered they had seen their

doctor in the past six months. A lot of people had gone to the emergency room too (72% of Hoosier Healthwise adults and 55.9% HIP adults).

MDwise adult members and parents of child members found five areas they thought could be better.

- ✓ How well doctors communicate
- ✓ Customer service
- ✓ Health promotion and education
- ✓ Specialists
- ✓ Advising smokers to quit (adults only)

At MDwise we are pleased that our scores were good compared to other health plans. The most important thing is that we can learn how to serve our members better in the future. Our goal for next year will be to improve all areas of service, especially those you thought could be better.

MDwise and your doctor are always here to answer your questions and get you the help that you need. You can call us 24 hours a day at 1-800-326-1204 or 317-630-2831 in the Indianapolis area.

	Children	Hoosier Healthwise Adults	Healthy Indiana Plan Adults
“If 10 is the highest score, how would you rate you or your child’s personal doctor or nurse?”	85.2% of members rated their doctor or nurse as an 8, 9 or 10	74.1% of members rated their doctor or nurse as an 8, 9 or 10	78.8% of members rated their doctor or nurse as an 8, 9 or 10
“When you or your child needed care right away for an illness, injury or condition, how often did you or your child get care as soon as you wanted?”	91.8% said always or usually	79.7% said always or usually	82.6% said always or usually
“How often did your doctor or other health providers explain things in a way you could understand?”	89.0% said always or usually	87.7% said always or usually	91.2% said always or usually
“Would you recommend your health plan to your family or friends?”	97.0% said definitely yes or probably yes	92.9% said definitely yes or probably yes	92.6% said definitely yes or probably yes

TIP:

MDwise members should always remember to call their doctor if they need health care. Only go to the emergency room if it is a true emergency. Please refer to your handbook for the definition of a true emergency. Calling your doctor first could save you hours of waiting in the ER when you might not need it.

