

## MDwise On Hold Message Script

Line of Business	Message
<i>Hoosier Care Connect</i>	Please stay on the line. A MDwise representative will be with you shortly. Please have your Indiana Medicaid ID number ready. Have you or your children had a check-up with your MDwise doctor? All MDwise members should have a check-up every year. If you have a new doctor, or haven't been to your current doctor for a check-up, please call right away to set up an appointment.
<i>Hoosier Care Connect</i>	Have you moved? Do you have a new phone number? Please let your representative know. MDwise has important information that we send to you. The state also sends you information when it is time to renew your coverage. We may also try to call you to let you know of changes or other vital information that you should know. It is very important to keep your address and phone up-to-date any time that you move. We can help you make the change.
<i>Hoosier Care Connect</i>	Need a ride to your doctor appointment? MDwise can help you to schedule your rides to the doctor. Please call us as soon as you know that you need a ride, or at least one business day before you need the ride. Your Hoosier Care Connect representative can help.
<i>Hoosier Care Connect</i>	<p>All children should have regular checkups. These are called well-child exams. Well care is an important part of your child's health care. Before each visit, write down your questions or concerns to ask the doctor. During the check-up, your doctor will check:</p> <ul style="list-style-type: none"> <li>• Your child's general health</li> <li>• Nutrition</li> <li>• Growth and development</li> <li>• As well as immunization records</li> </ul> <p>Regular exams help find problems before they become serious. If your child has not had a well-child exam this year, call your doctor to schedule an appointment today.</p>
<i>Hoosier Care Connect</i>	<p>Did you know that teenagers need a check-up every year? Well care is an important part of your teenager's health care. During the check-up the doctor will check:</p> <ul style="list-style-type: none"> <li>• Your teen's general health</li> <li>• Nutrition</li> <li>• Immunization records</li> <li>• And talk about special issues affecting teens</li> </ul> <p>Regular exams help find problems before they become serious. It also gives you the chance to talk with the doctor about any concerns you have. Remember, all kids between the ages of 12 and 21 should have a well-care exam each year.</p>

HIP	Chlamydia is a sexually transmitted disease. It affects about 2.8 million Americans every year. Many people don't know they have the disease. That is because the symptoms are not always easy to see. The good news is that Chlamydia can be treated. Early treatment can prevent complications like pelvic inflammatory disease and infertility. Be safe and be sure. Ask your doctor for a Chlamydia test.
HIP	Cold season is here. The best thing to do for a cold is to drink plenty of fluids. Get lots of rest and be patient. The symptoms will go away. If you need relief from a runny nose, cough, headache, or muscle ache you can take over-the-counter medicines. Just ask your doctor or pharmacy what is right for you. These medicines can make you feel better. MDwise will pay for some over-the-counter-medicines if your doctor gives you a prescription. Ask your doctor about over-the-counter medicines that will help. You should know that antibiotics are used to treat bacterial infections not colds. Taking antibiotics for colds can be harmful.
HIP	Please wait on the line and have your MDwise Healthy Indiana Plan RID number ready. A MDwise representative will be with you shortly.
HIP	Please wait on the line. A MDwise representative will be with you shortly. Have you had a check-up with your MDwise doctor? All members should have a check-up every year. Your doctor will tell you about other preventive care services that you will need.
HIP	Please remember that you must make a contribution each month. You must do this to stay on the Healthy Indiana Plan. If you have any questions about your contribution, please ask your customer service representative.
HIP	If you have a question or concern about your health, MDwise has NURSEon-call. This 24-hour option is there to answer any health question that you may have. When you call our number, choose option #3.
HIP	If you are a woman age 40 or more, ask your doctor about a mammogram. A mammogram is an important screening tool. It is usually done once each year. It is used to find breast cancer early. Early detection results in better treatment outcomes. Remember that it also important to do breast self-exams every month. If you have a family history of breast cancer, you may need to be tested earlier than age 40. Call your doctor if you have questions or concerns.
HIP	Do you smoke cigarettes or use tobacco products? If so, you know how harmful this can be to your health. Smoking can cause cancer and breathing problems like emphysema. Second hand smoke is also harmful to your family's health. If you are pregnant and smoke, it can be harmful to your unborn child. If you want to quit the tobacco habit, please ask your representative about the SMOKEfree program. We can get you materials that may help you quit. You can also call the Indiana Tobacco Quitline at 1-800-QUIT-NOW or 1-800-784-8669.
HIP	If you are woman age 21 to 64, remember to get a Pap and pelvic exam each year. This important exam helps to find problems before they become serious. It can help find things like cancer and infections. If you have not had your annual exam this year, call your doctor today.

<b>HIP</b>	Have you moved? Do you have a new phone number? Please let your representative know. MDwise has important information that we send to you. The state also sends you information when it is time to renew your coverage. We may also try to call you to let you know of changes or other vital information that you should know. It is very important to keep your address and phone up-to-date any time that you move. We can help you make the change.
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<b>Hoosier Healthwise</b>	Please wait on the line and have your Hoosier Healthwise number ready. A MDwise representative will be with you shortly.
<b>Hoosier Healthwise</b>	If you have a question or concern about you or your child's health, MDwise has NURSEon-call. This 24-hour option is there to answer any question that you may have. NURSEon-call does not schedule transportation to doctor appointments.
<b>Hoosier Healthwise</b>	All children should have regular checkups. Well care is an important part of your child's health care. Before each visit, write down your questions or concerns to ask the doctor. During the check-up, your doctor will check your child's general health, nutrition, growth and development, as well as immunization records. Regular exams help find problems before they become serious. It also gives you the chance to talk about any concerns you have with the doctor. If your child has not had a well -child exam this year, call your doctor to schedule an appointment today.
<b>Hoosier Healthwise</b>	Chlamydia is a sexually transmitted disease. It affects about 2.8 million Americans every year. Many people don't know they have the disease. That is because the symptoms are not always easy to see. The good news is that Chlamydia can be treated. Early treatment can prevent complications like pelvic inflammatory disease and infertility. Be safe and be sure. Ask your doctor for a Chlamydia test.
<b>Hoosier Healthwise</b>	If you have diabetes, an eye exam could save your sight. Early detection can help stop vision loss or blindness that often occurs with diabetes. There is a yearly test called the dilated retinal exam or DRE. The DRE test allows the eye doctor to see more of the inside of your eyes. Remember, early detection can save your vision. Make sure to schedule your DRE and ask your eye doctor to send the results to the doctor who treats your diabetes.
<b>Hoosier Healthwise</b>	If you are pregnant, schedule an appointment with your doctor early in your pregnancy. Early and routine prenatal care will keep you healthy and reduce the risk of health problems for the baby. Call your doctor now to schedule an appointment. We have a program called BLUEBELLEbeginnings for pregnant women. You will get important information about pregnancy and delivery. Also, don't forget about the MDwiseREWARDS program. You can earn points towards a gift card if you make and keep all of your prenatal and your postpartum appointments. Ask your MDwise representative how.
<b>Hoosier Healthwise</b>	Did you know that teenagers need a check-up every year? Regular check-ups are an important part of your teenager's health care. During the check-up, the doctor will check your teen's general health, nutrition, immunization records, and talk about special issues affecting teens. Regular exams help find problems before they become serious. It also gives you the chance to talk with the doctor about any concerns you have. Remember all kids between the ages of 12 and 21 should have a well care exam each year.
<b>Hoosier Healthwise</b>	Please wait on the line. A MDwise representative will be with you shortly. Have you had a check-up with your MDwise doctor? All members should have a check-up every year. Your doctor will tell you about other preventive care services that you will need.

Hoosier  
Healthwise

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Do you smoke cigarettes or use tobacco products? If so, you know how harmful this can be to your health. Smoking can cause cancer and breathing problems like emphysema. Second hand smoke is also harmful to your family's health. If you are pregnant and smoke, it can be harmful to your unborn child. If you want to quit the tobacco habit, please ask your representative about the SMOKEfree program. We can get you materials that may help you quit. You can also call the Indiana Tobacco Quitline at 1-800-QUIT-NOW or 1-800-784-8669.

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