

MDwise WELCOME Call, Auto Answer and Auto Direct Call Scripts

Message	
Opening Message	<p>Thank you for calling MDwise. To continue in English, please stay on the line. Para español tecla numerica. Listen carefully as our options have changes.</p> <p>If you know your party's extension, press 3 If you are a member, press 1 If you are a provider, press 2 For our 24-hour NURSEon-call, press 4</p>
Extension Message	Please enter your extension now.
NURSEon-call Message	<p>If you are an MDwise member and need to speak with a nurse, please stay on the line.</p> <p>If you you're calling about transportation, please hang up and call MDwise Customer Service at 1-800 356 1204.</p>
Hearing and Speech Impaired	<p>Hearing and Speech Impaired</p> <p>Call Relay Indiana Service at 800-743-3333. You can also dial 711. This number can be used anywhere in Indiana.</p>

MDwise Automated Directing Systems Script (For Members)

Line of Business	Message
Plan Options Message	<p>Thank you for calling MDwise. Indiana Medicaid Members, please listen to the following choices:</p> <p>For Hoosier Healthwise, press 1 For Healthy Indiana Plan, press 2 For our 24-hour NURSEon-call, press 4 For Ms. Bluebelle hotline for kids, press 5 Press STAR (*) to return to the previous menu</p>
Hoosier Healthwise Options	<p>Thank you for calling the MDwise Hoosier Healthwise Program. Your call may be recorded or monitored for training purposes</p> <p>To learn more about, find out if you can get, or to schedule your COVID-19 vaccine, press 7 or you can call 211. You can also visit ourshot.in.gov to find a vaccination site near you and more information about vaccine.</p> <p>For pharmacy questions, press 1 For dental questions, press 2 To schedule or check on transportation, press 3 For member services, press 4 For our 24-hour NURSEon-call, press 6 Press STAR (*) to return to the previous menu</p>
Hoosier Healthwise Member Pharmacy Options	<p>Thank you for calling the pharmacy helpdesk. Calls may be monitored or recorded for quality purposes.</p> <p>If you are a pharmacy, press or say 1 If you are a member, press or say 2 If you are a physician, press or say 3 If you are health plan or employer group, press or say 4</p> <p>You can say your choices or enter them on the keypad and feel free to interrupt me at any time. To repeat something, you can always say "repeat that" or press 7</p> <p>To start over, you can always say Main Menu or press STAR (*)</p>
Hoosier Healthwise Member Dental Options Message	<p>Thank you for calling Customer Service. para el español, marque nueve. Which plan are you calling about? MDwise HIP state, basic, or plus OR MDwise Hoosier Healthwise</p>
Hoosier Healthwise Member Transportation Message	<p>Thank you calling MDwise transportation services. For English, press 1. Presione 2 para español.</p> <p>If you are experiencing a medical emergency, please hang up and dial 911. We want to keep you and our drivers during the COVID-19 pandemic. Please wear a protective face covering during transportation.</p> <p>Press 1 if you think you have been exposed to COVID-19, otherwise press 2</p>



<p>NURSEon-call Message</p>	<p>If you are an MDwise member and need to speak with a nurse, please stay on the line.</p> <p>If you you're calling about transportation, please hang up and call MDwise Customer Service at 1-800 356 1204.</p>
<p>Ms. Bluebelle Hotline for Kids Message</p>	<p>Monthly Ms. Bluebelle recording</p>
<p>Healthy Indiana Plan Options Message</p>	<p>To learn more about, find out if you can get, or to schedule your COVID-19 vaccine, press 7.</p> <p>If you need to make a payment, press 1</p> <p>If you have questions regarding your HIP Plan, press 2</p>
<p>Healthy Indiana Plan Member Payment Message</p>	<p>Thank you for calling MDwise Billing and Payment center. This call may be monitored or recorded for quality assurance and training purposes.</p> <p>If you would like to a payment by phone, please press 1</p> <p>If you would like to a payment with a live CSR, please press 2</p> <p>OR to speak to a representative regarding other questions, please press 3. Thank you!</p> <p>(Payments are not being collected at this time, due to the public health emergency. MDwise will notify members once payment collections resume.)</p>
<p>Healthy Indiana Plan Member Options</p>	<p>Thank you for calling the MDwise Healthy Indiana Plan Program. Your call may be recorded or monitored for training purposes.</p> <p>For pharmacy questions, press 1</p> <p>For dental questions, press 2</p> <p>To schedule or check on transportation, press 3</p> <p>For member services, press 4</p> <p>For our 24-hour NURSEon-call, press 6</p> <p>Press STAR (*) to return to the previous menu</p>
<p>Healthy Indiana Plan Member Pharmacy Options</p>	<p>Thank you for calling the pharmacy helpdesk. Calls may be monitored or recorded for quality purposes.</p> <p>If you are a pharmacy, press or say 1</p> <p>If you are a member, press or say 2</p> <p>If you are a physician, press or say 3</p> <p>If you are health plan or employer group, press or say 4</p> <p>You can say your choices or enter them on the keypad and feel free to interrupt me at any time. To repeat something, you can always say "repeat that" or press 7</p> <p>To start over, you can always say Main Menu or press STAR (*)</p>



<p>Healthy Indiana Plan Member Dental Message</p>	<p>If you are Pregnant, if you are on a HIP State Plan or a HIP Plus member with dental questions, press 1. For all other HIP members, press 2.</p>
<p>Healthy Indiana Plan Member Transportation Message</p>	<p>Thank you calling MDwise transportation services. For English, press 1. Presione 2 para español. If you are experiencing a medical emergency, please hang up and dial 911. Calls are monitored and recorded for quality assurance. We want to keep you and our drivers during the COVID-19 pandemic. Please wear a protective face covering during transportation. Press 1 if you think you have been exposed to COVID-19, otherwise press 2</p>

MDwise Automated Directing Systems Script (For Members)

Informational Message	If you have a question or concern about you or your child's health, MDwise has NURSEon-call. This 24-hour option is there to answer any question that you may have. NURSEon-call does not schedule transportation to doctors' appointments. HHW-HIPO0010 (8/13)
Informational Message	All children should have regular check-ups. Well-care is an important part of your child's healthcare. Before each visit write down your questions or concerns to ask the doctor. During the check-up your doctor will check your child's general health, nutrition, growth & development as well as immunization records. Regular exams help find problems before they become serious. It also gives you the chance to talk about any concerns you have with the doctor. If your child has not a Well-child exam this year, call your doctor to schedule an appointment today. HHW-HIPO0010 (8/13)
Informational Message	Chlamydia is a sexually transmitted disease. It affects about 2.8 million Americans every year. Many people don't know they have the disease. That is because the symptoms are not always easy to see. The good news is that Chlamydia can be treated. Early treatment can prevent complications like pelvic inflammatory disease and infertility. Be safe and be sure. Ask your doctor for a Chlamydia test. APO0130 (8/13) Rev. (3/15)
Informational Message	If you have diabetes, an eye exam could save your sight. Early detection can help stop vision loss or blindness that often occurs with diabetes. There is a yearly test called the dilated retinal exam or D-R-E. The D-R-E test allows the eye doctor to see more of the inside of your eyes. Remember, early detection can save your vision. Make sure to schedule your D-R-E and ask your eye doctor to send the results to the doctor who treats your diabetes. HHW-HIPO0010 (8/13)
Informational Message	If you are pregnant, schedule an appointment with your doctor early in your pregnancy. Early and routine prenatal care will keep you healthy and reduce the risk of health problems for your baby. Call your doctor now to schedule an appointment. Also, don't forget to sign up for BLUEBELLE beginnings. You can get a gift for signing up. You can also get a free gift if you make and keep all of your prenatal and postpartum appointments. Ask your MDwise representative how. HHW-HIPO0010 (8/13)
Informational Message	Did you know that teenagers need a check-up every year? Regular check-ups are an important part of your teenager's health care. During the check-up the doctor will check: <ul style="list-style-type: none"> • Your teen's general health • Nutrition • Immunization records • And talk about special issues affecting teens
Informational Message	Regular exams help find problems before they become serious. It also gives you the chance to talk with the doctor about any concerns you have. Remember, all kids between the ages of 12 and 21 should have a well care exam each year. HHW-HIPO0010 (8/13)
Informational Message	Have you had a check-up with your MDwise doctor? All members should have a check-up every year. Your doctor will tell you about other preventive care services that you will need. HHW-HIPO0010 (8/13)



Informational Message	Please remember that you must make a contribution each month. You must do this to stay on the Healthy Indiana Plan. If you have any questions about your contribution, please ask your Customer Service Representative. HHW-HIPO0010 (8/13)
Informational Message	If you have a question or concern about your health, MDwise has NURSEon-call. This 24-hour option is there to answer any health question that you may have. When you call our number, choose option #4. HHW-HIPO0010 (8/13)
Informational Message	If you are a woman aged 40 or more, ask your doctor about a mammogram. A mammogram is an important screening tool. It is usually done once each year. It is used to find breast cancer early. Early detection results in better treatment outcomes. Remember that it also important to do breast self-exams every month. If you have a family history of breast cancer, you may need to be tested earlier than age 40. Call your doctor if you have questions or concerns. HHW-HIPO0010 (8/13)
Informational Message	Do you smoke cigarettes or use tobacco products? If so, you know how harmful this can be to your health. Smoking can cause cancer and breathing problems like emphysema. Secondhand smoke is also harmful to your family's health. If you are pregnant and smoke, it can be harmful to your unborn child. If you want to quit the tobacco habit, please ask your representative about the SMOKE free program. We can get you materials that may help you quit. You can also call the Indiana Tobacco Quitline at 1-800-QUIT-NOW or 800-7848669. HHW-HIPO0010 (8/13)
Informational Message	If you are woman aged 21 to 64, remember to get a pap and pelvic exam each year. This important exam helps to find problems before they become serious. It can help find things like cancer and infections. If you have not had your annual exam this year, call your doctor today! HHW-HIPO0010 (8/13)
Informational Message	MDwise wants to hear from you. Some of you members may soon get a survey in the mail. Please fill out this survey if you get it. We want to know how you feel about the services you get from MDwise and your doctor. Return the survey in the self-addressed and stamped envelope provided. MDwise will use this information to ensure that you and your family are getting outstanding service.



MDwise Auto Answering Systems Script

Line of Business	Message
<p style="text-align: center;">Hoosier Healthwise/HIP</p>	<p>Thank you for calling MDwise Customer Service. Our office is closed. Our business hours are Monday thru Friday 8 a.m. to 8 p.m. Please leave your name, Medicaid number, phone number, a good time to reach you and a detailed message. We will return your call on the next business day. If you have an urgent health situation, please call your doctor's phone number. Listen closely for instructions. You can also call our 24-hour NURSEon-call service. For our 24-hour NURSEon-call, hang up and dial 1-800-356-1204 and pick option 4.</p>
<p style="text-align: center;">Hoosier Healthwise/HIP</p>	<p>Thank you for calling MDwise Customer Service. We are closed in observance of the holiday. Our business hours are Monday through Friday (8am-8pm). Please leave your name, Medicaid number, phone number, and a detailed message. We will return your call on the next business day.</p> <p>If you have an urgent health situation, please call your doctor's phone number. Listen closely for instructions. You can also call our 24-hour NURSEon-call services. For our 24-hour NURSEon-call, hang up and dial 1-800-356-1204 and pick option 4.</p>