



Well-Child Visits Steer Children to Better Health

Your child should visit the doctor for check-ups regularly. Well-child visits are special check-ups for children. Well-child visits help make sure children are growing well. They can also help doctors see if children are ready to start school.

The American Academy of Pediatrics recommends well-child visits at these ages:

- Within 3–5 days after birth
- At 1 month, 2 months, 4 months, 6 months, 9 months, and 12 months
- At 15 months, 24 months, and 30 months
- Every year at ages 3–21

It is important for parents to take their children to all appointments. Many tests take place during well-child visits. Well-child visits can include:

- Vaccines
- Physical exam
- Screenings or tests for autism, lead, and tuberculosis
- Vision and hearing screening

A good time to schedule a well-child visit is close to your child's birthday (for kids 3 and older) to help you remember each year. Another good time is before the next school year starts. Call now to schedule your child's exam over the summer months so your child is ready to start school.

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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.

Tell Us What You Think About Your Health Care

March is the time for you to tell MDwise what you think about your health care experiences. During the month of March, our survey company, The Myers Group, will mail nearly 10,000 surveys to MDwise members. If they do not hear back from you, they will call you. The survey only takes only five minutes. The survey will ask questions that will tell us how good a job MDwise and your doctors are doing. You will even be asked questions like whether or not your doctor provides you counseling about things like how to stop smoking. The Myers Group will sum up the answers and give us a report card. MDwise will not know which members were called. If you get a survey in the mail, or a phone call, please take time to give us your feedback. We hope you think we are doing a good job. But we always want to improve. We will tell you about our "grades" in the winter newsletter.



Be SMOKEfree

When you decide you want to quit, set a quit date, ideally within two weeks. Tell your family, friends and workmates of your plans to quit. Ask for their support.

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.



SMOKE-free

Get help kicking the tobacco habit



Open Enrollment Reminder for Hoosier Healthwise Members

Hoosier Healthwise 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. You will get a letter to remind you. Members who have been with MDwise for longer than 90 days will need to stay in MDwise for a year. After a year, you can change to another plan if you choose. If you have questions, please call MDwise at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #2 for Hoosier Healthwise.

Member Redetermination for Healthy Indiana Plan Members

Healthy Indiana Plan 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. It is very important you that you fill out the re-enrollment form right away and send it in! 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.

Please mail the form to: FSSA Document Center, P.O. Box 1630, Marion, IN 46952. You can also fax the completed form to 1-800-403-0864. If you have any questions, call MDwise Customer Service toll-free at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #3 for HIP.



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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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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.

New Ways to Pay Your Monthly Contribution in 2011 for HIP Members

Your POWER Account

As a member of the Healthy Indiana Plan, there are special rules to follow. Once you are eligible for the Healthy Indiana Plan, you will get a letter that will let you know what your monthly contribution is. You must pay this each month. If you do not pay this, you will be disenrolled from the program. We will send you a statement each month to remind you. You can also choose to pay for the entire year in one payment. If you are disenrolled due to non-payment, you cannot re-enroll for 12 months and there will be a 25% penalty on your POWER Account.



There are a number of ways you can make your monthly POWER Account contribution:

1. Check or Money Order.

Make your check or money order payable to MDwise and mail your payment to:
MDwise HIP Contributions
PO Box 630869
Cincinnati, OH 45263-0869

Important note: All checks and money orders are held for 10 days to allow them time to clear. Please keep this in mind when mailing your contribution.

If you do not have enough money in your bank account to cover the payment that you make, you will have an additional fee to pay. You will have to pay a \$3.00 fee if your check bounces. This is in

addition to making your monthly payment again.

2. Cash. *Coming Soon.*

Please do not mail cash. HIP members can use the "Check-free Bill Payment" at Wal-Mart stores.

3. Employer Contribution.

Ask your employer about paying part of your contribution. If your employer agrees to help pay, he/she must fill out the Employer Contribution Form. This form can be found on our website at MDwise.org/employer. Only a part of your contribution can be made by your employer (up to 50% of the total contribution). You will get a bill each month for the rest.

4. Payroll Deduction.

Ask your employer if you can have your HIP contribution taken from your paycheck. If so, your employer will need to view the Payroll Deduction/Direct Deposit Instruction Information.

5. WISEpay.

Members may also submit payment online with a debit or credit card or arrange for an automatic withdrawal from a designated bank account (electronic funds transfer). You can do this through your myMDwise Member Portal account on our website. Click on the MDwise WISEpay link. For general billing or payment help or if you need help with your online payment, please call WISEpay Customer Service at 1-877-744-2317.

6. Phone.

You can also make contribution payments with a debit or credit card by phone. Call our automated Billing and Payment Center at 1-877-744-2397.

Please be aware that if we find there is no money to cover an automatic withdrawal or your credit card declines, you will pay a fee of \$.50 (cents).

You can sign up to receive a bill electronically through your myMDwise Member Portal account on our website. If you don't have a myMDwise Member Portal account, you can sign up for one by clicking on "Create A New Account." All payment options are listed on your monthly invoice or bill.

If you have any questions about how to pay your monthly contribution, call MDwise Customer Service at 1-800-356-1204.

Please Pay Monthly Contributions On Time!

For you to keep your Healthy Indiana Plan coverage, you must pay your POWER Account contributions by the due date on the bill you get each month. If your employer agrees to pay a part of your contribution, and then does not make that payment, we will let you know. You will then have 60 days to pay it yourself. You can also earn rewards for making your payments on time. Please visit MDwise.org/rewards for more information about the new MDwise Rewards program.

If you do not pay on time and your HIP coverage ends, you will lose 25% of the remaining balance in your POWER Account. Also, you will also not be able to re-apply for HIP for 12 months.

Important Change to MDwise Transportation in 2011 for Hoosier Healthwise Members

MDwise covers rides to the doctor for Hoosier Healthwise Package A, B and P members. If you DO NOT have a way to get to an appointment with your doctor:

1. Call MDwise Customer Service toll-free at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Listen carefully and select the correct option for Hoosier Healthwise members and then pick the transportation option.

2. As of January 1, 2011, you must call us to arrange transportation two days before your appointment.
3. If you live in an area that has bus service we may send you a bus pass. That would give you extra trips to go to the pharmacy or other important appointments!
4. Remember, call us as soon as you know that you need a ride. You must call no later than two business days before your appointment.



RIDEwise

Enjoy free rides to doctor's visits

Member Tools at MDwise.org

Did you know that the MDwise website has helpful information for members? You can visit any time to:

- View or print a copy of the member handbook.
- Search for a provider or pharmacy in your area.
- View the MDwise Privacy Policy.
- View and print copies of previous or current newsletters.
- Find helpful links to online wellness tools with useful health information.
- View Member Rights and Responsibilities.
- Learn more about our special programs to help your family stay healthy.
- View the MDwise Community Events calendar.
- And much more!



If you do not have a computer at home, your public library has computers with access to the Internet for free. Please visit us at MDwise.org. There is information for members in both English and Spanish.

MDwise Medical Management makes prior authorization decisions based on appropriateness of care and coverage rules. MDwise Medical Management staff and our delegates who perform prior authorization DO NOT receive incentives or rewards, financial or otherwise, for making denial decisions and are not rewarded for making UM decisions decrease utilization of services by MDwise members.

Is It an Emergency?

Have you ever wondered whether to see the doctor in the clinic, go to urgent care, or go to the emergency room? Being seen in an emergency room may be the right thing to do for a medical emergency, but often may lead to your overall health care being split. This can especially happen if your usual doctor doesn't know you were seen in an emergency room.

It can be easy to decide if you need to go to the emergency room. You may think you are having a stroke or heart attack. Your child may have broken his arm. Or, your child could be having a hard time breathing. But if you have had a problem for weeks or months, the best thing to do is to talk to your usual doctor.

Sometimes it is unclear when to go to the emergency room. Here are some hints to help you decide:

1. Your usual doctor tells you to go to the emergency room right away.
2. 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. The nurse can tell you whether to go to the emergency room or wait to see your usual doctor. NURSEon-call is available 24 hours a day.
3. If you can't reach your usual doctor or NURSEon-call, and you believe you or your family member will have a bad outcome if you don't seek health care right away, you may need to go to the emergency room.



NURSEon-call

Speak with a nurse 24 hours a day

BLUEBELLEbeginnings in 2011



**BLUEBELLE
beginnings**

Give your newborn a healthy start

MDwise is continuing its BLUEBELLEbeginnings program in 2011. BLUEBELLEbeginnings is a program that focuses on healthy pregnancies to have healthy babies.

To be eligible for our BLUEBELLEbeginnings Program you need to be a pregnant MDwise member.

Pregnancy can be a joyous and scary time. BLUEBELLEbeginnings has people available who can answer your questions. They can help with problems you have about your pregnancy. We want you to have a healthy baby.

If you want someone from our BLUEBELLEbeginnings program to help you in your pregnancy, please call 1-800-356-1204 or 317-630-2831 in the Indianapolis area. If you have been enrolled in our BLUEBELLEbeginnings program and wish to opt-out of the program, please call the number above and let one of our Customer Service representatives know.

It is very important to keep all of your doctor appointments before your baby is born. You should also go to your six week appointment after your baby is born.

Pregnant MDwise members can earn points for keeping their appointments.

The program is called MDwise Rewards. To learn more, go to MDwise.org/rewards. You can also sign up for the myMDwise Member Portal at MDwise.org. You will get points for that too. If you do not have a computer or need help, call MDwise Customer Service.

Attention HIP Members

Your new HIP Member ID cards will arrive in the mail soon. There is important new information on the cards for your doctors and providers. There is a new phone number to call for customer service too. For questions about your new card, please call MDwise Customer Service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

Women's Health: Be Healthy, Stay Healthy

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

If you 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.

Women who are 50 and older should have a yearly mammogram. The decision to have a mammogram before the age of 50 should be made between a woman and her health care provider. The doctor will order a mammogram based on personal risk factors for breast cancer, including family history.

Talk to your doctor about these important exams. Make an appointment today!



The Benefits of Preventive Care

Preventive care can keep an illness from happening. It can also find a condition in its early stages. It prevents an illness you already have from getting worse. You can take many steps toward preventive care and staying healthy.

Immunizations (shots) are important to stay healthy. Immunizations are required for children to attend school. But adults also benefit from keeping their shot records up to date. Important immunizations for adults include those used to prevent tetanus or certain kinds of flu.

Exercising, eating right, and stopping smoking are three of the most important ways to stay healthy. Your doctor can talk to you about smoking and how to quit. Make sure your kids are in a car seat. Wear your seat belt.

Screenings can find a condition in its early stages. They are tests that look for diseases before you have symptoms. They could be blood pressure checks or tests that check for diabetes, high cholesterol, and certain kinds of cancer. Your doctor should tell you what screenings are right for you. You can get some screenings, like blood pressure readings and prostate cancer screening, in your doctor's office. Others, such as mammograms, need special equipment. You may need to go to a different office. After a screening test, ask when you will see the results. Also find out who to talk to about them.

Preventive care can help keep an illness you already have from getting worse. One of the most important things you can do is to take your prescriptions correctly. If you already have an illness, getting regular care from your doctor is also important. For example, if you have diabetes, monitor your blood sugars, take care of your feet, get your eyes checked, and have your blood pressure and cholesterol regularly checked. This can prevent diabetes from getting worse.

Sign up for the myMDwise Member Portal

All you need is an e-mail address. We can show you how to set up a free e-mail account if you don't have one. You can also earn MDwise reward points for signing up.

In the Member Portal, you can view claim and account information. HIP members can see their POWER account balance and find out if their claim qualifies as a preventive service. Go MDwise.org to learn more.