

Tips for MDwise Hoosier Healthwise Members

MDwise Customer Service

Please call us at **1-800-356-1204**. We are open from 7 a.m.–7 p.m.
Press option 2, then option 1, then option 2.



Please say the language that you need. We will get an interpreter on the phone to help talk to you. Stay on the line until an interpreter comes on.

Customer Service will ask you to provide your name, date of birth, address, phone number and Hoosier Health Card number. This is to make sure we are talking to the correct person and to update our information.



We can help with things such as:

1. Rides to medical appointments. Call 2 business days before the appointment. We will need to know:
 - Your address and phone number.
 - Date of doctor's appointment.
 - Time of doctor's appointment.
 - Name of the doctor or name of office.
 - Doctors address and phone number.
 - Number of people that will be riding with you.
 - If you need a wheel chair van.
 - We will tell you when to be ready for pick up.
 - When you are ready to go home call us at **1-800-356-1204** and press option 2, then option 1, then option 1. We will send the cab to pick you up.
2. Interpreters for your medical appointment.
3. Who your assigned doctor is.
4. How you change your doctor.
5. What you do if you are asked to pay for medical services.



How do you get your medicine?

Your doctor can explain how to take medication that he/she prescribes for you. You may have a small copay for your medicine of \$3–10. If you have questions about or a problem getting your medicine filled at the pharmacy, you can call **1-800-457-4584**. Choose option 2.



Doctor's office

Your relationship with your doctor is very important. When you need to talk to your doctor's office please say the language that you need. Your doctors' office will provide a phone interpreter or a person who can help talk to you.

If you can't keep your appointment you will need to call and cancel. Please do this one day before your appointment.

If you receive a call or message from your doctor or MDwise please call back right away. We are trying to reach you to share important information. We are here to help, so call us at **1-800-356-1204** and press option 2, then option 1, then option 1.

Your doctor is _____
and the phone number is _____