WINTER 2016

wellness

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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.

Connect with us!
facebook.com/MDwise
twitter.com/MDwiseInc

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.

Need help deciding whether to see your doctor or go to the emergency room?
If your doctor is not available, talk to a nurse about the type of care you need. Call MDwise NURSEon-call at 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.
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 growth. At very high levels, lead poisoning can cause death.

Lead is much more harmful to children than adults. It can affect developing nerves and brains. Children under the age of six and unborn babies are the most at risk for lead poisoning. 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:

- Belly pain and cramping (usually the first sign of a high, toxic dose of lead poison).
- Violent behavior.
- Low blood iron.
- 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 to stop 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.

Talk to your doctor about lead screening. All children should be tested at 12 months and again at 2 years or 24 months. If screening is not done by 2 years of age, then children should be screened before they are 6 years old. 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/nceh/lead/tips.htm. 

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

Earn MDwiseREWARDS Points for being SMOKE-free

If you smoke or use tobacco you can earn MDwiseREWARDS points for trying to quit. To earn points, you must complete a cessation program.

Examples of some programs include:

- Indiana’s Tobacco Quitline.
- Baby and Me Tobacco Free.
- A program through your hospital or clinic.

Ask your doctor about the programs he/she recommends. Once completed, ask for a certificate or letter of completion. Then send a copy to MDwise by mail, fax or email to get your points.

Mail to:
MDwiseREWARDS
P.O. Box 441423
Indianapolis, IN 46244
Fax (toll-free) to: 1-844-759-8551
Email to: rewards@mdwise.org

You can get tips for quitting at MDwise.org/wellness/smokefree. 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.
Control Portion Sizes for a Healthy Weight

Portion sizes of many foods have increased a lot over the past 20 years. Larger portions are now offered all around us. This includes:

- Restaurants.
- Vending machines.
- Packaged foods in grocery stores.

Studies show most people don’t think they are eating as much as they actually are. Larger portions have more calories. But they also encourage people to eat more than they usually would.

With a little practice, portion control is easy to do. It can help people reach and maintain a healthy weight. Most people don’t like to measure or weigh their food. You can estimate portion sizes. Just compare them to common household items.

This should help you eat healthy portion sizes. You should eat a healthy mixture of different types of food. You should also include regular physical activity. All these things together will help you get the best results. Always talk to your doctor before starting a new diet or exercise program.

Sources:
Centers for Disease Control and Prevention
US Department of Agriculture

<table>
<thead>
<tr>
<th>Food</th>
<th>Serving Size</th>
<th>Compares To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rice or pasta</td>
<td>½ cup cooked</td>
<td>Computer mouse</td>
</tr>
<tr>
<td>Cereal</td>
<td>½ cup</td>
<td>½ a baseball</td>
</tr>
<tr>
<td>Leafy vegetables</td>
<td>1 cup raw</td>
<td>1 baseball</td>
</tr>
<tr>
<td>Cooked vegetables</td>
<td>½ cup</td>
<td>Computer mouse</td>
</tr>
<tr>
<td>Fruit (like apples or oranges)</td>
<td>1 medium</td>
<td>Tennis ball</td>
</tr>
<tr>
<td>Berries</td>
<td>1 cup</td>
<td>Tennis ball</td>
</tr>
<tr>
<td>Chopped or canned fruit</td>
<td>½ cup</td>
<td>Computer mouse</td>
</tr>
<tr>
<td>Hard cheese</td>
<td>1 ounce</td>
<td>1 pair of dice or your thumb</td>
</tr>
<tr>
<td>Yogurt</td>
<td>8 ounces</td>
<td>Baseball</td>
</tr>
<tr>
<td>Meat, fish or poultry</td>
<td>3 ounces</td>
<td>Deck of cards</td>
</tr>
<tr>
<td>Peanut butter</td>
<td>2 tablespoons</td>
<td>Ping-pong ball</td>
</tr>
<tr>
<td>Cooked beans</td>
<td>½ cup</td>
<td>Baseball</td>
</tr>
<tr>
<td>Nuts</td>
<td>¼ cup</td>
<td>Golf ball</td>
</tr>
<tr>
<td>Cooking oil</td>
<td>1 teaspoon</td>
<td>Fingertip</td>
</tr>
<tr>
<td>Mustard, ketchup or mayonnaise</td>
<td>1 tablespoon</td>
<td>Thumb</td>
</tr>
</tbody>
</table>
Managing Your Stress

The best way to manage stress is to prevent it. Get enough sleep. Eat a proper diet. Avoid too much caffeine and alcohol. Take time out to relax every day. These things may help reduce your stress level.

You can’t avoid all stress in your life. And everyone responds differently to stress. Stress not only affects our mental health but can cause physical illness too. Learning some ways to cope can help you get through stressful times.

Try these tips from the Anxiety and Depression Association of America to manage anxiety and stress:

- **Take a time-out.** Practice yoga, listen to music, meditate, get a massage or learn relaxation techniques. Stepping back from the problem helps clear your head.
- **Eat well-balanced meals.** Do not skip any meals. Do keep healthful, energy-boosting snacks on hand.
- **Limit alcohol and caffeine.** These can make anxiety worse and trigger panic attacks.
- **Get enough sleep.** When stressed, your body needs more sleep and rest.
- **Exercise daily.** This will help you feel good and maintain your health.
- **Take deep breaths.** Inhale and exhale slowly.
- **Count to 10 slowly.** Repeat, and count to 20 if you need to.
- **Do your best.** Don’t aim for perfection—it’s not possible. Be proud of what you accomplish.
- **Accept that you cannot control everything.** Put your stress in perspective: Is it really as bad as you think?
- **Welcome humor.** A good laugh goes a long way.
- **Maintain a positive attitude.** Make an effort to trade negative thoughts for positive ones.
- **Get involved.** Volunteer or find another way to be active in your community. This creates a support network. And it gives you a break from everyday stress.
- **Learn what triggers your anxiety.** Is it work, family or school? Or is it something else you can identify? Write in a journal when you’re feeling stressed or anxious. And look for a pattern.
- **Talk to someone.** Tell friends and family you’re feeling overwhelmed. Let them know how they can help you. Talk to a pastor or priest. You may want to see a physician or therapist for professional help.

Learn more about how to manage stress. Go to MDwise.org/Stress.

Getting Help with a Problem

The quality of service you get from MDwise is important to us. If you have a concern or are not satisfied, call MDwise customer service. You must do this within 60 days of when the problem occurred.

If you are unhappy with a service you receive, a MDwise customer service representative will file a grievance. He or she will try to solve your concerns right away.

Filing an Appeal

If you do not agree with a MDwise decision about your health services, you have the right to ask for further review. This includes if MDwise has decided that a request for services cannot be approved. You will receive written notification of the decision. This notice will include your right to appeal. It will include the steps to start an appeal. You can ask someone else, such as your doctor, to file an appeal on your behalf.

For more information on filing a grievance or an appeal, please visit MDwise.org/help.

Prior Authorization Decisions

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.

Member Transportation

If you get transportation, relatives can get paid for taking you to your doctor. They need to have a current driver’s license and insurance. If you want to learn more, call 1-800-356-1204. Pick the option to take you to MDwise transportation.

They will take you through the steps to have a relative get paid to drive you to your doctor visits.
Every year a survey is sent to member homes. It asks members about services they get from MDwise. A total of 1,082 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. Here are some areas members thought we did well:

- Adult members on talking with doctors about reasons they might not want to take a medicine.
- Hoosier Healthwise members on doctors listening carefully to them.
- HIP member getting care, tests or treatment they needed.
- Hoosier Healthwise children getting needed care right away.

Members found several things they thought could be better:

- Customer service.
- Being able to get care quickly.
- Getting routine care.

MDwise members were asked whether they or their child had been to the doctor for a check-up or routine care. An average of 66 percent of members said they had made an appointment to see their doctor in the past six months. Adult members also told us whether or not they smoke or use tobacco. 16 percent of Hoosier Healthwise adults and 41 percent of HIP adults said they use tobacco. 42 percent of adult Hoosier Healthwise and 37 percent of adults in HIP said that they got the flu vaccine.

Here are some important things to remember:

- Check-ups are important for everyone in the family. This should happen at least once each year for those age three years and older. Babies and children under the age of three need appointments more often. See the MDwise member handbook for more details.
- Always call your doctor first when you need medical care. Your doctor has someone who can help you 24 hours a day.
- NURSEon-call can answer your health questions 24 hours a day, seven days a week. Call customer service and choose option #4.
- If you smoke or use tobacco, talk to your doctor about quitting. There are programs and medications to help you. Go to MDwise.org/wellness/smokefree for more information.

Remember that you can earn MDwiseREWARDS for many activities like getting check-ups or for completing a tobacco cessation program. You can then cash in your points for gift cards. Go to MDwise.org to learn more.

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Hoosier Healthwise 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>86.8% rated their doctor an 8, 9 or 10</td>
<td>82.8% rated their doctor an 8, 9 or 10</td>
<td>73.3% 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>93.9% said usually or always</td>
<td>83.5% said usually or always</td>
<td>84.0% 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>94.6% said usually or always</td>
<td>94.8% said usually or always</td>
<td>91.1% said usually or always</td>
</tr>
<tr>
<td>“Would you recommend your health plan (MDwise) to your family or friends?”</td>
<td>99.43% said probably or definitely yes</td>
<td>95.5% said probably or definitely yes</td>
<td>94.9% said probably or definitely yes</td>
</tr>
</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 mainly work to improve the things you thought could be better.
Why is Dental Care So Important?

Early checkups help avoid cavities. Cavities can lead to pain, trouble focusing and other medical issues. Children with healthy teeth can chew food easily, help them speak clearly and smile with confidence.

Regular dental visits can do more than keep your smile attractive. They can tell dentists a lot about your overall health. They can tell if you may be developing a disease like diabetes.

Research shows that gum disease may lead to other health problems. This can include stroke and heart disease. Also, women with gum disease are more likely to have pre-term, low birth-weight babies.

It is important that dental care start at a young age. The first dental visit is recommended at the time of the first tooth and no later than 12 months of age. The most common interval to see your dentist is every six months; however, some people may need more checkups or fewer checkups, based upon past medical and x-ray findings.

To protect your oral health, practice good oral hygiene every day:

• Brush your teeth at least twice a day.
• Floss daily.
• Eat a healthy diet.
• Limit between-meal snacks.
• Replace your toothbrush every three to four months or sooner if bristles are frayed.
• Schedule regular dental checkups.

Health behaviors that can lead to poor oral health include:

• Tobacco use.
• Too much alcohol use.
• Poor food choices.

Also, contact your dentist as soon as an oral health problem arises. Remember, taking care of your oral health is an investment in your overall health.

Sources:
HealthyPeople.gov – Healthy People 2020 Topics – Oral Health
National Institutes of Health – National Institute of Dental and Craniofacial Research

HIP Preventive Dental and Vision Services

Dental and vision exams are now included as preventive care services for HIP members. These exams count as a preventive service for members who have dental and vision coverage as part of their plan. See below for the plans that include dental and vision coverage.

HIP plans that include dental coverage:

• HIP Plus
• HIP Basic (members 19-20 years old)
• HPE (adult presumptive eligibility) members 19-20 years old
• HIP State Plan Plus
• HIP State Plan Basic
• All HIP Pregnancy plans

HIP plans that include vision coverage:

• HIP Plus
• HIP Basic (members 19-20 years old)
• HPE (adult presumptive eligibility) members 19-20 years old
• HIP State Plan Plus
• HIP State Plan Basic
• All HIP Pregnancy plans

Remember, all preventive care you get is covered by MDwise. For more information visit MDwise.org/HIPpreventive.

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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