

Tips for MDwise Members Hoosier Healthwise

Our customer service number is **1-800-356-1204**.



MDwise Customer Service

We are open from **8 a.m. – 8 p.m.**

When you call, press option 1, then option 1 for Hoosier Healthwise, then option 5. 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 MDwise ID number (as it appears on your ID card). 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. Interpreters for your medical appointment.
2. Who your assigned doctor is.
3. How you choose or change your doctor.
4. What you do if you are asked to pay for medical services.



Transportation

MDwise can help you get a ride to medical appointments.*



RIDEwise

Call a minimum of two 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**. Press option 1, then option 1 for Hoosier Healthwise, then option 3 for transportation. We will send transportation to pick you up.



How do I get my medicine?

When you or your child need medicine or over-the-counter items, your doctor will write a prescription. You can take that prescription to the pharmacy.

If you have questions about or a problem getting your medicine filled at the pharmacy, you can call **1-844-336-2677**. Choose option 2, then, using the keypad on your phone, enter your member ID number as it appears on your member ID card.

If you need help finding a pharmacy, call MDwise customer service.



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Your Doctor

If you do not choose a doctor right away, you will be assigned to a doctor. You can change your doctor by calling customer service at **1-800-356-1204**. Press option 1, then option 1 for Hoosier Healthwise, then option 5.

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 doctor's 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 at least one day before your appointment. If you get 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.

NURSEon-call

Need help deciding whether to see your doctor or go to the emergency room? Call our NURSEon-call, 24 hours a day 7 days a week. The number is **1-800-356-1204**, then press option 4.



My doctor is

and their phone number is

Notes
