

steps to ellness

WINTER 2023



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 Hoosier Healthwise and HIP 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 for HIP members and www.mdwise.org/mdwise/pharmacy-hoosier-healthwise for Hoosier Healthwise members. There you can use the Find A Drug tool to find more information. You can also use our website for information about any limits, quotas or other rules that apply to medications on the formulary, like step therapy, generic alternatives or therapy alternatives for some medications.



What's Inside:

How Can You Better Understand Your Prescription Drug Coverage?
MDwise now using the IndianaMedicaid Statewide Uniform2
Where Can I Find More Information About My Pharmacy Benefits?2
What is Prior Authorization for Prescriptions? 2
Communication of QI program information3
CAHPS Results for annual survey3
Are You Pacifying Your Kids With Food?4
Language Help and Your Rights5
Weightwise: Eating healthy as a family6
Do You Know About Tobacco Cessation 7
MDwise Helps Members Manage Their Health8
Seasonal Affective Disorder (SAD)9
Join Our Health Equity Council and Help Us Make a Difference!9
Flu Shot Season
Language ResourcesII

NURSEon-call

MDwise would like to remind members that 24/7 access to a Registered Nurse is available to MDwise members and can be accessed by calling our toll-free Customer Service at I-800-356-1204. Members can select option #1, then option #4. In addition to providing access to a Registered Nurse and triage, members can also access an audio library with over 100 topics.

MDwise now using the Indiana Medicaid Statewide Uniform Preferred Drug List (SUPDL)

Effective July 5th, 2023 MDwise began using the Indiana Health Coverage Programs' (IHCP) Statewide Uniform Preferred Drug List (SUPDL).

MDwise and all managed care plans providing services to Medicaid recipients in Indiana are now using the same preferred drug list (formulary). This change will make it easier for prescribers to know which medications are covered for Medicaid members. MDwise and all managed care plans are also now following the same prior authorization rules for drugs on the formulary. MDwise Healthy Indiana (HIP 2.0) members can access the preferred drug list through a link found on our website at: https://www. mdwise.org/mdwise/hip-find-a-drug

MDwise Hoosier Healthwise (HHW) members can access the MDwise preferred drug list through a link on our website at: https://www.mdwise.org/mdwise/ hoosier-healthwise-find-a-drug



For more information about your pharmacy benefits, you can see the latest Hoosier Healthwise and HIP member handbook on our website. For HIP members, visit us at www.mdwise.org/ mdwise/member-information-healthy-indianaplan#member-handbook. For Hoosier Healthwise members, visit us at www.mdwise.org/mdwise/ member-information-hoosier-healthwise#memberhandbook. The member handbook includes pharmacy benefit information and the following:

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





(What is Prior Authorization for Prescriptions?

When your doctor decides on medicine you should take, he or she must ask the pharmacy benefits provider about it first. This is called prior authorization, or PA. MDwise works with MedImpact for pharmacy benefits. A team at MedImpact will review at the medicine the doctor wants for you. Please contact MedImpact at 844-336-2677 for more information about Prior Authorization. Your doctor can contact MedImpact for details about how to submit a prior authorization. Your doctor can also visit the MDwise website for a prior authorization form.

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 I-800-356-1204 if you have questions about your benefits.

Communication of QI program information

At MDwise, we strive to help you stay healthy and receive the best care possible. Our Quality Program checks the care and services our members get throughout the year.

We review:

- If members get the services they need.
- If members get services when they need them.
- Member responses to annual surveys.

This helps us to work with doctors to make improvements and provide better information to members.

For the upcoming year, MDwise's Quality Program will be focusing on some new areas to provide our members, like you, with the best possible access to health care.

For children, MDwise will be focusing on the following areas:

- Preventative and wellness doctor visits.
- Immunizations and flu shots.
- Lead testing for kids ages 12 months 24 months (1 year 2 years) old.
- · Annual or semi-annual dental visits.

For adults, MDwise will be focusing on the following areas:

- Preventative and wellness doctor visits for all ages.
- · Health screenings like mammograms.
- Follow-up for members that go to the emergency room.
- Pregnancy care.
- Diabetes care including annual eye exams and kidney screenings.

In addition to the above initiatives for 2023, MDwise is committed to providing you with inclusive and equitable health care. As part of this commitment, MDwise will begin asking you about your race, ethnicity, preferred language, and gender. Having this information will help us make sure you have access to the highest quality of care based on your unique needs.

We want to be clear that providing this information is voluntary. You have the option to decline to answer any or all questions. We respect and honor the privacy and confidentiality of our patients, and we will never share this information with anyone outside of our healthcare team without your explicit consent.

Thank you for your understanding and support as we work to provide the best possible care for you and your loved ones.

Member survey/CAHPS Results for annual survey:

As an MDwise member, it is important to know about our member survey, called CAHPS (Consumer Assessment of Healthcare Providers and Systems). We use CAHPS data to see if members are receiving the right type of care and how happy members are with the care they receive.

Your opinions from the CAHPS survey help us in securing high quality, safe, and culturally appropriate health care. Below are some of the ways MDwise works to help you stay healthy.



- Areas of strength for 2022/23:
 - Highly rated doctors for kids
 - Getting specialist appointments for kids
 - Ease of filling out forms
 - Respectful treatment from MDwise representatives
 - Good information provided by MDwise customer service representatives
- For children, areas we are working on in 2024:
 - Rating of specialists
 - Coordinating care
- For adults, areas we are working on in 2024:
 - Getting care, test, treatment for members
 - Rating of health care
 - Rating of specialists



Are You Pacifying Your Kids With Food?

By Lisa Knowles, DDS, MDwise Director of Dental Programs

At first glance, you might think you do not pacify your kids with food. But let's take a deeper look and ensure your kids or grandkids are not increasing their cavity risk by getting too many of the wrong kinds of food.

As the director of dental programs at MDwise and a practicing dentist, I recognize our kids' number one disease: cavities. How do we stop our kids from getting so many cavities and stop the spread of this disease? The answer is not simple. Many things cause cavities, but predominantly, there is a sugar source and some bacteria. They combine to form an acid. That acid makes a hole in the teeth—and a cavity forms. Pain can arise when the cavity reaches the second layer of the teeth, the dentin. Pain and infection can occur when it goes beyond the dentin and gets the tooth's nerve.

Getting to the dentist regularly will help the dentist find small cavities and fix them before they become painful or a source of infection that can make your child very sick. Bacteria from a tooth infection can go to the heart or the brain.

But wouldn't you like to avoid getting cavities in the first place and know how to decrease your child's chances of getting cavities?

There are many causes, but this article will focus on one unlikely source. Some cavities are caused by how we

entertain or pacify our kids with food. We are busy people. We drive places, ride buses or take Ubers - and kids are not good at sitting. So what do we do to keep them occupied? We bring snacks along to keep them busy.

Sometimes, a new sibling is born, and the household is busier. As a mom of two, I understand the desire to have a few minutes of peace. Food is an easy way to keep mouths full and hands occupied. Some of the most accessible and well-marketed snacks are not the best for our kids. Snacks like crackers in the shapes of goldfish, cereals with processed grains, and fruit juices seem like better options than candy or cookies. Unfortunately, these carbohydrate-type snacks still break down into simple sugars. With frequent munching, the teeth get exposed to the sugar and the saliva in the mouth stays at a lower pH, more acidic level, increasing the risk of tooth decay.

Recently, I diagnosed several cavities in a child. The parents were sad to learn the news because they could not see the decay until a hole developed in the tooth, and their child started to feel pain. By this time, the cavity had already spread to the tooth's nerve, and the tooth had to be extracted. The source of the decay turned out to be frequent snacking with bags of dried cereal. One parent had changed jobs, and the other had a newborn, so there were a lot of new schedules, and the child did not always eat a good

lunch, so the parents allowed a lot of snacking. The child was not eating at mealtime, and then carbohydrate snacking in between created a circle of poor eating habits. Some children have specific dietary needs, and frequent snacking is necessary. Most children, however, can eat three meals a day with only one or two snack times. The key is only to let your child eat some of the time and put away the snack and beverage when snack time is over. We can drink water throughout the day but keep all other drinks to a minimum. Eating and drinking sugary foods frequently puts children at risk for more tooth decay.

In an era of post-pandemic lifestyles where routines and schedules were abandoned, it's worth reminding parents of the value of creating specific eating and drinking times for kids (and themselves). Just because a child is begging for a

snack and in the middle of your online call or job interview, it does not mean they need chips, juices or cake. If they are hungry, they will eat fruit and vegetables. They can read a book to stay occupied or color or play outside. When we use food to appease our kids, we risk developing poor eating habits, like frequent snacking, which increases their risk for dental cavities. Their baby teeth are vital for speech development, eating and for helping them develop a selfassured smile.

Stay strong, parents and get creative about entertaining your kids! Their teeth are counting on it. The time and energy put forth to establish these good habits will pay off when your child does not have to get emergency dental care at the most inconvenient times. Seeing a dentist every six months also helps ensure a child's mouth stays healthy.



Language Help and Your Rights

Do you need help with reading or speaking English? Is vision or hearing loss an issue when visiting your doctor?

If you need someone who knows sign language or speaks your preferred language, MDwise can help. MDwise can also send you printed materials in your language or a different format like large print or braille. Members can view the MDwise website in many languages.

To talk to an interpreter, get face-to-face interpretation services or get information in your preferred language and format free of charge, call customer service at I-800-356-1204 (TTY/TDD: 711). All these services are free to members.

Talking about your health care in your language is one of many rights MDwise members have. Understanding your rights is important. The member handbook includes a list of all member Rights and Responsibilities. You can also find the policy on the website at

https://www.mdwise.org/mdwise/mdwise-rightsresponsibilities.

You have the right to be treated with respect. You have the right to have doctors that make you feel comfortable and respect your culture. You have the right to make a complaint about our services. You can make a complaint by calling customer service at I-800-356-1204. We must hear about member issues so that we can fix them.

One very important right is the right to privacy. MDwise has rules about who can see and use private information

about you. Private information includes your race/ethnicity and the language you speak. We collect this data to help with your care and improve your health.

MDwise protects your privacy. We make sure your health records and information about you are kept safe. Only staff who need to see your files to help you can get them. Even then, our team signs statements promising not to share information about you. Our doctors follow these rules, too.

Our privacy policy is in your member handbook at https:// www.mdwise.org/mdwise/mdwise-privacy-policy. Call MDwise customer service at I-800-356-1204 if you'd like а сору.

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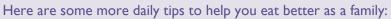
Eating healthy as a family

Eating family meals improves family connection and well-being, which leads to better mental and physical health. Cooking family meals every night may seem like a hard task, but studies show that eating family meals only three nights a week will increase well-being by 25%!

Cut down on fighting at mealtime by serving only one meal. Try to include at least one dish that everyone will like. It might take I I or more tries for a child to accept a new food, so be patient! Don't force children to finish their plates and serve healthy snacks like carrots and hummus instead of salty or sugary foods.

Keep healthy, low-prep snacks on hand and in easy reach. Good options are:

- Grapes
- Berries
- Baby carrots
- Sweet peppers
- Roasted, unsalted nuts or seeds
- Lightly salted popcorn



- Eat the rainbow! Make sure your family is eating a good mix of fruits and vegetables by eating as many colors as you can each day.
- Try sparkling water, unsweetened tea or sugar-free drinks instead of soda or sweet tea. Add lemon, lime or berries to iced water or sparkling water for extra flavor.
- Try a meatless meal each week. Try vegetable lasagna or use lentils in place of ground meat. Vegetables and beans can add protein, fiber, and other nutrients to a meal.
- Set aside a few minutes each week to plan your meals and shopping trips. Planning helps you stay on budget and avoid making unhealthy impulse buys.
- Enjoy fruit for dessert most days and limit classic desserts to special days. Try a creamy smoothie, mixed berries with yogurt, or a baked spiced apple or pear!

Helping your children start healthy habits early in life will give them the right tools to grow into healthy adults. Be a good role model, make it fun, and involve the whole family in changes! MDwise also offers WEIGHTwise, a tool for weight control. The tool includes a Body Mass Index Calculator (BMI), information on weight loss communities and links to helpful articles.

To access WEIGHTwise, visit https://www.mdwise.org/mdwise/mdwise-weightwise.

Source: American Heart Association https://www.heart.org/en/healthy-living/healthy-eating/eat-smart/nutrition-basics.



Member Advisory Committee

Join us for the next MDwise MAC (Member Advisory Committee) virtual meeting on: December 7, 2023, 2:00 p.m.

The Member Advisory Committee goal is to get feedback on the health plan to improve services, answer questions and share information about MDwise programs. You will get a \$25 gift card after the end of the meeting within 5 days.

Join on your computer, tablet, or by phone:

For more information, visit <u>www.mdwise.org/mdwise/events-mdwise</u>

Visit <u>www.mdwise.org</u> or call MDwise Customer Service at **I-800-356-I204** if you have any questions.



Tobacco Cessation?

Smoking cigarettes, cigars, and vaping are all bad for your health. They contain tobacco which can lead to many diseases like lung cancer, heart and breathing problems. Smoking can harm a pregnant mom and baby. It also can lead to death.



If you are trying to stop smoking, don't give up! Quitting is hard but with willpower and support it is possible. Most people who try to quit smoking can't do it the first time because nicotine, an ingredient found in tobacco is addictive. If you have tried to quit smoking without success, try something new this time. Quitting tobacco

use is a positive step towards healthier life and future. It's



never too late to quit, and there are resources available to support you along this journey to living a tobacco-free life. As an MDwise member, you have many options available to help you quit.

To get new ideas, support from coaches, and resources such as medication to help you quit you can call Indiana's FREE Tobacco Quitline (available 24 hours a day, seven days a week) at I-800-QUITNOW (I-800-784-8669). You can also go online to quitnowindiana.com. Ready to quit — Quit Now Indiana.

MDwise has Case Managers that can help you, call customer service at I-800-356-1204 and ask to be connected to a case manager. Help is available from 8 a.m. to 8 p.m., Monday through Friday.

Here are some additional resource links:

http://www.smokefree.gov/

http://www.cdc.gov/tobacco

Home - The BABY & ME – Tobacco Free Program™ (babyandmetobaccofree.org)

Pregnancy and Smoking — Quit Now Indiana

http://www.cdc.gov/tobacco/campaign/tips/diseases/pregnancy.html



MDwise Helps Members Manage Their Health

MDwise has special programs for members with certain health conditions. We call these programs INcontrol. These special programs are for:

- Chronic Obstructive Pulmonary Disease (COPD).
- Asthma.
- Diabetes.
- Coronary Artery Disease (CAD)
- High blood pressure.
- Depression.
- Congestive Heart Failure (CHF).
- Autism spectrum disorders.
- Attention Deficit Hyperactivity Disorder (ADHD).
- Post-Traumatic Stress Disorder (PTSD).
- Chronic kidney disease.
- Sickle Cell Disease
- Smoking and tobacco use.
- Pregnancy (BLUEBELLEbeginnings program).

The choices you make every day are very important for managing your condition. MDwise INcontrol programs can help. MDwise care management staff can 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.

Be sure to see your doctor on a regular basis. Talk with your doctor about all the questions you have. This will help keep you from having to go to the hospital or emergency room. Learn more about your health conditions at MDwise.org/ mdwise/mdwise-incontrol.





Seasonal Affective Disorder (SAD)

During the fall and winter season many people experience an illness called Seasonal Affective Disorder or SAD for short. SAD is when a person feels more sadness or moody during certain times of the year, usually fall and winter because there is less sunlight. Our bodies like sunlight and when there is not enough of it, it can make us feel not as happy.

There are a few things you might notice:

- 1. You might feel more tired and want to sleep more.
- 2. You might have a hard time focusing on things you need to do.
- 3. You might not want to do fun things or spend as much time with family and friends.
- **4.** You might eat more, and especially the not so healthy things.

But there is good news, there are things you can do to help you feel better if you have SAD.

- 1. One of the most important things is to get more light. This can be done by being outside during the day when it's sunny.
- 2. Talk to someone that can help and give support.
- 3. Eat healthy foods, like fruit, vegetables, and whole grains.
- **4.** Exercise. Get your body moving. Try walking, dancing, or some type of activity for at least 30 minutes a day.



- **5.** Get some good sleep. Your body needs rest, so aim for 7-9 hours of sleep.
- **6.** Spend time with family and friends. Being around loved ones can make you feel less sad.
- 7. Relax and Breathe. Sitting still and taking some deep breaths can help calm your mind.
- **8.** Be careful with drinking and drugs. They can make you feel worse, seek help if needed.
- Set Goals. Make your big tasks smaller, and when you finish the smaller task, you will feel good and proud of yourself.

If you ever feel this way, help is available, you do not have to go through this alone. MDwise has Case Managers that can help you, call customer service at **I-800-356-I204** and ask to be connected to a case manager. Help is available from 8 a.m. to 8 p.m., Monday through Friday.

Join the MDwise Member Perks Program!



All members of MDwise can enjoy SAVEwise! SAVEwise is an exclusive program that provides members with special perks. Save on everything from pizza and the zoo to movie tickets, oil changes, hotels, and car rentals!

Popular Features Include:

- Nearby Offers: Use our show & save mobile coupons to quickly access savings on the go.
- Showtimes: Find movies, watch trailers, and save up to 40% at a theater near you.

 Monthly Giveaways: Win cash, movie tickets, electronics and more with our monthly contests.

With redemption locations across the United States and Canada, you'll never be far from savings! To sign up, log into your myMDwise account and click the SAVEwise link under Quick Links or under My Benefits.

To make saving even easier, use this QR code to login and download our mobile app!





Get Your FREE Gift Cards!

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



Join Our Health Equity Council and Help Us Make a Difference!

We are committed to providing the best possible care and services to our members. To ensure that we continue to serve you and your community better, we are excited to invite you to be a part of our Health Equity Council!

What is the Health Equity Council?

Our Health Equity Council is a group of members who come together four times a year to discuss important topics related to healthcare, diversity, and inclusion. We want to hear your thoughts and ideas so that we can make our health plan even better.

Why Join the Council?

Make a Difference: Your voice matters, and your input can help us improve our services.

Community Involvement: Be a part of a community of individuals who care about healthcare equity.

Collaboration: Work with other members and our team to find solutions and create positive change.

Four Meetings a Year: We meet four times annually, making it easy to participate in discussions.

If you're interested in joining our Health Equity Council, please email <u>acarson@mdwise.org</u>. We would love to have you on board!



Flu Shot Season



Everyone over 6 months old should get a flu shot every year. The flu can make you and your loved ones very sick. In some cases, it can cause death.

The best protection you can get is with a flu shot every year. Flu season usually lasts from October through May. It is best to get the flu shot as soon as it is available. If it is still flu season, it's not too late to get the flu shot.

Some people are at higher risk for getting the flu and are more likely to have complications from the flu.

- Children younger than 5 (children younger than 2 are at highest risk).
- Pregnant women.
- People of any age with certain chronic conditions like asthma, COPD, diabetes, heart disease or a weakened immune system.
- People living in nursing homes or other long-term care facilities.
- Adults over 65.
- American Indians and Alaskan Natives.

Flu symptoms include:

- Fever
- Chills
- Tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache

Other things you can do to help avoid the flu are stay away from sick people and wash your hands often to reduce the spread of germs.

If you are sick with the flu, stay home from work or school, and stay away from people who are at higher risk of getting the flu. This helps prevent spreading the flu to others.

If you have questions about the flu shot, talk to your doctor or pharmacist. Remember that you can earn MDwiseREWARDS points for getting an annual flu shot. Visit MDwise.org/MDwiseREWARDS to learn more!

Language Resources



	A McLaren Company
Language	Language Resource
English	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.
Spanish Español	Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de MDwise, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-356-1204.
Chinese 中文	如果您,或是您正在協助的對象,有關於[插入項目的名稱 MDwise 方面的問題,您有權利免費以您的母語得到幫助和訊息。治詢一位翻譯員,請撥電話 [在此插入數字 1-800-356-1204.
German Deutsche	Falls Sie oder jemand, dem Sie helfen, Fragen zum MDwise haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer I-800-356-1204 an.
Pennsylvanian Dutch Pennsilfaanisch Deitsch	Wann du hoscht en Froog, odder ebber, wu du helfscht, hot en Froog baut MDwise, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 1-800-356-1204 uffrufe.
Burmese ଧୃକ୍ଷା ଦ	သင်သို့မဟုတ်သင်ကူညီနေသူတစ်ဦးဦးက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရှိလာပါက ကုန်ကျစရိတ် ပေးရန်မလိုဘဲ မိမိဘာသာစကားဖြင့် အကူအညီရယူနိုင်သည်။ စကားပြန်နှင့်ပြောလိုပါက 1-800-356-1204သို့ ခေါ် ဆိုပါ။.
Arabic قيمبرعل	لئت غلب قبير ورضلا تنامول عملاو قدعاسملا علىع لوص حل الميف قرحاا لئيمدلف ،MDwise صوصخب قلى س) مدعاست صخش مهدل وأكبيدل زاك ن .1204-356-180 مب لصنا مجرتم عم شدحتلل .قفلكت قبيا نود نم
Korean 한국어	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 MDwise 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-800-356-1204 로 전화하십시오.
Vietnamese Tiếng Việt	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về MDwise, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-356-1204.
French Français	Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de MDwise, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-356-1204.
Japanese 日本語	ご本人様、またはお客様の身の回りの方でも、MDwise についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、1-800-356-1204までお電話ください。
Dutch Nederlands	Als u, of iemand die u helpt, vragen heeft over MDwise, heeft u het recht om hulp en informatie te krijgen in uw taal zonder kosten. Om te praten met een tolk, bel 1-800-356-1204.
Tagalog Tagalog	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa MDwise, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-800-356-1204.
Russian Русский	Если у вас или лица, которому вы помогаете, имеются вопросы по поводу MDwise, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону I-800-356-1204.
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