Asthma Symptoms and Triggers

The more you know about your asthma, the better you can control it. An asthma attack may include symptoms like coughing, chest tightness, wheezing and trouble breathing.

Make sure you know the things that trigger your asthma symptoms. Triggers can include dust, latex like balloons or gloves, pets, foods, mold, and some insects. Once you know, you can learn how to limit your exposure to them.

People with a family history of allergies or asthma are more prone to develop asthma. Many with allergies also have asthma.

Work with your doctor to find the best treatment to manage your symptoms. Check in with your doctor on a regular basis. Asthma symptoms can change over time. If this happens, your doctor may need to adjust your treatment. It is important to take your controller medication as your doctor tells you to. Learn the signs that your asthma may be flaring up. And know what to do when it does.

Your doctor will help you make a personalized asthma action plan. Your plan should include:

- Warning signs of an attack.
- Ways to avoid your asthma triggers.
- Medications to prevent symptoms — controller medications.
- Medications to use for flare-ups — quick relief medications.

An asthma action plan helps you to identify when you are doing well and when you need to seek help. Together, you and your doctor can make sure your asthma affects your daily life as little as possible.

Sources: American Academy of Allergy, Asthma and Immunology, Asthma and Allergy Foundation of America
Spring Means It’s Member Survey Time

March through May is member survey time at MDwise. We use a survey company called SPH Analytics. They will send out surveys to members in the mail. You can return the survey in the self-addressed and postage-paid envelope provided. Members can also choose to do the survey online. Your letter will give you a website address to go to and a special code for you to use. If the survey company does not hear back from you they will call you to do the survey over the phone.

What’s in the survey? The survey asks you questions about the services you get from MDwise and your doctors. The answers will tell us how good of a job we are doing. SPH Analytics will sum up the answers and give us a report. MDwise will not know which members completed a survey.

If you get a survey in the mail or a phone call, we hope you will take a few minutes to answer the questions. We want to know how our members feel about the services they get. We want to use the answers to make improvements if they are needed. We will let you know the results of the survey in the fall newsletter.

Does MDwise Have Your Current Contact Information?

Please call MDwise customer service to update your contact information. Please call if you have recently moved or changed phone numbers. Your contact information may be your:

- Home phone number.
- Cell phone number.
- Address.
- Email address.

It is also important that you contact your Division of Family Resources. You don’t want to miss out on updates for other possible benefits.

Member Transportation

If you get transportation benefits, relatives can get paid for taking you to your doctor. They need to have a current driver’s license and insurance. If you want to learn more, call 1-800-356-1204. Pick the option to take you to MDwise transportation.

They will take you through the steps to have a relative get paid to drive you to your doctor visits.

You may Qualify for Low-Cost Internet Service

AT&T and Comcast offer low-cost internet programs. You could qualify if you are a part of the Supplemental Nutrition Assistance Program (SNAP) or meet the income requirements. You can learn more or apply at one of these websites:

- Comcast: internetessentials.com/apply
- AT&T: att.com/accessapply

Follow Up After Inpatient Hospitalization is Important

Being admitted into the hospital for any reason can be a stressful event for you. It is important that after you are released you keep all of your outpatient appointments. You should see your outpatient doctor within 7 days. The hospital will help you make these appointments and give the details of the appointments to you.

You will receive a summary of your hospital stay when you are released. All appointments related to your hospital stay will be included on that summary. If you are unsure of appointments and why you need them after release, talk to the medical professional releasing you.

If you have additional questions after you leave the hospital you can call your care manager with MDwise. Every MDwise member who has been hospitalized will be assigned a care manager. Following up with your outpatient appointments is important to help prevent you from being hospitalized again. Take a copy of your release summary to your outpatient appointment. This will help your outpatient doctor understand why you were hospitalized. It will also give them a summary of your inpatient treatment and give a summary of the expected treatment after you were released.

It is important to talk to your providers about any concerns you have so they can help you decide the treatment plan. MDwise also rewards you with 25 rewards points when you follow up with your outpatient doctor within 7 days after a mental health hospitalization. Rewards points can be used to earn gift cards.

Get your FREE gift card!

You don’t have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Earn points for a variety of activities, like going to your doctor appointments. Then shop for gift cards with your points. Go to MDwise.org/rewards to learn more.
Breast-feeding is Best!

If you are pregnant, start thinking about breast-feeding your baby early. Breast milk is best for your baby. Breast milk contains all the vitamins and nutrients your baby needs in the first six months of life. It is also packed with disease-fighting substances. The substances protect your baby from getting sick. The American Academy of Pediatrics recommends giving your baby only breast milk for the first six months. But any amount of breastfeeding is good for your baby, even if it’s for less than six months. Talk to your provider if you have questions.

If you decide to breast-feed, it is best not to smoke, drink alcohol or take any medicines that your provider did not prescribe. Don’t give your baby bottles of water. They should get enough to drink with breast milk or formula. Never give your baby honey. This can cause a serious illness in babies.

For more information, visit:
MDwise.org/pregnancy
MDwise.org/bluebellebeginnings

Case Management Rights & Responsibilities

MDwise members who participate in case management should always be able to do or have certain things. Those are called rights and responsibilities.

MDwise members have the right to:
1. Have information about MDwise programs. Have information about MDwise staff.
2. Choose not to participate in MDwise programs or services.
3. Know the staff members responsible for your case management services. Know how to change your case manager.
4. Have MDwise support when making health care decisions.
5. Know all the case management services that are available. Discuss these services with your provider.
6. Have your medical information kept safe. Know who has access to your information. Know how MDwise keeps your information safe.
7. Be treated with respect by MDwise staff.
8. Communicate a complaint to MDwise. Know how to file a complaint. Know how long it takes to get an answer to your complaint.
9. Have information that you can understand.

MDwise members are expected to:
1. Follow MDwise advice.
2. Give MDwise the right information so we can give you the services you need.
3. Let MDwise and your treating provider know if you leave the MDwise program.

Case management works best when everyone involved works together. These rights and responsibilities help make that happen.

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. También puede encontrar esta información en español en nuestra página web en MDwise.org. Gracias.

Know Who to Call When You Have a Question

Call MDwise if:
- You need to change your or your child’s doctor. MDwise can help find doctors close to you.
- You have a problem getting in to see your doctor.
- You do not think your doctor is doing a good job.
- You want to learn more about Hoosier Healthwise or HIP benefits.
- You lose your member ID card or need a replacement.
- You change your address.
- You change your phone number.
- You need proof of your Medicaid coverage.
- You move or change your phone number.
- You change your job and/or you get an increase or decrease in pay.
- You have a change in money received, such as child support or Social Security.
- You change your address.
- You change your phone number.
- You need proof of your Medicaid coverage.

For questions, call MDwise customer service at 800-356-1204 or 317-630-2831 in the Indianapolis area. We can provide language services or an interpreter if needed.

Call the Department of Family Resources (DFR) or Family & Social Services Administration (FSSA) call center at 1.800.403.0864 if:
- Someone moves in/out of your home.
- Someone in your home gets married or has a baby.
- Someone in your home dies.
- The amount of court-ordered child support you pay changes.
- You have a change in your assets (cash, bank accounts, income, etc.).

Remember: You must report all changes within 10 days from the time you know about the change.
**Disease Management Programs**

MDwise has a special program for our members with certain health conditions. We call this program INcontrol. This special program is for those with:

- Chronic Obstructive Pulmonary Disease (COPD).
- Asthma.
- Diabetes.
- Coronary Artery Disease (CAD) or heart disease.
- High blood pressure.
- Depression.
- Congestive Heart Failure (CHF).
- Autism spectrum disorders.
- Attention Deficit Hyperactivity Disorder (ADHD).
- Chronic kidney disease.
- Schizophrenia.
- Smoking and tobacco use.
- Post-Traumatic Stress Disorder (PTSD).
- Pregnancy (BLUEBELLEbeginnings program).

The choices you make every day are important to manage your condition. The MDwise INcontrol program can help you. MDwise care management staff will answer questions you have. They will help you:

- Learn about your condition.
- Manage your medicines.
- Learn the best ways to work with your doctor.
- Follow your doctor’s advice.
- Learn about testing that you should have.
- Take steps to keep your condition from getting worse.

The more you know about your condition, the better you can control it. Be sure to see your doctor on a regular basis. Talk with your doctor about all the questions you have. This will help to keep you from having to go to the hospital or emergency room.

MDwise members can be in the program if they have any of the conditions listed above. You are automatically enrolled in the program. This happens when MDwise receives a claim from your doctor telling us that you have the condition.

MDwise also offers a special program for our pregnant members. We call it BLUEBELLEbeginnings. If you are pregnant, please call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

The sooner we know you are pregnant, the more we can help you. A care manager will contact you. They will talk about any questions you have about your pregnancy. They will help you get appropriate care during and after your pregnancy.

Learn more about the INcontrol program at MDwise.org/INcontrol.

**Understanding Your Prescription Drug Coverage**

MDwise uses a company called MedImpact to provide quality and affordable prescription drug coverage for you and your family. This helps MDwise get you the most from your Hoosier Healthwise and HIP benefits.

MedImpact manages a list of covered drugs called a formulary. It is important that you understand what drugs are covered. It is also important to know what it will mean for you and your family. You may learn more about how your drugs are covered by visiting MDwise.org/hip/pharmacy for HIP members and MDwise.org/hoosierhealthwise/pharmacy for Hoosier Healthwise members. There you can use the Find A Drug tool to find more information.

**Where Can I Find More Information About My Pharmacy Benefits?**

For more information about your pharmacy benefits, you can see the latest Hoosier Healthwise and HIP member handbook on our website. For HIP members, visit us at MDwise.org/hip/handbook. For Hoosier Healthwise members, visit us at MDwise.org/hoosierhealthwise/handbook. The member handbook includes pharmacy benefit information and also includes the following:

- Your rights and responsibilities as a MDwise member.
- Member benefits and services.
- Information on new health technology.

Visit myMDwise at MDwise.org/myMDwise where you can sign up to get more information about your coverage and claims.

You can also call MDwise customer service at 1-800-356-1204 if you have questions about your benefits.

**What is Prior Authorization for Prescriptions?**

Prior Authorization, also known as PA, is a process in which your doctor submits information about your health to MedImpact.

A team at MedImpact will review and make a decision about the treatment requested. If you or your doctors do not agree with the decision, you will have the right to appeal the decision. Please contact MedImpact at 844-336-2677 for more information about Prior Authorization.
Important Information in Your Member Handbook

There is important information in your Hoosier Healthwise and HIP member handbook. The most up-to-date version can be found at MDwise.org. It includes:

Your Rights and Responsibilities
MDwise provides care through a partnership that includes your doctor, MDwise, other health care staff and you—our member. We do not discriminate based on religion, race, national origin, color, ancestry, handicap, sex, sexual preference or age.

Hoosier Healthwise and HIP Member Benefits and Services
The complete list of benefits and services, and what is not covered, is in your member handbook and can be found at MDwise.org. If you want to know costs before you get medical services please visit MDwise.org. We have posted a list of common medical services and their costs. You can also call MDwise customer service and we will research it for you. We will call you back to let you know the cost. Some of the benefits and services include:

- Preventive care.
- Special needs.
- Behavioral and mental health care.
- Help finding doctors, hospitals and information about them.
- Interpretation services if you need information in another language.
- Information about pharmacy services.
- Information about transportation.
- Information on self-referral services.
- Help knowing what to do if you get sick or have an emergency (including after hours).
- Help knowing what charges or copays you have to pay (if any).
- Information about services outside of MDwise.
- Help if you have a complaint (grievance).
- Help if you do not agree with the decision to solve your complaint (appeal).

Information on New Health Technology
MDwise looks at new medical and behavioral health procedures. We also look at new drugs and equipment. To help us do this we use:

- Experts.
- Research.
- Government decisions.

This helps us to decide if they are safe and should be provided for our members. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area if you have any questions about your benefits. You can also ask for a printed copy of the member handbook.

Substance Use Disorder and Help Available

There are different signs that you may be suffering from a substance use disorder. A substance use disorder happens when you repeatedly use a substance despite the negative effects. It can also happen when you are using a substance for other than its intended use. Addiction is a complicated brain disorder. Some signs you may have an addiction are:

- Not taking care of your responsibilities.
- Having legal trouble due to the drug use.
- Using drugs in a dangerous or unsafe situation or environment.
- Having problems at home, school, work, or in relationships due to your drug use.

If you have any of the above signs you may be struggling with addiction. There are options for treatment. These include outpatient therapy, peer support group meetings, intensive outpatient, or inpatient hospitalization. Talking to your medical professional can help you decide next steps. For more information visit MDwise.org/behavioral-health.

How Much Does it Cost You to Smoke?

Quitting smoking is one of the best things a person can do for their health. But quitting is very difficult! A smoker needs to decide that they are ready to quit to be successful.

When you decide to smoke there are costs. These costs are to your health and your wallet. Possible costs to your appearance include: bad breath, stained teeth, changes to your skin which can become dull and dry, and early wrinkles around your eyes, mouth and lips. As for your health, you are at higher risk of getting cancer, heart disease and having problems during pregnancy. Smoking is not cheap. Someone who smokes a pack a day will pay more than $2,000 a year for their habit.

Remember there are lots of people to help you! Think about quitting for good by reaching out to the Indiana Tobacco Quitline at 1-800-QUITNOW (1-800-784-8669). You can also visit MDwise.org/smoke-free for more information.
Don’t “Diet,” Eat Healthy Instead

Instead of going on a diet, focus on making healthy food choices. Here are some healthy changes you can make. Try making one change at a time. Trying to change everything at once can be frustrating and make you give up.

**Eat more protein**
Protein is the single most important nutrient when it comes to losing weight. Simply adding protein to your diet (without taking anything away) helps you burn more calories each day. It also helps you feel so satisfied that you eat fewer calories per day.

**Drink Water, Especially Before Meals**
Drinking water can help with weight loss. It helps you burn off a few more calories. One study showed that drinking a couple glasses of water about a half an hour before meals helped people eat fewer calories.

**Eat more vegetables and fruits**
Vegetables and fruits are low in calories. But they have a lot of fiber. They also contain a lot of water. They take a while to chew and are very filling. These foods are also super healthy and nutritious. So eating them is important for all sorts of reasons.

**Keep Healthy Food Around in Case You Get Hungry**
Keeping healthy food close by can help prevent you from eating something unhealthy when you want a snack. Try whole fruits, a handful of nuts, baby carrots, yogurt or a hard-boiled egg (or two).

**Use Smaller Plates**
Using smaller plates has been shown to help people eat fewer calories. It sounds like a weird trick, but it seems to work.

**Cut Back on Added Sugar**
Studies show that eating sugar (and high fructose corn syrup) increases the risk of obesity. It also increases your risk of getting diseases like type 2 diabetes and heart disease. If you want to lose weight, you should cut back on added sugars. Just make sure to read food labels. Some so-called health foods can be loaded with sugar.

**Don’t Drink Calories, Including Sugary Soda and Fruit Juices**
Sugar is bad, but sugar in liquid form is even worse. Avoid soft drinks and fruit juices. Drink water or tea and eat whole fruits instead.

*Source: Centers for Disease Control and Prevention—Division of Nutrition, Physical Activity and Obesity*