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.

Need help deciding whether to see your doctor or go to the emergency room?

If your doctor is not available, talk to a nurse about the type of care you need. Call MDwise NURSEon-call at 800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #4 for NURSEon-call. NURSEon-call is available 24 hours a day. Other languages are available.
Understanding Your Gateway to Work Status

Gateway to Work is a part of the Healthy Indiana Plan (HIP). It connects HIP members with job training, job search assistance, classes, volunteer and work opportunities. Starting in 2019, you might be required to do Gateway to Work activities to keep your HIP benefits. The Indiana Family Social and Services Administration (FSSA) will give you your Gateway to Work status. Your status will be Exempt, Reporting Met or Reporting.

Any HIP member can do the Gateway to Work program, but some HIP members are required to do it. Based on the information you have reported to FSSA, a Gateway to Work status has been assigned to you. Every HIP member has one of the following status assignments for Gateway to Work:

- **Exempt** – “Exempt” means you meet an exemption for Gateway to Work. You are not required to participate during months you are exempt, but you can if you want to.

- **Reporting Met** – “Reporting Met” means you do not meet an exemption, but already work at least 20 hours per week. You do not need to do anything new for Gateway to Work unless you report a change of employment to FSSA.

- **Reporting** – “Reporting” means you are required to do Gateway to Work. You will have to work, attend classes or volunteer and report those activities each month through the FSSA Benefits Portal. You can also call MDwise to report your hours.

FSSA will mail you a letter with your Gateway to Work status. To check your Gateway to Work status, call MDwise at 1-800-356-1204 or log on to the FSSA Benefits Portal, or look at your monthly POWER Account statement (beginning in March 2019). Your status may change during the year if you have a change in your work or school status, or if you start or stop meeting an exemption.

*Gateway to Work was designed with a requirement for some members to do Gateway to Work activities to keep their HIP benefits. However, the state is not currently enforcing benefit suspensions and will not until after a federal lawsuit is resolved. Before the program is reinitiated, members would receive substantial advance notice regarding the timeline.*

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 breast-feeding 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
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 to keep all of your outpatient appointments. **You should see your outpatient doctor within 7 days after leaving the hospital.** 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 the 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 that 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.

**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.

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

MDwise has special resources and tools for members with certain health conditions. These resources and tools are used towards MDwise's Population Health Management efforts and strategy. We call these resources and tools INcontrol.

INcontrol helps with conditions like:
- Chronic Obstructive Pulmonary Disease (COPD), also called "smokers lung."
- Asthma.
- Diabetes.
- Heart Disease.
- Depression.
- High Blood Pressure.
- Heart Failure.
- Autism and other similar disorders.
- ADHD.
- Pregnancy (BLUEBELLEbeginnings).
- Chronic Kidney Disease.
- Post-Traumatic Stress Disorder (PTSD).

MDwise INcontrol can help you learn more about your condition, and how to best work with your doctor. A MDwise care manager will work with you to help you take care of your condition. You are the most important part of getting better. The actions you take to care for your condition matter the most.

- You will be walked through basic information about your condition.
- You will be taught about testing you should get done that you and your doctor may have forgotten about.
- You will learn steps you can take to prevent your condition from getting worse.
- You will learn how to take care of yourself.
- We will help you keep appointments with your doctor.
- We will help you talk to your doctor about things you learned in the INcontrol program to help you stay INcontrol of your condition.

MDwise members are eligible to participate if they have any of the conditions listed before. We may contact you by telephone, messages, emails or mail. You are automatically enrolled in the program when MDwise receives a claim from your doctor telling us that you have the condition. A MDwise care manager may contact you to begin working with you and your doctor. They will help you follow the doctor's advice and start you off on a path of being INcontrol of your health.

If you have been newly diagnosed with a condition, or would like to talk to one of our care managers to use these services, please call MDwise customer service.

If you are contacted by one of our care managers and do not wish to participate you can simply opt out of the program at that time. You can also call MDwise customer service.
Substance Use Disorder and Available Help

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

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.
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.

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/MDwiseREWARDS to learn more.
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
Your Child and Antipsychotic Medications

You may go to your doctor because you are concerned about your child’s behavior or thoughts. Your doctor could refer you and your child to a mental health provider before prescribing medication. A mental health provider will meet with you and your child and talk about your concerns. They might suggest you meet with a prescriber for medication. If your child is on antipsychotic medication make sure you speak to your prescriber about having their blood sugar and cholesterol checked every year. Weight gain is common when taking antipsychotic medication so keeping track of medical conditions often associated with weight gain is important.

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.