Get Your Flu Shot

The flu can be very dangerous. In some cases it even causes death. Some people are at high risk for serious flu problems.

People at higher risk include:

- Older adults
- Very young children
- People with certain health conditions, like asthma or COPD

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. Flu season usually lasts from October through May. So it is best to get your shot in the fall. You cannot get the flu from the flu vaccine.

Flu-like symptoms include:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache
- Chills
- Fatigue
- Some people also may have vomiting and diarrhea

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.
**Is It an Emergency?**

When an emergency strikes, you know you need medical care fast. But what if you’re not sure if it’s a true emergency? How can you tell if you or a loved one should go to the emergency room?

Sometimes you know right away you should go to the emergency room. You may have symptoms of a heart attack or stroke. You may think your child broke his arm. Or you may have a bad cut that won’t stop bleeding.

There are other times when it is best to see your MDwise doctor. For example:

- If your symptoms come on gradually.
- You think your child has an ear infection.
- You or your child has cold or flu symptoms.
- You sprain your ankle.

Your primary doctor knows your health history best. He or she will have your medical records. Unless you are sure it is an emergency, it is always best to call your doctor first when you need medical care.

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.

**Second Opinions**

Making decisions about your health care is very important in your life. It can be hard sometimes to know what is best for you. MDwise knows how important it is for our members to know they made the right choices about their health. There are times you may want to talk another doctor about your care. Second opinions are a way to learn more about your condition. They also help you make choices for treatment. Most doctors will welcome another physician’s input. Your doctor may be able to recommend a specialist.

It should be another doctor in your MDwise network. You will want to get a copy of your medical records and test results. Share these with the new doctor that you see for the second opinion.

Call MDwise customer service if you need help. We can help you find another in-network doctor so you can get a second opinion.
Women’s Health: Covered Services

Preventive care check-ups are covered services for Hoosier Healthwise and HIP members in their MDwise network. These services include:

- Prenatal care
- Breast exams
- Mammograms
- Pap tests

Talk to your MDwise doctor about these and other important check-ups. You may be able to see a women’s health specialist in your MDwise network. 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.

Women’s Health: Be Healthy, Stay Healthy

A Pap test can save your life. It can find early signs of cervical cancer. Cervical cancer can almost always be prevented. Having regular Pap tests is the key. Have you had a Pap test lately?

A sexually transmitted infection (STI) is an infection passed from person to person through intimate sexual contact. STIs are also called sexually transmitted diseases, or STDs. If you are sexually active, an STI test is important. One of the most common STIs is Chlamydia. Most women have no symptoms. You can have it for a long time and not know. If not treated, it can cause harm to your female organs. It can result in not being able to have children.

A mammogram is a low-dose x-ray exam of the breasts. It looks for changes that are not normal. Women who are 50 and older should have a mammogram every year. If you are younger than 50, you should ask your doctor if you should have a mammogram. The doctor will order a mammogram if you have risk factors for breast cancer. This includes a family history of breast cancer.

Talk to your doctor about these important exams. Make an appointment today.

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 starting on page 40. The most recent version is at MDwise.org. You can also have a copy of our privacy policy mailed to you. Call MDwise customer service.

Get your FREE gift card!

By completing health activities like going to the doctor, you can earn points. You can then cash the points in for a gift card. You don’t have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Watch for exciting changes to the Rewards Program. Go to MDwise.org/rewards to learn more.
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.