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.

Your Doctor FIRST
Avoiding Unnecessary Hospital Admissions

MDwise cares about you staying well and out of the hospital. Here are some tips to help you.

Take your medicines like your doctor tells you.

This is very important! It helps keep your conditions controlled. See Manage Your Medicines on page 3 for tips to help you take your medicines as prescribed.

Know your warning signs.

Warning signs are signs that tell you that your condition is getting worse. Understanding what your warning signs are will help keep you out of the hospital or emergency room. Follow these tips.

1. Ask your doctor what you should watch for.
2. Write down all your warning signs.
3. Ask the doctor how to handle each warning sign.
4. Call your doctor RIGHT AWAY when you think you see a red flag or warning sign that your condition is getting worse.
5. Ask for help. If you can’t contact your doctor, ask your family or friends to do it for you.
6. Know who to call after hours and on the weekends. Ask your doctor when you go for a regular visit. He or she will give you instructions on who to call or where to go.

If you do have to go to the hospital, it is really important for you to see your doctor no later than one week after you are discharged. This helps reduce the risk of being readmitted to the hospital. With some conditions, appointments may need to be even sooner.

Here are some helpful tips to get ready for your follow-up doctor’s visit.

- Plan ahead to be sure you have a ride to the doctor’s office.
- Write down questions as you think of them so you are ready for your appointment.
- Take your discharge instructions from the hospital with you.
- Take your list of medicines you are taking (new and old). Be sure to write down any supplements you are taking.
- It is a good idea to take someone with you. They can help listen to the doctor’s instructions and write down notes to help you remember later.

Some important things to ask your doctor at this visit:

1. Ask your doctor about all the medicines on your list. Be sure you are taking everything the way the doctor orders.
2. Ask your doctor for a list of warning signs.

If you do not know who your regular doctor is, call MDwise customer service. We will tell you who your doctor is. We can also help you get an appointment.

You can also call MDwise NURSEon-call any time. A nurse is available 24/7 for health care questions. Call 800.356.1204 or 317.630.2831 in the Indianapolis area. Choose option #4 for NURSEon-call.

You are in charge of your health. Take action to stay out of the hospital.

Develop healthy eating habits

Healthy eating doesn’t need to be hard. You and your family can develop healthy eating habits. Here are some tips:

- Eat several servings of vegetables and fruits every day.
- Eat whole-grains like oats and whole-wheat bread every day.
- Include low-fat or non-fat dairy like milk, cheese and yogurt.
- Eat lean meats, poultry, fish and beans. These have good protein.
- Serve smaller portions.
- Drink lots of water.
- Don’t drink a lot of sweetened beverages like colas.
- Don’t eat foods with a lot of sugar.
- Avoid foods with saturated fat.

Source: Centers for Disease Control and Prevention
Taking your medicines like your doctor tells you to is very important. It helps keep your conditions controlled. Your medicines can prevent flare-ups and reduce your symptoms. This can keep you from having to go to the emergency room or being admitted to the hospital.

Your doctor wants to know what you think. If your doctor starts a new medicine or stops a medicine you have been taking, talk with your doctor about what you think is best for you.

Here are some tips to manage your medicines. Follow these same tips for your child’s medicines.

1. Make a list of your current medicines. Keep this list with you all the time.
2. Be sure to include all prescription and over-the-counter medicines.
3. Be sure to include any vitamins or supplements you take. This includes herbal supplements.
4. Be sure to show the list to your doctor at each appointment.
5. Be sure to update your list if your doctor changes your medicines.
6. Make sure you always plan ahead to get refills. Don’t wait until you run out of any of your medicines.
7. Set up reminders for yourself so you don’t forget to take your medicines. Here are some things you can try:
   - Set your medicines next to your toothbrush.
   - Put a note on the refrigerator or the bathroom mirror.
   - You may want to set up your medicines in a pill organizer every week. This helps you keep track of the medicines you need to take every day.
8. If you have trouble organizing your medicines, talk to your pharmacy. They are glad to help you.
9. It helps to use one pharmacy for all your medicines. That way, the pharmacist will know about ALL the medicines you take. He or she can check for any negative interactions between your medicines.

Managing Your Medicines

TALK WITH YOUR DOCTOR OR PHARMACIST

Your doctor and pharmacist will help you understand all the medicines you take. They will answer your questions like:

1. What are they for?
2. What are the reasons I should take them?
3. What are the reasons I should stop taking them?
4. How should I take them?
5. What time of day should I take them?
6. How often should I take them?
7. Will I need to continue taking them once I feel better?
8. What are the side effects of the medicine?

Always ask! You need to know. You will stay healthier and safer when you get all your questions answered.
Results of the 2014 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 2,395 members answered our survey to help us serve you better. Members who respond 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
- Being able to get care quickly
- Coordination of care

Members found several things they thought could be better:

- Specialists
- Shared decision making about medicines
- Hoosier Healthwise members thought that communication with doctors could be better

MDwise members were asked whether they or their child had been to the doctor for a check-up or routine care. An average of 72 percent said they had seen their doctor in the past six months. Adult members also told us whether or not they smoke or use tobacco. Forty percent of adults in Hoosier Healthwise and 36 percent of adults in HIP said they use tobacco.

Here are some important things to remember:

- Check-ups and other preventive care are important for everyone in the family. This should happen at least once each year for those age three years and older. Children under the age of three need appointments more often. See the MDwise member handbook for more details.

<table>
<thead>
<tr>
<th>Question on Survey</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>84.4% rated their doctor an 8, 9 or 10</td>
<td>76.6% rated their doctor an 8, 9 or 10</td>
<td>78.4% 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>91.8% said usually or always</td>
<td>85.4% said usually or always</td>
<td>88.5% 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>93.3% said usually or always</td>
<td>89.8% said usually or always</td>
<td>92.7% said usually or always</td>
</tr>
<tr>
<td>“Would you recommend your health plan (MDwise) to your family or friends?”</td>
<td>96.5% said probably or definitely yes</td>
<td>94.4% said probably or definitely yes</td>
<td>95.6% said probably or definitely yes</td>
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</tbody>
</table>

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.

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.
Prevent Lead Poisoning

Lead is a very strong poison. It can affect many different parts of the body. It usually builds up slowly over time. Even small amounts of lead can cause serious health problems. The health problems get worse as the level of lead in the blood gets higher. Lead poisoning can severely affect mental and physical development. At very high levels, lead poisoning can cause death.

Lead is much more harmful to children than adults. It can affect their developing nerves and brains. Children under the age of six are more vulnerable to lead poisoning. Unborn children are the most vulnerable. Pregnant women must avoid lead exposure.

Where does lead poisoning come from?
Lead is everywhere. It is in dirt, dust, new toys and old house paint. Unfortunately, you can’t see, taste or smell lead. When a person swallows an object made with lead or covered with lead dust or breathes in lead dust, some of the poison can stay in the body. Older buildings often have lead-based paint and dust with lead in it. This is the most common source of lead poisoning in children. Children living in cities with older houses are more likely to have high levels of lead.

What are the symptoms?
Because lead poisoning often builds up gradually, there may not be any obvious symptoms. If symptoms do occur, they may include:

- Abdominal pain and cramping (usually the first sign of a high, toxic dose of lead poison).
- Aggressive behavior.
- Anemia.
- Constipation.
- Difficulty sleeping.
- Headaches.
- Irritability.
- Loss of previous developmental skills (in young children).
- Low appetite and energy.

What can you do to prevent lead poisoning?
The goal is to prevent lead exposure to children before they are harmed. The key is stopping children from coming into contact with lead. You can reduce exposure to lead with the following steps:

- Keep your home dust-free.
- Have everyone wash their hands before eating.
- Throw out old painted toys if you do not know if the paint has lead.
- Let tap water run for a minute before drinking or cooking with it.
- Add water filters or switch to bottled water for drinking and cooking.

Talk to your doctor about lead screening. Lead poisoning is a common health problem. Every MDwise child should be tested for lead. If you are pregnant, you should also talk to your doctor to see if you have been exposed to lead. To learn more about lead poisoning, visit the CDC website at cdc.gov/ncceh/lead/tips.htm.

Sources: Centers for Disease Control and Prevention, National Institutes of Health

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.
What You Need to Know About Fraud and Abuse

You can report fraud and abuse by calling MDwise customer service. You do not have to give your name. If you do, the doctor or member will not be told you called.

Examples of health care provider fraud and abuse are:

- Billing or charging you for services MDwise covers.
- Billing you for services you did not receive.
- Offering you gifts or money to receive treatment or services.
- Offering you free services, equipment or supplies in exchange for use of your Hoosier Health or MDwise card number.
- Giving you treatment or services you do not need.
- Physical, mental or sexual abuse by medical staff.

Examples of member fraud and abuse are:

- Members selling or lending their identification cards to people not covered by Hoosier Healthwise or HIP.
- Members abusing their benefits by seeking drugs or services that are not medically necessary.

Help MDwise Stop Fraud and Abuse

- Do not give your Hoosier Health or MDwise card number to anyone. It is okay to give it to your doctor, clinic, hospital, pharmacy, Hoosier Healthwise, HIP or MDwise customer service.
- Do not let anyone borrow or use your Hoosier Health or MDwise card.
- Do not ask your doctor or any health care provider for medical care you do not need.
- Work with your primary doctor to get all of the care you need.
- Do not share your Hoosier Healthwise, HIP or other medical information with anyone except your doctor, clinic, hospital or other health provider.

You can also find information about fraud and abuse in your member handbook on page 33. Go to MDwise.org for the latest version.

List Your Reasons to Quit

Make a list of all of the reasons you want to become SMOKE-free. Keep it in a place where you will see it often. Put it in your car or post it on your refrigerator. When you feel the need to smoke, take a look at the list. This will remind you of why you want to quit.

Some reasons you may want to quit:

- You will be less likely to get sick.
- You will breathe easier and cough less.
- Your chances of having cancer, heart disease, strokes and other diseases will go down.
- Your teeth and fingernails will not be stained.

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.

Source: Centers for Disease Control and Prevention

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.