

Welcome Call, Auto Answer and Auto Direct Call Scripts

MDwise Welcome Call Script

Message	
Opening Message	<p>Thank you for calling MDwise. To continue in English, stay on the line. <Para Espanol, precione la tecla numerical.> Listen carefully as our options have changed.</p> <p>If you know your party's extension, press 3. If you are a member, press 1. If you are a provider, press 2. For our 24 hour NURSEon-call, press 4.</p>
Extension Message	Please enter your extension now.
Informational Message	<p>MDwise doctors advise all MDwise members to quit smoking and using tobacco. If you are thinking about quitting call your doctor today! Your MDwise doctor can advise you about counseling or medications that might help.</p>
Informational Message	<p>MDwise wants to hear from you. Some of our members may soon get a survey in the mail. Please fill out this survey if you get it. We want to know how you feel about the services you get from MDwise and your doctor. Return the survey in the self-addressed and stamped envelope provided. MDwise will use this information to ensure that you and your family are getting outstanding service.</p>
Informational Message	<p>MDwise adult members need to get a physical exam each year. It is very important to keep you healthy. As you get older there are also other preventive screenings you may need. These might include a blood glucose screening, pap smear, mammograms or cholesterol testing. Your doctor will know what preventive services you need for your gender and age.</p> <p>Please remember that all preventive care you get is covered by MDwise. For HIP members, this will not be taken out of your POWER Account.</p>

<p>Informational Message</p>	<p>We would like to remind you about completing a Health Needs Screening. This is a brief survey that allows MDwise to understand any health needs that you may have. You may complete this survey online through the myMDwise Member Portal, by visiting MDwise.org, or by asking the CSR you talk to today.</p>
<p>Informational Message</p>	<p>We would like to remind you about two cancer screening tests. These tests are very important for women. Women 21 and over should have regular Pap tests. Talk to your doctor today about when you should have your mammogram. You can earn MDwise reward points when you get these screenings. You can choose a free gift card with the points you earn.</p>
<p>Informational Message</p>	<p>Children should get regular check-ups. These check-ups help to make sure your child is growing up healthy. It's good to catch health problems before they become serious. During the check-up, the doctor will:</p> <ul style="list-style-type: none"> • do a physical exam, • ask questions about your child's health, • check things like vision, hearing and nutrition, • and give the immunizations your child needs during some of the check-ups. <p>If the doctor finds a problem, it is treated and watched. Call your child's doctor today to schedule a well-child check-up.</p>
<p>Informational Message</p>	<p>Doctors recommend that everyone over 6 months old get a flu vaccine every year. It takes two weeks for the vaccine to fully kick in, so it's best to get the vaccine in the fall before flu season is in full swing. You cannot get the flu from the vaccine. It is the best way to protect you from the flu. Influenza can be a very serious illness. It can even cause death. Talk to your doctor today about getting your flu shot to protect you and your loves ones.</p>
<p>Informational Message</p>	<p>Do you ever have questions about you or your child's health? Not sure whether you should go to the Emergency Room or not? Call MDwise NURSEon-call. A nurse will listen to your concerns and can help answer your questions. MDwise NURSEon-call can help 24 hours a day, 7 days a week. Call MDwise Customer Service and choose option #4 to speak with a nurse.</p>

MDwise Auto Answering Systems Script

Line of Business	Message
Hoosier Healthwise/HIP	Thank you for calling MDwise customer service. Our office is closed. Our business hours are Monday thru Friday 8 a.m. to 8 p.m. Please leave your name, Medicaid number, phone number, a good time to reach you and a detailed message. We will return your call on the next business day. If you have an urgent health situation, please call your doctor's phone number. Listen closely for instructions. You can also call our 24-hour NURSEon-call service. For our 24-hour NURSEon-call, hang up and dial 1-800-356-1204 and pick option 4.

MDwise Automated Directing Systems Script (For Members)

Line of Business	Message
Plan Options Message	Thank you for calling MDwise. Indiana Medicaid members, please listen for the following choices. For Hoosier Healthwise, press 1. For the Healthy Indiana Plan, press 2. For our 24 Hour Nurse on Call, press 4. For Ms. Bluebelle's hotline for kids, press 5. Press star to return to the previous menu.
Claims Options	If you are calling about care you got from your doctor during the year 2017 or 2018 and want to ask about the status of your claim, press 1. If you are calling about care you got from your doctor during 2019 and going forward and want to ask about the status of your claim, press 2.
Claims Choice Verification Message	You have selected to be transferred to our Claims Department. This selection is for health care services you received in 2017 and 2018. If you selected this option in error please press star. This selection will take you back to our list of options. This will get you to the option for questions about claims for dates of services in 2019. It will give you other options if you have questions not related to claims.

<p>Hoosier Healthwise</p>	<p>Thank you for calling the MDwise Hoosier Healthwise program, your call may be recorded or monitored for training purposes.</p> <p>For pharmacy questions, press 1. For dental questions, press 2. To schedule or check on transportation, press 3. For member services, press 4. For claims questions, press 5. For our 24 hour Nurse on Call, press 6. Press Star to return to the previous menu.</p>
<p>HIP Options Message</p>	<p>If you need to make a payment, press 1. For Gateway to Work questions, press 2. If you have questions regarding your HIP plan, press 3.</p>
<p>HIP Member Options</p>	<p>Thank you for calling the MDwise Healthy Indiana Plan program. Your call may be recorded or monitored for training purposes. If you know your party's extension, please enter it now.</p> <p>For pharmacy questions, press 1. For dental questions, press 2. To schedule or check on transportation, press 3. For member services, press 4. For claims questions, press 5. For our 24 hour NURSEon-call, press 6. Press Star to return to the previous menu.</p>
<p>HIP Member Dental Options</p>	<p>If you are Pregnant, a HIP State Plan member or a HIP Plus member with dental questions, press 1. For all other HIP members, press 2.</p>

MDwise Automated Directing Systems Script (For Providers)

Line of Business	Message
Plan Options	<p>Your call may be recorded or monitored for training purposes.</p> <p>For Hoosier Healthwise, Press 1. For the Healthy Indiana Plan, Press 2. Press Star to Return to the Previous Menu.</p>
Hoosier Healthwise	<p>Thank you for calling the MDwise Hoosier Healthwise program. Your call may be recorded or monitored for training purposes.</p> <p>For prior authorization inquiries, press 1. For claims inquiries, press 2. For provider pharmacy inquiries, press 3. For providers with inquiries around dental eligibility & dental claims, press 4. If you need to set up or check on transportation for a member, press 5. If you would like to speak to MDwise provider services, press 6. Press Star to return to the previous menu.</p>
HIP	<p>Thank you for calling the MDwise Healthy Indiana Plan program. Your call may be recorded or monitored for training purposes.</p> <p>For a prior authorization inquiry, press 1. For claims inquiries, press 2. For provider pharmacy inquiries, press 3. For providers with inquiries around dental eligibility & dental claims, press 4. If you need to set up or check on transportation for a member, press 5. If you would like to speak to MDwise provider services, press 6. Press star to return to the previous menu.</p>
Claims	<p>If you are calling for status on claims submitted for 2017 or 2018 Dates of Service, press 1. If you are calling for status on claims submitted for Dates of Service in 2019 and going forward, press 2.</p>
Claims Choice Verification Message	<p>You have selected to be transferred to our Claims Department for questions regarding dates of services provided in 2017 and 2018. If you selected this option in error please press star to return to our list of options. Please listen carefully if you are calling with claims questions for services provided in 2019 or have other questions not related to claims.</p>

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