Asthma Symptoms and Triggers

The more you know about your asthma, the better you can control it. Make sure you know the things that trigger your asthma symptoms. Once you know, you can learn how to limit your exposure to them. Work with your doctor to find the best treatment to manage your symptoms. Check in with your doctor on a regular basis. Asthma symptoms can change over time. If this happens, your doctor may need to adjust your treatment. Learn the signs that your asthma may be flaring up. And know what to do when it does.

Your doctor will help you with:

- Ways to avoid your asthma triggers.
- Medications to prevent symptoms—controller medications.
- Medications to use for flare-ups—quick relief medications.
- An asthma action plan. This helps you to identify when you are doing well and when you need to seek help.

Together, you and your doctor can make sure your asthma affects your daily life as little as possible.

Sources: American Academy of Allergy, Asthma and Immunology  Asthma and Allergy Foundation of America

Important Notice

Please be assured that MDwise's decision to stop participation in the Hoosier Care Connect program has no impact on you as a Hoosier Healthwise or Healthy Indiana Plan member. Your coverage will remain as is, and we look forward to continuing to provide you with high-quality health care.

Should you have any questions or concerns, please call us at 800-356-1204 or 317-630-2831 in the Indianapolis area.
There is important information in your Hoosier Healthwise and HIP 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.

Hoosier Healthwise and HIP Member Benefits and Services
The complete list of benefits and services, and what is not covered, is in your member handbook and can be found at MDwise.org. If you want to know costs before you get medical services please visit MDwise.org. We have posted a list of common medical services and their costs. You can also call MDwise customer service and we will research it for you. We will call you back to let you know the cost. Some of the benefits and services include:

- Preventive care.
- Special needs.
- Behavioral and mental health care.
- Help finding doctors, hospitals and information about them.
- Interpretation services if you need information in another language.
- Information about pharmacy services.
- Information about transportation.
- 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).
- Information about services outside of MDwise.
- 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 at 1-800-356-1204 or 317-630-2831 in the Indianapolis area if you have any questions about your benefits. You can also ask for a printed copy of the member handbook.

Spring Means It’s Member Survey Time
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.

What’s in the survey?
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.

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.
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.

Breast-feeding is Best!

If you are pregnant, start thinking about breast-feeding your baby early. Breast milk is best for your baby. Breast milk contains all the vitamins and nutrients your baby needs in the first six months of life. It is also packed with disease-fighting substances. The substances protect your baby from getting sick. The American Academy of Pediatrics recommends giving your baby only breast milk for the first six months. But any amount of breast-feeding is good for your baby, even if it’s for less than six months. Talk to your provider if you have questions.

If you decide to breast-feed, it is best not to smoke, drink alcohol or take any medicines that your provider did not prescribe. Don’t give your baby bottles of water. They should get enough to drink with breast milk or formula. Never give your baby honey. This can cause a serious illness in babies.

For more information, visit: 
MDwise.org/pregnancy
MDwise.org/wellness/bluebellebeginnings

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 at 800-356-1204 or 317-630-2831 in the Indianapolis area. 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 your Medicaid coverage.

Remember: You must report all changes within 10 days from the time you know about the change.
## Don’t “Diet,” Eat Healthy Instead

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 healthy 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.
How can I help someone I know quit smoking?

Quitting smoking is one of the best things someone can do for their health. But quitting is very difficult! A smoker has to be ready to quit in order to be successful. Find out if they are ready before you try to help them quit.

If they are ready to quit, here are some things you can do to help:

• **Offer encouragement.** Quitting smoking is very difficult, and the smoker needs your support. Ask what you can do to help. Tell them you are confident they can quit for good.

• **Be understanding.** The smoker is probably having nicotine cravings, feelings of frustration and nervousness. They may act very cranky, especially in the first couple days. Remember that they won’t be grumpy forever.

• **Offer specific things they can do to help them quit.** Like calling a quit line. Many smokers find it helpful to chew gum or work on a hobby when they crave a cigarette.

• **Respect the smoker’s feelings.** Don’t nag or criticize the smoker. Don’t offer advice if they don’t ask.

• **Never smoke around your loved one.** If you smoke, do so outside and away from the quitter. Keep matches, cigarettes, lighters and ashtrays out of their sight. Don’t offer the quitter a cigarette, even as a joke.

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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