Visit your in-network doctor every year

It is important for you to visit your assigned MDwise in-network doctor every year. An in-network MDwise doctor usually works with a specific hospital in your community. Your MDwise doctor is part of a MDwise team (also called a network or delivery system) of doctors.

The name of your network/delivery system is located on your Medicaid ID card in the upper left corner under the PMP (doctor) name and phone number. It is important to get care only from your team of doctors so they can get to know you, your family and your health history. This helps them provide better care for you. Getting care from your in-network team of doctors means going to the in-network hospital, the in-network emergency room and seeing your in-network primary care doctor for visits.

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 al 1-800-356-1204 o 317-630-2831 en Indianápolis. También pueden encontrar esta información en español en nuestra página web en MDwise.org. Gracias.
Second Opinions

MDwise knows how important it is for our members to know they made the right choices about their health. You might not be happy with your doctor’s opinion. If not, you can ask for a second opinion. It should be from another doctor in the MDwise network. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area if you need help. We can help you find another in-network doctor so you can get a second opinion.

Get Your Flu Shot

The flu is a virus that can cause mild to severe illness, in some cases even death. Some people, such as older people, young children and people with certain health conditions, are at high risk for serious flu problems. The best way to prevent the flu is by getting a flu shot every year. Even if you had a flu shot last year, it is important to get one again this year. It is also very important to wash your hands. Especially when you have been around people who have symptoms of the flu. Symptoms could be fever, muscle aches, cough or runny nose.

October or November is the best time to get a flu shot. Getting the flu shot in December or even later can still help. People get the flu mostly in January or later. Flu season can even last as late as May. Flu shots are recommended for all people six months and older. Ask your doctor if the flu shot is right for you.

Questions? Comments? Complaints?
If you need help with anything about MDwise or your doctor, we can help. Please call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

MDwise customer service offers language services. Or we might use an interpreter. We also have services for the hearing and speech impaired.
What You Need to Know About Fraud and Abuse

You can report fraud and abuse by calling MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. You do not have to give your name. If you do, the doctor or member will not be told you called.

Examples of health care provider fraud and abuse are:

- Billing or charging you for services MDwise covers
- Billing you for services you did not receive
- Offering you gifts or money to receive treatment or services
- Offering you free services, equipment or supplies in exchange for use of your Hoosier Health or MDwise card number
- Giving you treatment or services you do not need
- Physical, mental or sexual abuse by medical staff

Examples of member fraud and abuse are:

- Members selling or lending their identification cards to people not covered by Hoosier Healthwise or HIP
- Members abusing their benefits by seeking drugs or services that are not medically necessary

Help MDwise Stop Fraud and Abuse

- Do not give your Hoosier Health or MDwise card number to anyone. It is okay to give it to your doctor; clinic; hospital; pharmacy; or Hoosier Healthwise, HIP or MDwise customer service.
- Do not let anyone borrow or use your Hoosier Health or MDwise card.
- Do not ask your doctor or any health care provider for medical care you do not need.
- Work with your primary doctor to get all of the care you need.
- Do not share your Hoosier Healthwise, HIP or other medical information with anyone except your doctor, clinic, hospital, or other health provider.

You can also find information about fraud and abuse in your member handbook. Go to MDwise.org for the latest version.

Be SMOKEfree

Have regular contact with health care professionals. Buy your smoking cessation products weekly at the pharmacy. This may help you quit.

For further advice and support, call Indiana’s Tobacco Quitline at 1-800-QUIT-NOW (800-784-8669). You can also go to www.in.gov/quitline.

How to Get Help With a Problem

The quality of service you get from MDwise is important to us. If you have a concern or are not satisfied, call MDwise customer service. You must do this within 60 days of when the problem occurred.

A MDwise customer service representative will file a grievance. The customer service representative will try to solve your concerns right away. We will follow up with a letter.

You can learn more about how to get help with a problem in your MDwise member handbook. Go to MDwise.org. Under "Member," choose either Hoosier Healthwise or Healthy Indiana Plan. Click on "Handbook & Overview" and navigate to page 34 of the handbook.

Get your FREE gift card!

You don’t have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Plus, you may already have enough points to get a gift card. Go to MDwise.org/rewards to learn more.
Take Care of Your Eyes

It is important to take good care of your eyes. Then they are more likely to stay healthy all of your life. The Centers for Disease Control (CDC) suggest easy things you can do to protect your eyes.

Have an annual exam with an eye doctor. This doctor will review your family history. The eye doctor will ask about your health history. He/she might also ask questions about how well your eyes are working. The doctor will examine your eyes with special equipment.

Eat right to protect your sight. Colorful fruits and vegetables like carrots, spinach and collard greens are healthy for your eyes. Special kinds of oils found in fish like tuna and salmon also help eye health.

Keep a healthy weight. Being overweight leads to diseases that can harm your vision and even lead to blindness.

Wear protective eyewear. Wear protective eyewear when playing sports, while at work or doing activities around home. Wear sunglasses outside to protect your eyes from the sun’s ultraviolet rays.

Quit smoking. Or never start. Smoking is as bad for your eyes as it is for the rest of your body. Research has linked smoking to an increased risk of developing age-related macular degeneration, cataract and optic nerve damage. These can all lead to blindness.

Give your eyes a rest. Sometimes you forget to blink when you are on the computer. Or if you focus on any one thing. Your eyes can get tired. Try the 20-20-20 rule: Every 20 minutes, look away about 20 feet in front of you for 20 seconds. This can help reduce eyestrain.

Clean your hands and contact lenses. Always wash your hands well before handling your contact lenses. Make sure to disinfect and replace contact lenses as instructed.

Adapted from the National Eye Institute

Importance of Preventive Care Check-Ups

There are many reasons to get preventive care check-ups. The information you learn will help you take charge of your health.

Preventive Care for Adults

Adults do not need as many check-ups as children. However, preventive care is still important to keep you healthy, especially as you get older. All preventive care you get is covered by MDwise. For HIP members, this will not be taken out of your POWER Account. If you get preventive services every year, and you have money left over in your POWER Account, that money will be rolled over to your POWER Account for next year. If you do not get the preventive care you need, any state contribution money left over at the end of the year will not roll over to the next year.

Check-Ups for Children

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a program for children and adolescents under the age of 21. Your primary care doctor is the kind of doctor who can do EPSDT check-ups. The EPSDT program checks children for medical problems early and as they grow. These check-ups help to make sure your child is growing up healthy. If the doctor finds a problem, it will be diagnosed and treated. These benefits are available for your child through MDwise.