steps to wellness

SPRING 2013

LOOK INSIDE!

Know Who to Call When You Have a Question ... 2
Women’s Health: Covered Services ............ 2
Do You Use Tobacco? ............. 3
Your Contact Information ...... 3
SMOKE-free .................. 3
Your Rights & Responsibilities .. 3
MDwiseREWARDS .......... 3
Member Survey ................. 4
Is It an Emergency? .......... 4

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 puede encontrar esta información en español en nuestra página web en MDwise.org. Gracias.

Make the Most of Your Doctor Visit

It is important to make the most out of every visit with your doctor. Adults, teens and kids three years old and older should have a preventive care or well-care visit at least once a year. It gives you a chance to talk to your doctor about your health.

Ask your doctor:

• What health screenings should I get? Depending on your age, you should get screenings for cancer, heart disease, high blood pressure, weight and immunizations (shots).
• What should I do if I want to start a family? Before becoming pregnant, women can make sure they are ready for a healthy pregnancy and healthy baby. Your doctor can help you know what is best to do.
• Am I at risk for any diseases or conditions? Your doctor should have a history of your and your family’s health. This information will help you know what you can do to prevent or find health problems.

Tell your doctor about:

• Changes in your health. Especially: unexpected weight loss or fevers; changes in appetite or energy; new pain or change in chronic pain; change in bowel movements or urination; bleeding or bruising; chest pain or shortness of breath; and changes in the way you walk, talk or think.
• All medications you take. This includes those prescribed by a doctor. It also includes over-the-counter medicines you buy from a store.
• How much alcohol, tobacco or other drugs you use.
• Changes in your energy level or the amount of sleep you get.
• Any changes in your health, mood or life.

NURSEo - II
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.
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 change your address. We mail important information to members often. If we do not have your address the information will not get to you. You may miss important notices about renewing your health coverage/benefits if you do not update your address with us when you move.
• You change your phone number. There are times that MDwise or your doctor’s office needs to call you. If we do not have a current phone number, we won’t be able to talk to you about your health.

If you have questions please call 1-800-356-1204 or 317-630-2831 in the Indianapolis area. MDwise customer service 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 or 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.).
• Someone in your home buys or receives a new motor vehicle (car, truck, motorcycle, etc.).
• You move or change your phone number.
• You change your job and/or you get an increase or decrease in pay.
• You have a change in money received, such as child support or Social Security.
• You need proof of Medicaid coverage.
• You lose your Hoosier Healthwise card or need a replacement.

Remember: You must report all changes within 10 days from the time you know about the change.

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.

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.
Do You Use Tobacco?

If you use tobacco, MDwise and your MDwise doctor advise you to quit. Quitting will improve your health. It will also improve the health of your family.

Some diseases that develop due to smoking and tobacco use are chronic obstructive pulmonary disease (COPD), which makes it hard for you to breathe, heart disease and many cancers. It is not good for family members either. Smoke in the air affects the air your loved ones breathe. It can cause breathing problems like coughing or asthma. It can also cause lung infections, cancers and heart disease.

Quitting is hard to do. Your doctor and MDwise can help. There are treatments that can help you. Talk to your doctor. Your doctor may suggest things like counseling or prescription medication that may help you. There are also many over-the-counter aids like nicotine gum and patches. They are free to you if your doctor writes a prescription. If you are a Healthy Indiana Plan member, payment for these will come out of your POWER Account.

Visit MDwise.org/wellness/smokefree. You can find helpful tools if you are thinking about quitting. Make the decision to quit today.

Be SMOKEfree

When you decide you want to quit, set a quit date. Tell all of 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.

Your Rights and Responsibilities

MDwise provides access to medical care for all its members. We do not discriminate based on your religion, race, national origin, color, ancestry, handicap, sex, sexual preference or age.

Medical care is based on scientific principles. We provide care through a partnership that includes your doctor, MDwise, other health care staff and you–our member.

Both members and MDwise are responsible for ensuring that the best medical care is given. More information on your rights and responsibilities can be found in your member handbook. Go to MDwise.org for the latest version.

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.
Spring Means It Is Member Survey Time

February through April is member survey time at MDwise. We use a survey company called The Myers Group. They will send out almost 5,000 surveys to members in the mail. You can return the survey in the self-addressed and stamped envelope provided. If they do not hear back they will call you.

The survey asks questions about the services you get from MDwise and your doctors. The answers will tell us how good a job we are doing. The Myers Group 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 five minutes to answer the questions. We want to hear how our members feel about the services they get. We want to use the answers to make improvements if they are needed. We hope you think we are doing a good job. We will let you know the results of the survey in this Steps to Wellness newsletter in the fall.

Is It an Emergency?

Have you ever wondered whether to see the doctor in the clinic, go to urgent care or go to the emergency room? Being seen in an emergency room may be the right thing to do for a medical emergency, but often may lead to your overall health care being split. This can especially happen if your usual doctor doesn’t know you were seen in an emergency room.

It can be easy to decide if you need to go to the emergency room. You may think you are having a stroke or heart attack. Your child may have broken his arm. Or, your child could be having a hard time breathing. But if you have had a problem for weeks or months, the best thing to do is to talk to your usual doctor.

Sometimes it is unclear when to go to the emergency room. Here are some hints to help you decide:

1. Your usual doctor can tell you to go to the emergency room right away.

2. Call MDwise NURSEon-call at 1-800-356-1204 or 317-630-2831 in the Indianapolis area. Choose option #4 for NURSEon-call. The nurse can tell you whether to go to the emergency room or wait to see your usual doctor. NURSEon-call is available 24 hours a day.

3. If you can’t reach your usual doctor or NURSEon-call, and you believe you or your family member will have a bad outcome if you don’t seek health care right away, you may need to go to the emergency room.

MDwise medical management makes prior authorization decisions based on appropriateness of care and coverage rules. MDwise medical management staff and our delegates who perform prior authorization do not receive incentives or rewards, financial or otherwise, for making denial decisions and are not rewarded for making UM decisions decrease utilization of services by MDwise members.

If you are unhappy with an appeal decision, you have the right to request an external review by an Independent Review Organization (IRO) within 45 calendar days of the MDwise appeal denial letter. You may also request an expedited external review. An expedited external review should only be requested when you or your provider believe that the illness, disease, condition, injury or disability would seriously jeopardize your life, health or ability to reach and maintain maximum function if a decision on the appeal was not expedited. Reviews and decisions for expedited reviews must occur within 48 hours.

To request an external review, please submit a letter to MDwise requesting the external review to the following:

MDwise Medical Management
Attn: Appeals
P.O. Box 441423
Indianapolis, IN 46244

To request an expedited external review, please contact MDwise customer service at 1-800-356-1204 or 317-630-2831 in the Indianapolis area.

MDwise is accredited by the National Committee for Quality Assurance (NCQA). In addition, in the Medicaid Insurance Plan Rankings 2012-2013, MDwise achieved an impressive overall ranking of 41 out of 227 Medicaid plans in the nation, placing it in the top twentieth percentile nationwide.

Did You Know?

94% of MDwise members surveyed would recommend MDwise to their family and friends.*

(*2011 MDwise Member Survey)