



# A Wise Choice

## For You and Your Family

Your Guide to MDwise Health Plans



[MDwise.org](http://MDwise.org)

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](#) programs.

### How does the MDwise plan work?

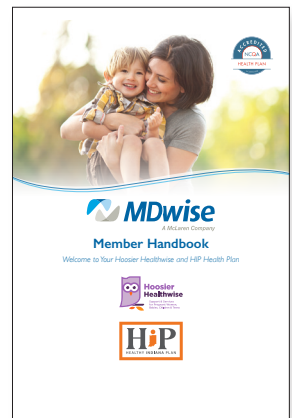


MDwise is your health plan. You will choose one doctor who will work with you to keep you and your family healthy. By visiting [MDwise.org](https://www.mdwise.org) or calling customer service at 1-800-356-1204

The following information is available in the member handbook on [MDwise.org](https://www.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.
- How to file a grievance or complaint.



### Getting information in other languages and formats

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 **1-800-356-1204** (TTY/TDD: 711).



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.



## MDwise Rewards You and Your Family

You can earn **up to \$300** in rewards for by completing eligible care activities. The rewards come in the form of Visa gift cards. **Self-report** after completing eligible activities by visiting the MDwise Member Portal at [mdwise.org/myMDwise](https://mdwise.org/myMDwise).

Find our more about earning rewards at [mdwise.org/MDwiseREWARDS](https://mdwise.org/MDwiseREWARDS). If you do not have a computer or need help, please call the MDwise customer service department at 1-800-356-1204 (TTY/TDD: 711) Monday - Friday, 8 a.m. - 8 p.m. ET (7 a.m. - 7 p.m. CT).

MDwise rewards you and your family for making healthy choices!

Visit [MDwise.org/MDwiseREWARDS](https://mdwise.org/MDwiseREWARDS) to learn about how you can earn up to \$300 a year in REWARDS.

**MDwise  
REWARDS**



**my  
MDwise**





# 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 an adult between the ages of 19 and 64 without a disability.
- You are not eligible for other Indiana Health Coverage Programs or Medicare.
- You have a household income equal to or less than 0-138 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).

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 State Plus/Basic*

- Same benefits as HIP Plus
- Medically frail
- Transportation services are covered
- Costs for medical services (State Basic)

### *HIP Basic Benefits*

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

### *HIP Maternity*

- No copays or POWER Account Contributions
- Transportation services are covered
- Dental, vision, and chiropractic services are covered

## How can I apply?

- To get a list of enrollment centers where you can apply in person, go to <https://www.in.gov/fssa/dfr/2999.htm>.
- To apply online, go to [MDwise.org/ApplyHIP](http://MDwise.org/ApplyHIP).
- [To apply over the phone call 1-800-403-0864.](tel:1-800-403-0864)

[To ask questions about HIP, call 1-877-Get-HIP-9 \(1-877-438-4479\).](tel:1-877-Get-HIP-9)

## 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/employerthirdparty](http://mdwise.org/employerthirdparty) 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 the Healthy Indiana Plan member handbook. The member handbook is available on the MDwise website at [MDwise.org/handbookHIP](http://MDwise.org/handbookHIP).



# Hoosier Healthwise

## What is Hoosier Healthwise?

Hoosier Healthwise members get a variety of health care benefits and services. You can see a doctor for preventive care visits. We can also help you get transportation to your doctor and dentist. Or we can get you information about community services close to you.

## You could qualify for Hoosier Healthwise if:

- You are under the age of 19 living in a low-income household.
- You qualify for food stamps.
- 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.
- 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 the Hoosier Healthwise member handbook. The member handbook is available on the MDwise website at [MDwise.org/handbookHHW](https://www.mdwise.org/handbookHHW).

## How can I apply?

- To get a list of enrollment centers where you can apply in person go to <https://www.in.gov/fssa/dfr/2999.htm>.
- To apply online go to [MDwise.org/ApplyHHW](https://www.mdwise.org/ApplyHHW).
- To apply over the phone call [1-800-403-0864](tel:1-800-403-0864).

# myMDwise

myMDwise is available 24 hours a day, 7 days a week at [MDwise.org](http://MDwise.org).  
When you use myMDwise, you can:

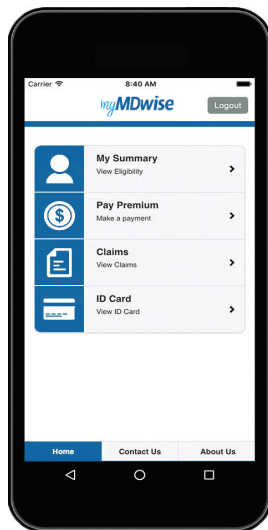
- View your general eligibility information, including the name of your current doctor.
- Print or access your member ID card.
- Answer questions about your health (Health Needs Screening).
- View and redeem MDwiseREWARDS.
- View your POWER Account balance (HIP members only).
- View your pharmacy claims.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



To sign up for myMDwise, go to [MDwise.org/myMDwise](http://MDwise.org/myMDwise) and click [“Create New Account.”](#) You will be guided through this process.

[Don't have Internet access?](#)

[Call MDwise customer service.](#)



## Member programs

*MDwise offers special programs and enhanced services to help you and your family stay healthy. MDwise wants every member to feel valued and respected. MDwise programs are developed so members get help when they need it. In each member program, it is important everyone feels welcome. Please call your Customer Service team if you need assistance or language support. Below are the programs we offer to our members.*

*You can visit [MDwise.org](https://www.mdwise.org) for additional information.*

### Connecting programs:

- **WELCOMEwise** – Calls to new members to introduce them to their benefits and complete HNS. Members can call customer service at 1-800-356-1204 to complete their HNS
- **Lets Connect** – Calls to new members to introduce them to care management and care coordination. Members can call **1-800-356-1204** to connect with care management.
- **OPPORTUNITYlink** – Connects members to care via kiosks at various community partner locations. You can visit [mdwise.org](https://www.mdwise.org) to find an OPPORTUNITYlink kiosk in your area.
- **Better Together program** – A comprehensive healthcare initiative that prioritizes personalized hands-on care to improve the well-being of MDwise members, relying on Community Health Workers who serve as vital links between members and their care management team. Members can contact customer service at **1-800-356-1204** to connect

### Disease Management programs:

- **INControl B/P cuffs, scales** – Providing education, BP cuffs, Scales, and asthma kits for chronic diseases. Members can work with their care manager to learn more education as well as obtain needed kit.
- **SMOKE/VAPEFree** – Assists members with smoking/tobacco cessation. Members can call **1-800-QUIT-NOW** and contact their primary doctor for assistance to stop using tobacco.
- **CityBlock** – Improving outcomes for low-income and marginalized communities. Members eligibility will be identified through Care management and directly contacted to participate in the program.



## Member Education Programs:

- **HEALTHwise** – Platform for evidence-based member education. Visit [mdwise.org](http://mdwise.org) and click on Wellness Tools to learn more information on a variety of health topics. Members can also connect with care management for more information.

## Rewards Program:

- **MDwiseREWARDS** – Incentive program for healthy behaviors. You can Visit [mdwise.org](http://mdwise.org) and click on MDwiseREWARDS to find a full list of activities to earn rewards. Be sure to log into your myMDwise Portal to view and redeem rewards or you can call customer service for assistance.



## Social Needs programs:

- **FOODwise** – Program to provide food assistance to members at risk for food insecurities. Members can access this program through notifying customer services of the need as well as through interaction with care management. Call customer service at **1-800-356-1204**.
- **GA Foods** – Home delivered meals through GA Foods for members with complex needs, CHF, CAD, DM, COVID, NICU. Members who are identified through Care Management with complex needs can access the program with their care manager for meals to be delivered to their home. Contact customer service at 1-800-356-1204 to connect with your care manager.
- **HELPlink** – MDwise members who need assistance with social needs such as food, education, housing, jobs and more can find local resources by visiting [gethelp.mdwise.org](http://gethelp.mdwise.org), or by contacting customer service at **1-800-356-1204** for assistance.
  - **WORKwise** – WORKwise is your one-stop career center to receive employment and training services. MDwise launched WORKwise as a partnership with Midwest Urban Strategies. **The program offers:**



- Job and Interview Training
- Resume Writing
- Skills Tests
- Education
- And More

WORKwise can also support those entering the workforce with transportation, childcare and access to uniforms and tools.

Visit [mdwise.org](http://mdwise.org) for more information.

- **LEADwise** – Members at risk or dealing with high lead levels and connects them to resources. Members who are identified through care management as at risk for elevated lead levels or identified as having high lead levels will be contacted by care management.
- **LEARNwise** – Provide resources to members wishing to complete their high school equivalency. Members can contact customer service at **1-800-356-1204** advising they need financial assistance to complete the HSE exam.
- **READwise** – Promote literacy by providing books to children. Members can connect with this program through their school.
- **RECOVERYwise** – Safe housing for individuals with SUD/OUUD. Members can work with care management to get connected with recovery housing options in their area.
- **RIDEwise** – Provides HIP/HHW members with transportation to medical appointments. Members who are eligible for transportation through their benefit plan can call customer service at 1-800-356-1204 to schedule their ride.  **RIDEwise**
- **Transportation Connection** – Provide members transportation above and beyond the benefit to places such as the pharmacy, to secure food and attend support groups. Members may access this program through contacting customer service at **1-800-356-1204** to express the need.
- **SAVEwise** – Provide members with various discounts for needed services. Members can access the SAVEwise program by logging into your myMDwise portal and click on the SAVEwise link.

- **VAXwise Program** – Program is to assist MDwise and the community with immunizations. Members can check out our events calendar on [MDwise.org/mdwise/events](https://www.mdwise.org/mdwise/events) to see when the next Back on Track event will be in your area to take advantage of the program.

### Pregnancy programs:

- **BLUEBELLE's Beginnings** – is a program for MDwise members who are pregnant. MDwise holds Bluebelle's community baby showers for pregnant members across the state. We also provide pregnancy information and resources. Members can access the program by contacting customer service at **1-800-356-1204** and working with care management.
- **Indiana Pregnancy Promise Program** – Free voluntary program for pregnant members who use opioids or have used opioids in the past connecting individuals to prenatal and postpartum care, other physical and mental health care, and treatment for opioid use disorder. Pregnant members can enroll into the program by visiting [www.in.gov/fssa/promise/](http://www.in.gov/fssa/promise/) or call **888-467-2717**.



### Mobile App Resource:

- **myStrength** – Digital program for mental health support. Members can access by downloading the myStrength app through your preferred app store, enter the code "MDWISE" or call member support at **800-954-4355**

## Online programs:

- **Ms. BLUEBELLE's Club for Kids** – Provides education and resources for healthy choices to school children. Members can access the online program by visiting MDwise.org and clicking on the Health and Wellness tab to access education and resources for children.  **MS. BLUEBELLE'S**  
club for kids
- **TEENconnect** – Provides education and resources for teens regarding health information and peer pressure topics. Members can access the online program by visiting MDwise.org and clicking on the Health and Wellness tab for resources.
- **WEIGHTwise** – Provide resources for members wanting to lose weight. Members can access the resources by visiting MDwise.org and clicking on the Health and Wellness tab to see resources available to assist with your weight loss journey.

# MDwise REWARDS

MDwise has a rewards program for Hoosier Healthwise and Healthy Indiana Plan members. You can earn up to \$300 in VISA gift cards. You can go to [MDwise.org/MDwiseREWARDS](https://MDwise.org/MDwiseREWARDS) for more information. The following eligible activities are some of the ways you can earn points:

- Complete a dental exam.
- Complete a follow-up appointment for alcohol or drug dependence.
- Complete prenatal visit during first trimester.
- Complete well child exams in first 15 months of life.
- Complete lead test before age 2.
- Complete all immunizations for Combo 10.
- Complete annual physical.
- Complete cervical cancer screening.
- Complete mammogram.
- Diabetic member achieves glycemic status below 8.
- Complete postpartum exam.
- Complete a follow-up appointment for a mental health hospital stay.

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



## How much can I earn in MDwise REWARDS?

Rewards are in the form of Visa gift cards.

- \$10
- \$20
- \$25

Schedule and complete your appointments with your doctor and then visit [MDwise.org/myMDwise](https://MDwise.org/myMDwise) to self-report your activities. If you do not have a computer or need help, call MDwise Customer Service at 1-800-356-1204..

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*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.*

*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.*

သင်သို့မဟုတ်သင်ကူညီနေသူတစ်ဦးစီက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရှိလာပါက ကုန်ကျစရိတ် မေးရန်မလိုဘဲ မိမိဘာသာစကားဖြင့် အကူအညီရယူနိုင်သည်။ စကားပြန်နှင့်ပြောလိုပါက 1-800-356-1204 သို့ ခေါ်ဆိုပါ။



To find a doctor go to [MDwise.org/findanMDwiseprovider](https://www.mdwise.org/findanMDwiseprovider)



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



**MDwiseREWARDS.** Earn rewards for a variety of activities. Then receive VISA gift cards.

You can find out how to earn up to \$300 in rewards for getting care by going to [mdwise.org/MDwiseREWARDS](https://mdwise.org/MDwiseREWARDS).



**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.