How to Find a MDwise Doctor

It is important to choose doctors who are right for you. We know it is important to have quality doctors who meet your health needs.

You can find MDwise doctors at MDwise.org/findadoctor. You can find out the office location and phone number. You can also see if they are on a bus line, what languages they speak and more. You can get a list of doctors in your area. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Customer service can look up specific doctors for you. They can also answer questions about the quality of MDwise doctors.

You can also find information about other facilities in the MDwise network. This includes hospitals. Go to MDwise.org/findadoctor. This information is collected across the country by the Department of Health and Human Services. Remember, it is better for your health to stay with one doctor instead of changing doctors often.
MDwise wants our members to stay healthy. That is why we cover preventive and sick care. It is important to know what your medical services will cost.

Hoosier Healthwise and Healthy Indiana Plan benefits include:

- How to find a doctor
- How to call for an appointment
- Information about MDwise doctors
- Availability and how to get interpretation services (language assistance)
- What is covered
- What is not covered
- What to do if you get sick after hours
- What charges and copayments you have to pay (if any)
- Services your doctor must approve first (prior authorization)
- Information on self-referral services
- What services can you get outside of MDwise
- Information about pharmacy services
- What to do if there is an emergency
- What to do if you are out of the area and need care
- Behavioral and mental health services
- How to choose a hospital
- How to get help with a problem if you have a complaint (grievance)
- How to get help if you do not agree with the decision to solve your complaint (appeal)
- How MDwise determines new medical and behavioral health procedures (includes new drugs and equipment)

For the full list of benefits, check your member handbook. The most updated version is at MDwise.org. Or we can mail you a copy of your benefits. We can also send information about MDwise doctors. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.
How We Protect Your Privacy

Details about your health are personal. That’s why we do all we can to protect your privacy. We make sure your health records and information about you are kept safe. Only staff who need to see your files to help you can get them. Even then, our staff signs statements promising not to share information about you. Our doctors follow these rules too.

If other people ask us for your records, you must say it’s okay first. You have to give permission in writing. The only time we don’t check with you first is when someone has a need and a right to see the files. That’s determined by law.

We often review the way we keep files safe. We want you to have good care and peace of mind. Our privacy policy is in your member handbook. The most recent version is at MDwise.org. You can have a copy of our privacy policy mailed to you. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

MDwise Quality Program Summary for 2011

Each year MDwise reviews the care and services provided for members. Here are the results of the review.

Areas in which MDwise is doing well:
• Getting the first visit and ongoing prenatal care and post partum visit after delivery. Good pregnancy care is important.
• Well-care visits for children 0–21 years of age.
• Monitoring children with newly prescribed ADHD medication.

Areas in which MDwise wants to currently focus to improve:
• A child 0–15 months of age should have at least 8 well-child visits or check-ups.
• Children ages 3–21 years of age should see the doctor at least once a year for a well-care visit.
• Members with diabetes should see their doctor at least one time each year to test for levels of sugar and fat in their blood. Your doctor may refer to these tests as a Hemoglobin A1c and LDL cholesterol level.

You can earn MDwise Rewards points for getting care. Go to MDwise.org/rewards to learn more.

Women’s Health: Covered Services

Preventive care check-ups are covered services for Hoosier Healthwise and HIP members within their delivery system. Services include prenatal care and breast exams. It also includes mammograms and Pap tests. Talk to your MDwise doctor about these important check-ups. You should also talk to your MDwise doctor about preventive care. Within your delivery system you may have access to a women’s health specialist type provider for these services. Make an appointment today.

If you need help, you can call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.
New Health Technology

MDwise looks at new medical and behavioral health procedures. MDwise also looks 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.

MDwise has a rewards program just for members!

You can earn points for doing different activities. Many of these points reward you for the healthy things you do to stay well. When you earn enough points you can then choose a free gift. Go to MDwise.org/rewards to learn more.

Safe Summer Play

May through August is the most dangerous time of year for children. The following tips can help keep your kids safe and sound.

Water rules

• Never leave your children alone near water.
• Teach older children to always swim with a buddy. Do not dive headfirst into an unknown body of water.

Shun the sun

• Have children apply sunscreen rated SPF 15 or higher every two hours.
• Have children wear a brimmed hat and sunglasses when out in the sun.

Bikers beware

• Make sure your children wear helmets when riding their bikes.
• Helmets should fit snugly. Straps should be secure under the chin.

Heat-related illnesses

• Heat exhaustion can occur in hot, humid weather.
• Warning signs include heavy sweating, paleness, muscle cramps, weakness, headache, and fainting.
• If your child has these symptoms, move him or her to a shady area or an air-conditioned room or car. Provide plenty of cool water or decaffeinated drinks.

Sources: Safe Kids Worldwide, National Highway Traffic Safety Administration, and the National Safety Council

NURSE On-Call

Speak with a nurse 24 hours a day

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

If your doctor is not available, call MDwise NURSEon-call at 1-800-356-1204 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.