Get Your Flu Shot

The flu is a virus that can cause mild to severe illness. In some cases it even causes death. Some people are at high risk for serious flu problems. People at higher risk include:

- Older adults.
- Young children.
- People with certain health conditions.

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 if 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. But getting the flu shot in December or even later can still help. People usually get the flu in the fall and winter. Flu season can last as late as May. Flu shots are recommended for everyone six months and older. Ask your doctor if the flu shot is right for you. You can get the flu shot at your doctor’s office, or in your community.
Find Your 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. “Your doctor first” means you can see a doctor who will get to know you. Your doctor is linked to a network of other specialists, hospitals and emergency rooms to meet your health needs.

Go to MDwise.org/findadoctor to find:
✓ A primary medical provider (PMP). This is your in-network doctor.
✓ Doctor office locations.
✓ A list of doctors in your area.
✓ Doctor office phone numbers.
✓ Whether a doctor is on a bus line.
✓ Languages the doctor speaks.
✓ Other facilities in the MDwise network. This includes hospitals.

MDwise customer service can look up specific doctors for you. They can also answer questions about the quality of MDwise doctors.

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 your doctor instead of changing doctors often.

Visit Your Doctor First
Your MDwise doctor is part of a MDwise team (also called a network or delivery system) of doctors. It is important for you to visit your assigned MDwise in-network doctor every year for a well-care physical. MDwise members can choose a primary medical provider (PMP). Or, if you don’t choose a PMP, one will be assigned to you. This doctor is called an in-network doctor.

An in-network MDwise doctor usually works with a specific hospital in your community. You can be seen by your in-network doctor for:
• Primary care.
• Well-care.
• Sick visits.
• Other needs.

Your doctor is linked to other doctors who can take care of all of your health needs.

The name of your network/delivery system is located on your Medicaid ID card. It is in the upper left corner under the 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:
• Seeing your in-network primary care doctor for visits.
• Going to the in-network hospital.
• Going to the in-network emergency room.

Your Doctor

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 or plan. If not, you can ask for a second opinion. It should be from another doctor in your MDwise network. Call MDwise customer service if you need help. We can help you find another in-network doctor so you can get a second opinion.

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.
Did You Know You Can Get Information in Other Languages?

All MDwise members deserve health services that are high quality, safe and culturally appropriate. When you call MDwise customer service we have representatives who can talk to you in your language. If we do not have someone who speaks your language, we will get an interpreter on the phone to help us talk to you.

Many MDwise doctors can talk to you in Spanish or other languages. This includes sign language. It is a free service to you.

Member information (like the member handbook) is available in Spanish at MDwise.org. You can also call MDwise customer service to have materials mailed to you. If you get something in the mail from us and you do not understand it, you can call customer service. We can help explain what it says. We can also help translate MDwise materials so you can understand them.

Your member rights and responsibilities include:

1. Being treated with dignity and respect.
2. Receiving health care that makes you comfortable based on your culture.
3. Being able to make complaints about MDwise, its services, doctors and policies.

If you have trouble getting any of the services offered by MDwise in a culturally acceptable way, please call us. We need to know about any problems in order to help.

How much exercise does it take to burn off calories in the food you eat?

If you eat one large slice of pepperoni pizza, you need to run for an hour to burn off those calories.

It takes half an hour of hiking uphill to burn off a slice of birthday cake.

Source: Council for Responsible Nutrition

Be SMOKE-free

When you decide you want to quit, set a quit date, ideally within two weeks. Tell your family, friends and coworkers of your plans to quit. Ask for their support.

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

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.

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.
Results of the 2013 MDwise Member Satisfaction Survey

Here is What You Had to Say

Every year a survey is sent to member homes. It asks members about services they get from MDwise. A total of 2,402 members answered our survey to help us serve you better. Respondents are 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. You thought we did better on:

- Customer service.
- Being able to get needed care.
- Doctors talking to you about medicines.
- Doctors talking to you about ways to quit using tobacco.

A total of 2,165 members answered MDwise members were asked about how they got health care. 80 percent said they had seen their doctor in the past six months. Some people had gone to the emergency room too. 37.9 percent of Hoosier Healthwise adults and 25.3 percent of HIP adults said they went to the ER. Adult members also told us whether or not they smoke or use tobacco. 43.6 percent of Hoosier Healthwise adults and 37.4 percent of HIP adults said they use tobacco.

Here are some important things to remember:

✔ Always call your doctor first when you need medical care. Your doctor has someone who can help you 24 hours a day.

✔ NURSEon-call can answer your health questions 24 hours a day, 7 days a week. Call customer service and choose option #4.

✔ If you smoke or use tobacco, talk to your doctor about quitting. There are programs and medications to help you. Go to MDwise.org/wellness/smokefree for more information.

Members found several things they thought could be better:

- Doctors listening carefully to you.
- Doctors showing respect for what you had to say.
- Providing needed information.
- Coordination of care.
- Rating of health care.

Our goal for next year will be to improve all areas of service. This will allow us to serve our members better in the future. We will especially work to improve the things you thought could be better.

<table>
<thead>
<tr>
<th>Question</th>
<th>Children</th>
<th>Hoosier Healthwise Adults</th>
<th>HIP Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Using any number from 0 to 10 (10 is the best) what number would you use to rate your personal doctor?”</td>
<td>83.6% rated their doctor an 8, 9 or 10</td>
<td>78.5% rated their doctor an 8, 9 or 10</td>
<td>78.2% rated their doctor an 8, 9 or 10</td>
</tr>
<tr>
<td>“When you needed care right away for an illness, injury or condition, how often did you get care as soon as you needed?”</td>
<td>89.8% said usually or always</td>
<td>82.0% said usually or always</td>
<td>88.6% said usually or always</td>
</tr>
<tr>
<td>“How often did your personal doctor explain things in a way that was easy to understand?”</td>
<td>92.5% said usually or always</td>
<td>88.5% said usually or always</td>
<td>91.3% said usually or always</td>
</tr>
<tr>
<td>“Would you recommend your health plan (MDwise) to your family or friends?”</td>
<td>96.0% said probably or definitely yes</td>
<td>92.2% said probably or definitely yes</td>
<td>95.3% said probably or definitely yes</td>
</tr>
</tbody>
</table>

MDwise Quality Program Summary for 2012

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

**Areas in which MDwise improved:**

- Getting a postpartum visit after delivery.
- Getting children well care visits for 0–15 months of age.
- Checking blood sugar level (Hemoglobin A1c) for members with diabetes.

**MDwise is working to improve in these areas in 2013:**

- A child should have at least eight well child visits by 15 months of age.
- Children ages 3–21 years of age should see the doctor at least once a year for a well care visit.
- Test for fat level (also called LDL cholesterol) for members with diabetes.