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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. 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.**

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.
How to Treat Seasonal Allergies

Seasonal allergies are caused by your body’s reaction to allergens. Common allergens include:
- Pollen
- Mold
- Dust mites
- Animals
- Stuffy nose
- Sneezing
- Runny nose
- Itchy nose/eyes

Symptoms of allergies include:
- Stuffy nose
- Sneezing
- Runny nose
- Itchy nose/eyes

Often your doctor will start treating your allergies with one medicine based on your age and symptoms. If that does not work he or she may add or change medications.

<table>
<thead>
<tr>
<th>Type of Medicine</th>
<th>What it is Used for</th>
<th>Products in this Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intranasal Steroids</td>
<td>Often used as a first option. Helps decrease inflammation in the nose. Full effects may take up to a few weeks.</td>
<td>Beconase AQ, Qnasl, Rhinocort Aqua, Zetonna, Omnaris, Nasalide, Nasarel, Flonase, Veramyst, Nasonex, Nasacort AQ will be available over the counter without a prescription</td>
</tr>
<tr>
<td>Antihistamines</td>
<td>Used as needed for patients with mild allergies who do not need medicine every day. Can also be added to other allergy medications. Helps with runny nose, sneezing, and itchy-watery eyes.</td>
<td>Oral: Benadryl, Chlor-Trimeton, Claritin, Zyrtec, Allegra Nasal: Astelin, Astepro, Patanase</td>
</tr>
<tr>
<td>Decongestants</td>
<td>Should be used only for short term. Helps with stuffed noses.</td>
<td>Oral: Sudafed, Sudafed PE Nasal: Neo-Synephrine, Afrin</td>
</tr>
<tr>
<td>Other Agents</td>
<td>May be added to help control allergy symptoms. Not used first.</td>
<td>Oral: Singular Nasal: NasalCrom, Atrovent, Dymista</td>
</tr>
</tbody>
</table>

Other Things to Consider
- Use air filters/humidifiers/a vacuum in your home to minimize allergens.
- Avoid triggers such as going outside in high pollen counts (wait until evening to go outside for long periods of time).
- Use saline nasal sprays/irrigations to clear out nasal passages.
- Quit smoking.

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.

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.
Important Information in Your Hoosier Healthwise/HIP Member Handbook

There is important information in your member handbook. The most up-to-date version can be found at MDwise.org. It includes:

- **Your rights and responsibilities.** MDwise provides care through a partnership that includes your doctor, MDwise, other health care staff and you—our member. We do not discriminate based on religion, race, national, origin, color, ancestry, handicap, sex, sexual preference or age.

- **Member benefits and services.** The complete list of benefits and services is listed in your member handbook. Some of the benefits and services include:
  - Preventive care.
  - Behavioral and mental health care.
  - Help finding doctors and information about them.
  - Interpretation services if you need information in another language.
  - Information about pharmacy services.
  - Information on self-referral services.
  - Help knowing what to do if you get sick or have an emergency (including after hours).
  - Help knowing what charges or copays you have to pay (if any).
  - Help if you have a complaint (grievance).

- Help if you do not agree with the decision to solve your complaint (appeal).

- **Information on new health technology.** MDwise looks at new medical and behavioral health procedures. We also look 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.

Call MDwise customer service if you have any questions about your benefits. You can also ask for a printed copy of the member handbook.

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**SMOK**

**Be SMOKEfree**

If you smoke in your house or car, smoke outside instead. This will keep your family members safe. Also, don’t allow others to smoke indoors around your family members.

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). It’s available 24 hours a day, seven days a week. You can also go to quitnowindiana.com.

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**WEI**

**Eat More Whole Foods**

In general, the less processed a food is, the longer it takes to digest. This keeps you feeling full longer.

For example, an apple is more filling than the same amount of applesauce. And applesauce is more filling than apple juice.

*Source: United States Department of Agriculture*

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**Does MDwise Have Your Current Contact Information?**

Please call MDwise customer service to update your contact information, especially if you have recently moved or changed phone numbers. Your contact information may be your:

- Home phone number
- Cell phone number
- Address where you currently live
- Email address

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**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.
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.
- You change your phone number.
For questions call MDwise customer service. We 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/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.

Spring Means It’s Member Survey Time

March through May 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 from you 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 know how our members feel about the services they get. We want to use the answers to make improvements if they are needed. We will let you know the results of the survey in the Steps to Wellness newsletter in the fall.

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 that decrease utilization of services by MDwise members.

If you file an appeal with MDwise and you are unhappy with the appeal decision, you or your authorized representative may request an external review 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 expedited external review, please contact MDwise customer service.

To request any other external review, please follow the directions you receive on your appeal letter and submit a letter to:

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

A request for external review of your appeal is forwarded to an Independent Review Organization (IRO). MDwise uses the Independent Review Organizations required by the Indiana Department of Insurance. There is no charge to you for requesting an external review. The IRO will make a decision on your external review within 15 business days unless it is urgent. Urgent external reviews will be completed within 72 hours. You will be notified in writing of the decision made by the Independent Review Organization and have the right to request a free copy of all the documents related to your external review.

If you have any questions concerning external review, please call MDwise customer service.