Physical activity is an important part of a living a healthy life. Adults need it to stay in good health. Children need it to grow and develop. Physical activity can trigger asthma symptoms in some people. Tell your doctor if this happens to you or your child. Your doctor can help you find the best ways to control your asthma. This way you can stay active.

There are medicines that may help. Quick-relief medicines can be taken shortly before physical activity. They can last 2 to 3 hours. They can prevent symptoms in most people who take them. If you have frequent or severe symptoms when you are active, this may mean your asthma is not well controlled. Your doctor may decide to start or increase long-term control medicines. These reduce inflammation in your airways. This will help prevent asthma symptoms during exercise.

Be sure to warm up before physical activity. You also may want to wear a mask or scarf over your mouth in cold weather.

Be sure to follow your asthma treatment plan as your doctor directs. If you do, you should be able to take part in any physical activity or sport you choose.

Source: National Heart, Lung and Blood Institute
March through May is member survey time at MDwise. We use a survey company called SPH Analytics. They will send out surveys to members in the mail. You can return the survey in the self-addressed and postage-paid envelope provided. Members can also choose to do the survey online. Your letter will give you a website address to go to and a special code for you to use. If the survey company does not hear back from you they will call you to do the survey over the phone.

The survey asks you questions about the services you get from MDwise and your doctors. The answers will tell us how good of a job we are doing. SPH Analytics 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 a few 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 fall newsletter.

Don’t “Diet”, Eat Healthy Instead

One of the biggest problems with “diets,” is that they almost never work in the long term. People who “diet” often gain more weight over time. Instead of going on a diet, focus on making healthy food choices. Here are some healthy changes you can make. Try making one change at a time. Trying to change everything at once can be frustrating and make you give up.

**Eat more protein**

Protein is the single most important nutrient when it comes to losing weight. Simply adding protein to your diet (without taking anything away) helps you burn more calories each day. It also helps you feel so satisfied that you eat fewer calories per day.

**Drink Water, Especially Before Meals**

Drinking water can help with weight loss. It helps you burn off a few more calories. One study showed that drinking a couple glasses of water about a half an hour before meals helped people eat fewer calories.

**Eat more vegetables and fruits**

Vegetables and fruits are low in calories. But they have a lot of fiber. They also contain a lot of water. They take a while to chew and are very filling. These foods are also super healthy and nutritious. So eating them is important for all sorts of reasons.

**Keep Healthy Food Around in Case You Get Hungry**

Keeping healthy food close by can help prevent you from eating something unhealthy when you want a snack. Try whole fruits, a handful of nuts, baby carrots, yogurt or a hard-boiled egg (or two).

**Use Smaller Plates**

Using smaller plates has been shown to help people eat fewer calories. It sounds like a weird trick, but it seems to work.

**Cut Back on Added Sugar**

Studies show that eating sugar (and high fructose corn syrup) increases the risk of obesity. It also increases your risk of getting diseases like type 2 diabetes and heart disease. If you want to lose weight, you should cut back on added sugars. Just make sure to read food labels. Some so-called health foods can be loaded with sugar.

**Don’t Drink Calories, Including Sugary Soda and Fruit Juices**

Sugar is bad, but sugar in liquid form is even worse. Avoid soft drinks and fruit juices. Drink water or tea and eat whole fruits instead.

Source: Centers for Disease Control and Prevention--Division of Nutrition, Physical Activity and Obesity
MDwise has a special program for our members with certain health conditions. We call this program INcontrol. This special program is for:

- Chronic obstructive pulmonary disease (COPD).
- Asthma.
- Diabetes.
- Coronary artery disease (CAD) or heart disease.
- High blood pressure.
- Depression.
- Congestive heart failure (CHF).
- Autism spectrum disorders.
- Attention deficit hyperactivity disorder (ADHD).
- Chronic kidney disease.
- Schizophrenia.
- Smoking and tobacco use.
- Pregnancy (BLUEBELLEbeginnings program).

The choices you make every day are very important to manage your condition. The MDwise INcontrol program can help you. MDwise care management staff will answer questions you have. They will help you:

- Learn about your condition.
- Manage your medicines.
- Learn the best ways to work with your doctor.
- Follow your doctor’s advice.
- Learn about testing that you should have.
- Take steps to keep your condition from getting worse.

The more you know about your condition, the better you can control it. Be sure to see your doctor on a regular basis. Talk with your doctor about all the questions you have. This will help to keep you from having to go to the hospital or emergency room.

MDwise members can be in the program if they have any of the conditions listed here. You are automatically enrolled in the program. This happens when MDwise receives a claim from your doctor telling us that you have the condition.

MDwise also offers a special program for our pregnant members. We call it BLUEBELLEbeginnings. If you are pregnant, please call MDwise customer service at 1.800.356.1204 or 317.630.2831 if you are in the Indianapolis area. The sooner we know you are pregnant, the more we can help you. A care manager will contact you. They will talk about any questions you have about your pregnancy. They will help you get appropriate care during and after your pregnancy.

You may not wish to be in the program. You can tell the care management staff that if they contact you. Or call MDwise customer service at 1.800.356.1204 or 317.630.2831 if you are in the Indianapolis area. You can request to get out of the program.

Learn more about the INcontrol program at MDwise.org/INcontrol.
Understanding Your HIP Prescription Drug Coverage

MDwise uses a company called MedImpact to provide quality and affordable prescription drug coverage for you and your family. This helps MDwise get you the most from your Healthy Indiana Plan benefits. MedImpact manages a list of covered drugs called a formulary. It is important that you understand what drugs are covered. It is also important to know what it will mean for you and your family. You may learn more about how your drugs are covered by visiting MDwise.org/hip/pharmacy. There you can use the Find A Drug tool to find more information.

What is a Prior Authorization for HIP Prescriptions?

Prior authorization, also known as PA, is a process in which your doctor submits information about your health to MedImpact. A team at MedImpact will review and make a decision about the treatment requested. If you or your doctors do not agree with the decision, you will have the right to appeal the decision. Please contact MedImpact at 844.336.2677 for more information about prior authorization.

Where Can I Find More Information About My HIP Pharmacy Benefits?

For more information about your pharmacy benefits, you can see the latest HIP member handbook on our website at MDwise.org/hip/handbook. The member handbook includes pharmacy benefit information and also includes the following:

- Your rights and responsibilities as a MDwise member
- Member benefits and services
- Information on new health technology

Visit myMDwise at MDwise.org/myMDwise where you can sign up to get more information about your coverage and claims.

You can also call MDwise customer service at 1.800.356.1204 if you have questions about your benefits.

Non-Emergency and Emergency Transportation

Non-Emergency Transportation

If you need to see a doctor you can use non-emergency transportation. Call MDwise and use the prompts to go right to MDwise transportation to schedule a trip. Not sure if transportation is a benefit you have? You can ask customer service for help.

MDwise transportation is used for preventive care appointments or if you are not feeling well. You should set up a trip with them as soon as you set up a time to see your doctor. You can schedule transportation with MDwise for these reasons:

- See your doctor, dentist or eye doctor
- A visit to a specialist
- Have a fever or sore throat
- Have an earache or a toothache

Emergency Transportation

You need to call an ambulance if you need help fast by a doctor for a serious medical problem. Call an ambulance if your life is in danger of life-long harm or loss of life. An ambulance can take you to the emergency room. Examples why you would need an ambulance are:

- Poisoning
- Severe head injury
- Excessive bleeding
- Serious burns
- Sudden, severe chest pains
Case Management Rights and Responsibilities

MDwise members who participate in case management should always be able to do or have certain things. Those are called rights and responsibilities.

**MDwise members have the right to:**
1. Have information about MDwise programs. Have information about MDwise staff.
2. Choose not to participate in MDwise programs or services.
3. Know the staff members responsible for your case management services. Know how to change your case manager.
4. Have MDwise support when making health care decisions.
5. Know all the case management services that are available. Discuss these services with your provider.
6. Have your medical information kept safe. Know who has access to your information. Know how MDwise keeps your information safe.
7. Be treated with respect by MDwise staff.
8. Communicate a complaint to MDwise. Know how to file a complaint. Know how long it takes to get an answer to your complaint.
9. Have information that you can understand.

**MDwise members are expected to:**
1. Follow MDwise advice.
2. Give MDwise the right information so we can give you the services you need.
3. Let MDwise and your treating provider know if you leave the MDwise program.

Case management works best when everyone involved works together. These rights and responsibilities help make that happen.

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 lose your member ID card or need a replacement.
- 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.

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

Get your FREE gift card!

You don’t have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Earn points for a variety of activities, like going to your doctor appointments. Then shop for gift cards with your points. Go to MDwise.org/rewards to learn more.
MDwise Care Management Program

MDwise wants to help you stay healthy. The MDwise care management program can help you manage your health conditions. MDwise case managers help you and your doctor plan for your care. As your needs change, the level of care management will change. Care management will help you become more independent and able to manage your own health care needs. MDwise care managers can help you with mental health and physical conditions.

MDwise care managers can help you make goals for your health. They work with you, your doctors, family and caregivers to do this. They want you to make the best choices for your health. Care managers can help you understand your health conditions and how to best manage them. Care management also assists you with:

• Understanding your condition.
• Understanding your medications.
• Getting supplies and equipment you need.
• Finding care from special doctors.
• Getting information about your condition.
• Scheduling appointments.
• Talking to doctors about your condition(s) and how you are doing.
• Getting the help from other organizations.

You, your provider, family members or caregivers can all request case management by completing an online referral form or by calling customer service. The online referral form is located at MDwise.org/cmdm-referral and MDwise customer service can be reached at 1.800.356.1204. Once MDwise receives your request, a case manager will contact you and you can discuss your needs or the needs of the person requesting care management.

Does MDwise Have Your Current Contact Information?

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

• Home phone number
• Cell phone number
• Address
• Email address

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.

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