

## Prescription Drug Coverage for MDwise Marketplace

MDwise Marketplace uses a company called PerformRx to act as the pharmacy benefit manager. PerformRx manages a list of covered drugs called a formulary. Search the formulary at [MDwise.org/find-a-drug](http://MDwise.org/find-a-drug).

### Prior Authorization

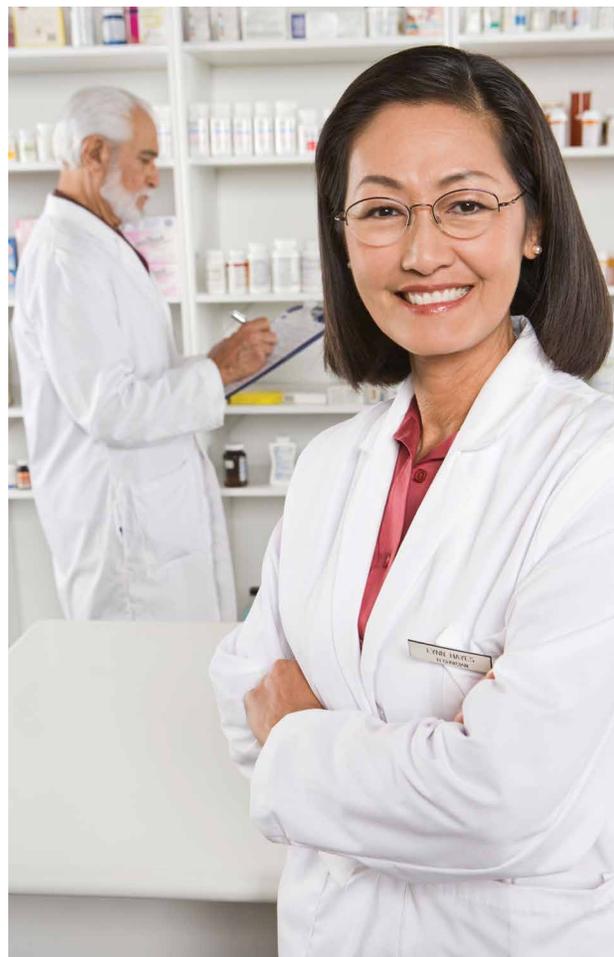
Prior authorization, also known as PA, is a process in which the physician submits clinical information to PerformRx. This clinical information is intended to justify the reason a patient may need non-preferred medication. At PerformRx, a clinical team will review the request and make a decision about the treatment requested.

### Network Pharmacies

PerformRx has a network of participating pharmacies that can provide services to MDwise Marketplace members. If members receive medications from a non-network pharmacy, they will be responsible for the full cost of the medication. Search for an in-network pharmacy at [MDwise.org/find-a-pharmacy](http://MDwise.org/find-a-pharmacy).

### Mail Order Pharmacy

Through mail order pharmacy, members are able to receive a 90-day supply of some medications. A physician will need to submit prescriptions and a [Walgreens mail service prescriber fax form](#) to PerformRx to request a 90-day supply. Certain medications are not eligible for a 90-day supply. Providers can check this out by contacting PerformRx customer service at 855.491.0632.



Visit [MDwise.org/providers](http://MDwise.org/providers) for additional information and tools for providers.



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## Behavioral Health Updates for All Programs

The clinical practice guidelines for ADHD, child and adolescent depression and depression in adults have been revised and can be accessed at [MDwise.org/behavioralhealth](http://MDwise.org/behavioralhealth).

## Attention Hoosier Healthwise, Healthy Indiana Plan (HIP) and MDwise Marketplace Behavioral Health Providers

As of February 1, 2014, MDwise will no longer require prior authorization (PA) for outpatient behavioral health services for Hoosier Healthwise, HIP and MDwise Marketplace.

- ✓ Individual therapy: 90832, 90834, 90837
- ✓ Family therapy: 90846, 90847, 90849
- ✓ Group therapy: 90853

Psychological testing, intensive outpatient therapy, partial hospitalization, electroconvulsive therapy (ECT), transcranial magnetic stimulation (TMS) therapy, vagus nerve stimulation and inpatient services still require prior authorization.

There are no changes to the prior authorization process.

Out-of-network providers are required to obtain prior authorization for all services.



## Hours of Operation Parity for Hoosier Healthwise, HIP and Care Select

MDwise requires the hours of operation that practitioners offer to Medicaid members to be no less than those offered to commercial members.

Medicaid law requires the organization to ensure that network practitioners offer hours of operation that are no less, in number or scope, than the hours of operation offered to non-Medicaid members. If the provider serves only Medicaid recipients, hours offered to Medicaid managed care enrollees must be comparable to those for Medicaid fee-for-service members.

NCQA reviews MDwise's (e.g., practitioner contract templates, practitioner manual, practitioner newsletters) for language that the practitioner's hours of operation are not less for Medicaid patients than for non-Medicaid patients.



## Provider Requirements for Hoosier Healthwise, HIP and Care Select



MDwise primary medical providers (PMPs) must provide or arrange for coverage of services 24 hours a day, seven days a week. They must offer members direct contact with their

PMP or the PMP's qualified clinical staff person, through a toll-free telephone number, 24 hours a day, seven days a week.

Each PMP must be available to see members at least three days per week for a minimum of 20 hours per week.

For life-threatening situations, the PMP must provide appropriate direction to the member to contact 911 or the nearest emergency department. The PMP must provide live-voice coverage after normal business hours. After-hour coverage for the PMP may include an answering service or a shared call system with other providers.

# MDwise Member and Provider Race, Ethnicity and Language Data

## Membership Data

MDwise reviews member demographics in order to better understand the language and cultural needs of MDwise members. It is important to share this information with the MDwise provider network.

MDwise obtains member language data in two ways. Data comes to us on an enrollment file sent by the State and data is directly collected by MDwise customer service during the health risk screening process for new enrollees. We are collecting language information on 13.35 percent of our Hoosier Healthwise membership and 42.53 percent of our Healthy Indiana Plan (HIP) membership. English is not specified on the State enrollment file. Spanish is the only language that is indicated. The top languages, other than English, for Hoosier Healthwise and HIP members are:

- ✓ Spanish
- ✓ Burmese
- ✓ Arabic
- ✓ Chin
- ✓ French
- ✓ Vietnamese (HIP)

Other languages were reported, although they were reported by 12 members or less.

We have also compiled race and ethnicity data on current members from the State enrollment file and from data that is collected through the health risk screening process. We have collected data about race/ethnicity for over 99 percent of our Hoosier Healthwise and HIP membership. Here are the results:



Race/Ethnicity	Hoosier Healthwise Members	Healthy Indiana Plan Members
Caucasian/White Non-Hispanic	58%	77%
Black/Black Non-Hispanic	25%	12%
Hispanic	14%	4%
Asian or Pacific Islander	1%	2%
American Indian	0.07%	0.19%
Other	1.5%	3%

## Provider Data

It is important that we collect race, ethnicity and language information on physicians in the MDwise network as well. Our rate of collection is very low. Only 10 percent of Hoosier Healthwise and 13 percent of HIP primary medical providers (PMPs) report race/ethnicity information. Only 10 percent of Hoosier Healthwise/HIP specialists report race/ethnicity information. Behavioral health providers in the MDwise network on the other hand, report this important information 99 percent of the time.

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## MDwise Member and Provider Race, Ethnicity and Language Data (Continued)

As for language reported by PMPs, 17 percent of Hoosier Healthwise and HIP PMPs report that their office is fluent in languages other than English. Of those that reported another language, Spanish was the most prevalent language spoken at 60 percent of offices. This was followed by Hindi at six percent, Filipino at three percent, Chinese at two percent and French at two percent. There were a number of other languages spoken including Burmese. Approximately, 10 percent of the total Hoosier Healthwise PMPs do have Spanish-speakers available at their office location.

**Why it is so important for providers to report this data?** While this is certainly not true of all patients, some do feel more comfortable with someone who shares a similar language or racial/ethnic background.

Communication between the patient and provider, as well as patient satisfaction, are often enhanced when a common language/culture is shared. MDwise members can use the MDwise [provider directory](#) to see the language(s) spoken by MDwise providers. Although we do not list provider race/ethnicity information in the provider directory, if it is important to a member and they ask us, we will share that information.

MDwise also uses the information that we collect to do geographic mapping to show where providers are located by language as well as race/ethnicity. This helps us to determine where recruitment efforts are needed or if there are other gaps in meeting member needs.

If you are a MDwise PMP and have not already supplied this important information to us, please complete this simple [survey](#). If you are a specialist or behavioral health provider and have not supplied this important information to us, please contact your MDwise provider relations representative. MDwise provider relations representatives are also available to answer questions about MDwise member demographics.



**1.800.356.1204 or 317.630.2831**  
Hoosier Healthwise, HIP and Care Select

**1.855.417.5615**  
MDwise Marketplace

**[MDwise.org/providers](https://MDwise.org/providers)**