



A Wise Choice

For You and Your Family

Your Guide to MDwise Health Plans

MDwise is an Indiana-based health coverage company. We provide Indiana families access to high quality health care. MDwise works with the state of Indiana to provide medical, dental, vision and behavioral health benefits through the [Healthy Indiana Plan \(HIP\)](#) and [Hoosier Healthwise](#).

How Does the MDwise Plan Work?



MDwise is your health plan. You will choose one doctor who will work with you to keep you and your family healthy. You will get your health care through the MDwise network.

The Following Information is Available in the Member Handbook on [MDwise.org](#):



- Prior Authorization (PA).
- Utilization Management (UM) procedures.
- Non-covered services and network.
- Service or benefit restrictions.
- Appeals and how to file an appeal.
- Information on how to access your medical records.
- Pharmacy benefits and information.





MDwise has a large network of doctors, specialists and hospitals throughout Indiana. We can help you make wise choices about your health, the health of your family and choosing a medical home. MDwise takes pride in providing Indiana families with quality and affordable health coverage for the whole family.

MDwise is accredited by a national organization that measures the quality of health care. It is called the National Committee for Quality Assurance (NCQA). MDwise Hoosier Healthwise and Healthy Indiana Plan have earned Health Plan Accreditation. This means MDwise passed reviews on quality standards and performance measures.



97%

of MDwise members surveyed would recommend MDwise to their family and friends.

*2020 MDwise
Member Satisfaction Survey*



Healthy Indiana Plan (HIP)

What is the Healthy Indiana Plan?

The Healthy Indiana Plan (HIP) is an affordable health insurance plan that serves Hoosier adults between the ages of 19–64 who are not eligible for other Indiana Health Coverage Programs or Medicare. This plan also includes pregnant women.

You Could Qualify for HIP if You Meet All of the Following Requirements:

- You are a non-disabled adult between the ages of 19-64.
- You are not eligible for other Indiana Health Coverage Programs or Medicare.
- You have a household income equal to or less than 0 to 138 percent of the FPL (Federal Poverty Level).
- You are a legal U.S. resident.

You Could Also Qualify if You Meet All of the Above Requirements and:

- You are a parent or caretaker relative eligible under Transitional Medical Assistance.
- You qualify for Temporary Assistance for Needy Families (TANF).
- You qualify for SNAP benefits.

There are Two HIP Plans. Each Plan has Different Benefits.

HIP Plus Benefits

- Includes dental, vision and chiropractic services.
- Low monthly contributions.
- No costs for medical services.

HIP Basic Benefits

- Minimum essential coverage.
- Costs for medical services.
- May be more expensive.

How Can I Apply?

- To get a list of enrollment centers where you can apply in person, go to MDwise.org/EnrollmentCenters.
- To apply online for HIP and/or SNAP, go to MDwise.org/ApplyHIP.
- To apply over the phone call **1-800-403-0864**.

To ask questions about HIP, call **1-877-Get-HIP-9 (1-877-438-4479)**.

What is a POWER Account?



All MDwise HIP members have a Personal Wellness and Responsibility Account or “POWER Account.” Members use the account to pay for their first \$2,500 of covered medical services. Preventive services are free and unlimited. They are not taken out of your POWER Account.

Your POWER Account is made up of your monthly contribution and the state’s contribution. Your monthly contribution is calculated by your family size and income. Once you pay your first monthly contribution you are enrolled. An employer or other third party organization can assist with some or all of your monthly POWER Account contribution. Go to MDwise.org/employer-thirdparty for details about employer or third party contribution.

MDwise Healthy Indiana Plan Members Can Get Many Health Services Including:

- Doctor check-ups.
- Behavioral and mental health care.
- Dental and eye care (depending on your health plan).
- Maternity services for mothers during pregnancy.
- Free rides to doctor visits (depending on your health plan).
- Prescription drug coverage.
- Surgeries, inpatient, outpatient and emergency services.
- Web-based health and disease information.

What’s Not Covered?

There are some health services that are not covered by the HIP program. For a complete list of these services, see page 19 of the Healthy Indiana Plan member handbook. The member handbook is available on the MDwise website at MDwise.org/hip/handbook.

Contact Us:

Customer Service
1-800-356-1204
8 a.m.–8 p.m., Monday–Friday,
other languages available

MDwise Healthy Indiana Plan
P.O. Box 44236
Indianapolis, IN 46244-0236
MDwise.org/HIP

To find a doctor go to MDwise.org/findadoctor



Hoosier Healthwise

What is Hoosier Healthwise?

Hoosier Healthwise is a Medicaid health care program that serves Hoosier children under the age of 19. The state determines if you are eligible by household size and income.

You Could Qualify for Hoosier Healthwise if:

- You are under the age of 19 living in a low-income household.
- You qualify for SNAP benefits.
- You are a pregnant woman not already enrolled in or eligible for the Healthy Indiana Plan.

MDwise Hoosier Healthwise Members Can Get Many Health Services Including:

- Doctor check-ups.
- Behavioral and mental health care.
- Free rides to doctor visits (except Package C members).
- School-based health services.
- Dental and eye care.
- Prescription drug coverage (Co-pays from \$3–10).
- Surgeries, inpatient, outpatient and emergency services.
- Web-based health and disease information.

What's Not Covered?

There are some health services that are not covered by the Hoosier Healthwise program. For a complete list of these services, see page 3 of the Hoosier Healthwise member handbook. The member handbook is available on the MDwise website at

MDwise.org/hoosierhealthwise/handbook.

How Can I Apply?

- To get a list of enrollment centers where you can apply in person go to MDwise.org/EnrollmentCenters.
- To apply online for HHW and or SNAP, go to MDwise.org/ApplyHHW.
- To apply over the phone call [1-800-403-0864](tel:1-800-403-0864).



Contact Us:

Customer Service
1-800-356-1204

8 a.m.–8 p.m., Monday–Friday,
other languages available

MDwise Hoosier Healthwise
P.O. Box 441423
Indianapolis, IN 46244-1423
MDwise.org/hoosierhealthwise

To find a doctor go to MDwise.org/findadoctor



myMDwise is available 24 hours a day, 7 days a week at MDwise.org.
When you use myMDwise, you can:

- View your general eligibility information, including the name of your current doctor.
- Print or access your member ID card.
- Answer questions about your health (Health Needs Screening).
- View and redeem MDwiseREWARDS.
- View your POWER Account balance (HIP members only).
- View your pharmacy claims.
- See if your claim qualifies as a preventive service (HIP members only).

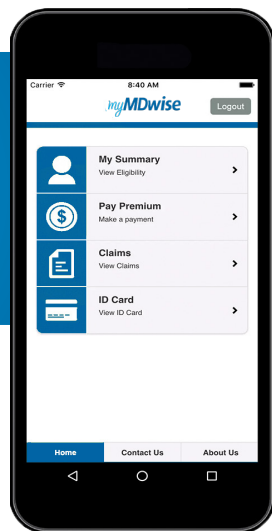


To sign up for myMDwise, go to MDwise.org/myMDwise and click “Create New Account.” You will be guided through this process.

Don't have Internet access? Call MDwise customer service.


myMDwise Mobile App


Manage your health care on the go with the myMDwise mobile app. Go to your phone's app store. Then search for “MDwise” and download.




MDwise Special Programs


MDwise offers other special programs to help you and your family stay healthy. Below are some of the programs we offer to all of our members. Go to [MDwise.org](https://www.mdwise.org) for additional information.


 **NURSE**on-call Sometimes you have questions about your health. You can call our 24-hour phone line and speak with a nurse.


 **WEIGHT**wise WEIGHTwise is a tool that provides current information on weight control. WEIGHTwise provides many resources on staying healthy.

 **RIDE**wise Some MDwise members can get free transportation to doctor and dentist visits.

 **SMOKE**-free SMOKE-free is for members who want to learn how to stop using tobacco.

 **IN**control MDwise has a special program for members with certain health conditions like asthma, ADHD or depression. Our disease management program can help.

 **BLUEBELLE** beginnings BLUEBELLEbeginnings is a program just for MDwise members who are pregnant. MDwise holds Bluebelle's community baby showers and provides many resources.

 **HELPLink** HELPLink is a MDwise program that links members with community organizations. These organizations can help with housing, utilities, job placement and more. Visit gethelp.mdwise.org or call member services at 1-800-356-1204 for assistance.

MDwise REWARDS

MDwise has a rewards program for Hoosier Healthwise and Healthy Indiana Plan members. You can earn points to get FREE gift cards. The following activities are some of the ways you can earn points:

- Sign up for myMDwise and give us your email address.
- Answer questions about your health (Health Needs Screening).
- Get your yearly physical exam or check-up.
- Get your dental exams.
- Get all required well-child exams.
- Get your annual mammogram.
- Go to all of your prenatal appointments.
- Get your cervical cancer screening (Pap test).
- Go to your postpartum exam.
- Complete HbA1c annual screening if you have diabetes (special blood sugar test).
- Get a Lead test for all 1 and 2 year olds.
- Complete a tobacco cessation program.
- Get a flu shot.
- Get a follow-up appointment within 7 days of a mental health inpatient hospital stay.
- Go to the gym at least five times per month.

You don't have to sign up for MDwiseREWARDS to earn points. Members are automatically enrolled. You can go to [MDwise.org/MDwiseREWARDS](https://www.mdwise.org/MDwiseREWARDS) for more information. If you don't have Internet access, you can call MDwise customer service.



What Gift Cards Can I Receive?

\$10: Subway, iTunes, AMC movie passes

\$25: Kroger, Walgreens, Target, Amazon

\$50: Kohl's, Target, Speedway

Or you can apply your points to your HIP POWER Account for the HIP Plus plan.



SAVEwise offers valuable discounts for MDwise members!

MDwise is excited to offer our members a new program of over 300,000 discounts.

You have the opportunity to take advantage of discounts on items you want and need such as store coupons, WeightWatchers, Globalfit gyms, car maintenance and repair, a variety of food, restaurant and food delivery, family fun and more!

There are also healthy recipes, workout videos, nutrition tips and health care information.

To sign up, members just need to log into their [myMDwise](#) account and click the [SAVEwise](#) link under Quick Links or under My Benefits.



Getting Information in Other Languages and Formats

If you need this brochure or other MDwise information in other ways let us know. For example, if you need the information in another language, larger print, Braille or in audio format, call MDwise customer service at 1-800-356-1204.

HHW-HIPO0048 (6/21) (3/21)
Rev. June 2019
HHW-HIPO0048 (3/18)

MDwise complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MDwise does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you, or someone you're helping, has questions about MDwise, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-356-1204.

MDwise cumple con todas las leyes federales de derechos civiles aplicables y no discrimina sobre la base de raza, color, origen nacional, edad, discapacidad, o sexo. MDwise no excluye a personas ni las trata de manera diferente a causa de la raza, color, origen nacional, edad, discapacidad, o sexo. Si usted, o alguien a quien usted está ayudando, tiene preguntas sobre MDwise, usted tiene el derecho de obtener ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 1-800-356-1204.

MDwise သည် သင့်လျော်သော ဖက်ဒရယ် နိုင်ငံသားအခွင့်အရေး ဥပဒေကို လိုက်နာပြီး လူမျိုး၊ အသား အရောင်၊ မူလနိုင်ငံသား၊ အသက်အရွယ်၊ မစ္စမ်းမသန်မှု၊ သို့မဟုတ် လိင် တို့ကြောင့် ခွဲခြားဆက်ဆံခြင်း မရှိပါ။ MDwise သည် လူမျိုး၊ အသား အရောင်၊ မူလနိုင်ငံသား၊ အသက်အရွယ်၊ မစ္စမ်းမသန်မှု၊ သို့မဟုတ် လိင် တို့ကြောင့် လူများကို ငြင်းပယ်ခြင်း၊ ကွဲပြားစွာ ဆက်ဆံခြင်း မရှိပါ။ သင့် သို့မဟုတ် သင်ကူညီ နေသူတစ်ဦးဦးက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရှိလာပါက ကုန်ကျစရိတ် ပေးရန်မလိုဘဲ မိမိဘာသာစကားဖြင့်အကူအညီရယူနိုင်သည်။ စကားပြန်နှင့် ပြောလိုပါက 1-800-356-1204 သို့ ခေါ်ဆိုပါ။



Large Network of Doctors. MDwise has a doctor and hospital near you that offers the highest quality of care.



MDwiseREWARDS. Earn points for a variety of activities. Then shop for FREE gift cards with your points.



Special Programs. MDwise offers many extra programs to help you and your family stay healthy.



Indiana-Based. MDwise only takes care of families in Indiana.



Nonprofit Company. MDwise's resources are only used to provide quality health care for our members.

Providing Health Coverage to Indiana Families Since 1994.