Winter Safety for Kids

We often hear about summer safety tips—ways to protect us from the sun and the heat. But, winter is also a time when safety reminders are important. Your kids should continue to get physical activity during the winter. Here are a few tips to keep them safe as they venture in the great outdoors:

**Did you know that kids can still get sunburned in the winter?** Remember to use sunscreen on exposed parts of their skin during outdoor play.

**Dress infants and children warmly for outdoor activities.** Several thin layers will keep them dry and warm. Don’t forget warm boots, gloves and a hat. Kids who aren’t dressed warmly enough can develop a lower than normal body temperature. This is known as hypothermia.

**Frostbite happens when the skin becomes frozen.** Check your child while he or she is playing to make sure frostbite hasn’t developed. It is especially common on fingers, toes, ears and the nose.

**Sledding can be great fun, but also has many dangers.** Dangers include head and neck injuries. Supervise your kids at all times while they are sledding. Do not allow your child to slide down headfirst. Consider having your kids wear a bicycle helmet. Avoid sledding in crowds. Collisions with other sliders are likely to occur.

**Set reasonable time limits on outdoor play.** This will prevent low body temperature and frostbite. Have your children come inside to warm up before they head back out to play.

*Source: American Academy of Pediatrics*
MDwise Makes It Easy to Get to Your Doctor Appointments

MDwise covers rides to the doctor for Hoosier Healthwise Package A and B members. If you DO NOT have a way to get to your doctor appointment:

1. Schedule your appointment with your doctor or dentist first. Then call MDwise to schedule a ride.
2. Call MDwise customer service at least two business days before your appointment.
3. If you live in an area that has bus service we may send you a bus pass. That would give you extra trips to go to the pharmacy or other important appointments.
4. Call MDwise as soon as you know you need a ride.
5. Call MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Select option 2 for Hoosier Healthwise. The choose option 1 for member. Finally select option 1 for transportation.

Hoosier Healthwise Package C members can get ambulance transportation only for true emergencies. The co-pay for each ambulance trip is $10.00. Remember you should only take an ambulance when it is a true emergency.

Healthy Indiana Plan members can get ambulance transportation for true emergencies. You should only call an ambulance when it is a true emergency. If you think your problem could cause lasting harm or loss of life, call 911.

See page 16 of your handbook for examples of emergency care. The most updated version is available at MDwise.org.

Be SMOKE-free

If one way of quitting smoking does not work, try another way. It may work better.

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

Be in control of your health

MDwise’s INcontrol program offers members helpful information on certain conditions. These include:

- Attention Deficit Hyperactivity Disorder, ADHD
- Asthma
- Congestive Heart Failure, CHF
- Chronic Kidney Disease, CKD
- Chronic Obstructive Pulmonary Disease, COPD
- Coronary Artery Disease, CAD
- Depression
- Diabetes
- Pervasive Development Disorder, PDD
- Pregnancy

Go to MDwise.org/INcontrol to learn more.

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.
Check-ups for Adults

Regular check-ups are very important to help you stay healthy. You should get check-ups even when you don’t feel sick. Taking good care of your health at the right time can prevent a lot of problems in the future. It’s good to catch health problems before they become serious.

During a check-up, the doctor will:
- Do a physical exam
- Talk to you about any risk factors you may have
- Discuss what habits you should change to maintain good health
- Ask you about any complaints or concerns you have about your health

The doctor will also tell you what lab tests you need and how often you should have them. Go to page 5 of your handbook at MDwise.org to see an adult preventive care chart. It lets you know what care or screening your doctor may recommend for someone your age and gender.

Check-ups for Kids

Children should get regular check-ups. These check-ups help to make sure your child is growing up healthy. During the check-up, the doctor will:
- Do a physical exam
- Ask questions about your child’s health
- Check things like vision, hearing and nutrition
- Give the immunizations (shots) your child needs during some of the check-ups

Based on your child’s age, the doctor may give you and your child information about things like:
- Auto safety—car seats, seat belts, air bags
- Recreational safety—wearing helmets and protective padding when playing sports or riding bicycles, safety on playground equipment
- Home hazards—poisons, accidental drowning, weapons, matches and lighters, smoke detectors
- Alcohol and tobacco use
- Exposure to sun and secondhand smoke
- Getting enough sleep, exercise and eating right
- Peer pressure
- Sexual activity

If the doctor finds a problem, it is treated and watched. Children should get a check-up on or before all of the ages listed below:

<table>
<thead>
<tr>
<th>BABIES</th>
<th>PRESCHOOLERS</th>
<th>TEENS</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ 2–5 days</td>
<td>✔ 3 years</td>
<td>✔ 13 years</td>
</tr>
<tr>
<td>✔ 1 month</td>
<td>✔ 4 years</td>
<td>✔ 14 years</td>
</tr>
<tr>
<td>✔ 2 months</td>
<td>✔ 5 years</td>
<td>✔ 15 years</td>
</tr>
<tr>
<td>✔ 4 months</td>
<td>✔ 6 years</td>
<td>✔ 16 years</td>
</tr>
<tr>
<td>✔ 6 months</td>
<td>✔ 7 years</td>
<td>✔ 17 years</td>
</tr>
<tr>
<td>✔ 9 months</td>
<td>✔ 8 years</td>
<td>✔ 18 years</td>
</tr>
<tr>
<td>✔ 12 months (1 year)</td>
<td>✔ 9 years</td>
<td>✔ 19 years</td>
</tr>
<tr>
<td>✔ 15 months (BEFORE your child turns 15 months old)</td>
<td>✔ 10 years</td>
<td>✔ 20 years</td>
</tr>
<tr>
<td></td>
<td>✔ 11 years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>✔ 12 years</td>
<td></td>
</tr>
</tbody>
</table>

TODDLERS
- ✔ 18 months
- ✔ 24 months (2 years)
- ✔ 30 months

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.
Ways to Pay Your Monthly Contribution for HIP Members

Your POWER Account
As a member of the Healthy Indiana Plan, there are special rules to follow. Once you are eligible for the Healthy Indiana Plan, you will get a letter that will let you know what your monthly contribution is. You must pay this each month. If you do not pay this, you will be disenrolled from the program. We will send you a statement each month to remind you. You can also choose to pay for the entire year in one payment. If you are disenrolled due to non-payment, you cannot re-enroll for 12 months and there will be a 25% penalty on your POWER Account.

Here are ways you can make your monthly POWER Account contribution:

1. Check or Money Order.
   Make your check or money order payable to MDwise and mail your payment to:
   MDwise HIP Contributions
   P.O. Box 630869
   Cincinnati, OH 45263-0869
   Important note: All checks and money orders are held for 10 days to allow them time to clear. Please keep this in mind when mailing your contribution.
   If you do not have enough money in your bank account to cover the payment you make, you will have an additional fee to pay. You will have to pay a $3.00 fee if your check bounces. This is in addition to making your monthly payment again.

2. Employer Contribution.
   Ask your employer about paying part of your contribution. If your employer agrees to help pay, he/she must fill out the Employer Contribution Form. This form can be found on our website at MDwise.org/employer. Only a part of your contribution can be paid by your employer (up to 50% of the total contribution). You will get a bill each month for the rest.

3. Payroll Deduction.
   Ask your employer if you can have your HIP contribution taken from your paycheck. If so, your employer will need to review the Payroll Deduction/ Direct Deposit Instruction Information PDF. It can be found at MDwise.org/healthyindiana/docs/hip-payrolldeductionform.pdf.

4. WISEpay.
   Members may also submit payment online with a debit or credit card. Or you can arrange for an automatic withdrawal from a designated bank account (electronic funds transfer). You can do this on myMDwise at MDwise.org/myMDwise. Click on the WISEpay link. For general billing or payment help or if you need help with your online payment, please call WISEpay customer service at 1-877-744-2317.

5. Phone.
   You can also make contribution payments with a debit or credit card by phone. Call our automated billing and payment center at 1-877-744-2397.

Please be aware that if we find there is no money to cover an automatic withdrawal or your credit card declines, you will pay a fee of $.50 (cents). You can sign up to receive a bill electronically through myMDwise. If you don’t have an account, go to MDwise.org/myMDwise. You can sign up by clicking on “Create a New Account.” All payment options are listed on your monthly invoice or bill.

If you have any questions about how to pay your monthly contribution, call MDwise customer service at 1-800-356-1204.

Please Pay Monthly Contributions On Time
For you to keep your Healthy Indiana Plan coverage, you must pay your POWER Account contributions by the due date on the bill you get each month. If your employer agrees to pay a part of your contribution, and then does not make that payment, we will let you know. You will then have 60 days to pay it yourself.

If you do not pay on time and your HIP coverage ends, you will lose 25% of the remaining balance in your POWER Account. Also, you will also not be able to re-apply for HIP for 12 months.
Every year a survey is sent to members. It asks them about services they get from MDwise. This year we got responses from:

- 918 parents who have kids who are MDwise Hoosier Healthwise members
- 525 MDwise Hoosier Healthwise adult members
- 722 Healthy Indiana Plan members

A total of 2,165 members answered our survey. The answers will help us serve you better. The answers were kept private. MDwise does not know which members answered the questions.

In general, MDwise members were happy with their doctors and with the MDwise health plan. We are pleased that our scores were good compared to other health plans.

MDwise members were asked about how they got health care. 80% said they had seen their doctor in the past six months. 39.8% of Hoosier Healthwise adults went to the emergency room (ER). And 26.8% HIP adults went to the ER. Adult members also told us whether or not they smoke or use tobacco. 47.4% of Hoosier Healthwise adults and 37.4% HIP adults said they use tobacco.

Members found several things that could be better. They are:
- ✔ How well doctors communicate
- ✔ Customer service
- ✔ Getting needed care
- ✔ Coordination of care

The most important thing is that we can learn how to serve our members better in the future. Our goal for next year will be to improve all areas of service.

### Survey Results

<table>
<thead>
<tr>
<th>Question</th>
<th>Children</th>
<th>Hoosier Healthwise Adults</th>
<th>Healthy Indiana Plan Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;If 10 is the highest score, how would you rate your/your child’s personal doctor or nurse?&quot;</td>
<td>84.7% of members rated their doctor or nurse as an 8, 9 or 10</td>
<td>74.6% of members rated their doctor or nurse as an 8, 9 or 10</td>
<td>76.3% of members rated their doctor or nurse as an 8, 9 or 10</td>
</tr>
<tr>
<td>&quot;When you/your child needed care right away for an illness, injury or condition, how often did you/your child get care as soon as you wanted?&quot;</td>
<td>93.7% said always or usually</td>
<td>77.9% said always or usually</td>
<td>82.3% said always or usually</td>
</tr>
<tr>
<td>&quot;How often did your doctor or other health providers explain things in a way you could understand?&quot;</td>
<td>92% said always or usually</td>
<td>89.3% said always or usually</td>
<td>88.9% said always or usually</td>
</tr>
<tr>
<td>&quot;Would you recommend your health plan (MDwise) to your family or friends?&quot;</td>
<td>95.8% said definitely yes or probably yes</td>
<td>89.6% said definitely yes or probably yes</td>
<td>95% said definitely yes or probably yes</td>
</tr>
</tbody>
</table>

We will especially work to improve the things you thought could be better. MDwise and your doctor are always here to answer your questions. We can get you the help you need. If you use tobacco, MDwise and your doctor can also help you quit. Call MDwise customer service at 1-800-326-1204 or 317-630-2831 in the Indianapolis area.
Coping with Asthma in the Winter

Winter months bring on colds, flu and sinus infections. These can trigger an asthma flare. Just breathing in the cold air that winter brings can set off asthma attacks. Other common winter asthma triggers include dust and mold from holiday decorations, food allergies and smoke from indoor fireplaces.

**Here are the ABC’s of taking care of your asthma in the winter months:**

**A** – Have an Asthma Action plan for medical help. Go to MDwise.org/dm/asthma/docs/your_asthma_action_plan.pdf for an example of an action plan.

**B** – Beware of smoke. Avoid all forms of smoke—from the fireplace, cigarettes or outdoor fires.

**C** – Close or Cover your mouth in cold air. Wrap up well and wear a scarf over your nose and mouth. This will help to warm up the air before you breathe it in.

**D** – Use your Dilator treatment before going out. Check with your doctor about using one or two puffs of your reliever inhaler before going out in the cold air.

**E** – Exercise warm-up. Take extra care when exercising in cold weather. Warm up for 10–15 minutes before you start and don’t over exert.

**F** – Get a Flu shot. A pneumonia shot is also recommended. Stay away from people who have a cold or the flu.

**G** – Have Great habits for taking your asthma medicines. Keep taking your regular preventer medicines as prescribed by your doctor. Keep your reliever inhaler with you at all times. Be sure to take your medicines all year, not just during the cold and flu season.

**H** – Wash Hands frequently. Use Humidifiers.

One of the most important things to remember about asthma is that it is a chronic condition. This means it must be managed every day. Take control of your winter asthma symptoms before other problems occur. Be sure to talk to your doctor at the first sign of illness.


---

**Check Out MDwise.org**

The MDwise website has many helpful member resources. You can:

- View the most recent member handbook
- Find a doctor or pharmacy in your area
- Go to MDwise.org/INcontrol to get helpful information about certain health conditions
- Learn more about our other special programs to help your family stay healthy
- Review the MDwise privacy policy
- Review member rights and responsibilities
- View and print copies of previous or current newsletters
- View the MDwise community events calendar

You might not have a computer at home. Your public library has computers with access to the Internet for free. Please visit us at MDwise.org. Information for members is in both English and Spanish.