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steps to wellness

SPRING 2021

We Want to Hear from You – 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 member 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.

NURSEon-call

Need help deciding whether to see your doctor or go to the emergency room?

If your doctor is not available, talk to a nurse about the type of care you need. Call MDwise NURSEon-call at **800-356-1204**. Choose option #1 and then option #4 for NURSEon-call. NURSEon-call is available 24 hours a day. Other languages are available.

Understanding Your Prescription Drug Coverage

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 MDwise.org/hoosierhealthwise/pharmacy 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.



Where Can I Find More Information About My Pharmacy Benefits?

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 MDwise.org/hip/handbook. For Hoosier Healthwise members, visit us at MDwise.org/hoosierhealthwise/handbook. The member handbook includes pharmacy benefit information and also includes 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 take a look at the medicine the doctor wants for you. If you or your doctor do not agree with the decision, you have the right to ask if they'll change their decision. **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 drug-specific or general 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 **1-800-356-1204** if you have questions about your benefits.

MDwise REWARDS

Get Your FREE Gift Cards!

You don't have to sign up for MDwiseREWARDS to earn gift card 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.



Disease Management

MDwise has special resources and tools for members with certain health conditions. These resources and tools are used towards MDwise's Population Health Management efforts and strategy. We call these resources and tools INcontrol.

INcontrol helps with conditions like:

- Chronic Obstructive Pulmonary Disease (COPD), also called "smokers' lung."
- Asthma.
- Diabetes.
- Heart Disease.
- Depression.
- High Blood Pressure.
- Heart Failure.
- Autism and other similar disorders.
- ADHD.
- Pregnancy (BLUEBELLEbeginnings).
- Chronic Kidney Disease.
- Post-Traumatic Stress Disorder (PTSD).

MDwise INcontrol can help you learn more about your condition, and how to best work with your doctor. A MDwise care manager will work with you to help you take care of your condition. You are the most important part of getting better. **The actions you take to care for your condition matter the most.**

- You will be walked through basic information about your condition.
- You will be taught about testing you should get done that you and your doctor may have forgotten about.
- You will learn steps you can take to prevent your condition from getting worse.
- You will learn how to take care of yourself.
- We will help you keep appointments with your doctor.
- We will help you talk to your doctor about things you learned in the INcontrol program to help you stay INcontrol of your condition.

MDwise members are eligible to participate if they have any of the conditions listed above. We may contact you by telephone, messages, emails or mail. You are automatically enrolled in the program when MDwise receives a claim from your doctor telling us that you have the condition. A MDwise care manager may contact you to begin working with you and



your doctor. They will help you follow the doctor's advice and start you on a path of being INcontrol of your health.

If you have been newly diagnosed with a condition or would like to talk to one of our care managers to use these services, please call MDwise customer service.

If you are contacted by one of our care managers and do not wish to participate you can simply opt out of the program at that time. You can also call MDwise customer service

The Indiana Tobacco Quitline is a telephone-based cessation service that is designed to help Hoosier's who would like to stop using tobacco products. **There are**



SMOKE-free

resources available for any tobacco users, pregnant smokers, smokeless tobacco users, e-cigarette users and for those who are former smokers who would like to prevent relapse. A trained Quit Coach will provide one on one coaching, a customized quit plan, and a Quit Kit tailored to your needs.

Indiana's Tobacco Quitline is available at no cost to you. Go to quitnowindiana.com or call **(800) QUIT NOW (800 784 8669)** for more information. **When you stop using tobacco, you will be able to earn MDwiseREWARDS.** Call MDwise to find out more. It is never too late to quit using tobacco. Help is available and no matter how long you've used tobacco products, you will see benefits once you stop.

Resource: in.gov/quitline/index.htm

Spring is Here, Allergies too!

Spring begins the growing season, which bring flowers. For many with seasonal allergies, or allergic rhinitis, this means watery eyes, sneezing, congestion and often, a runny nose.

Sometimes called “hay fever,” seasonal allergies can make spring miserable.

Do your best to limit allergy triggers. **Here are some simple things you can do to help make spring or fall more enjoyable.**

- Stay inside when you can, especially when pollen counts are high on dry and windy days.
- If you go outside, change your clothes when you come back indoors.
- Don't mow the lawn or work in the garden if you can avoid it.
- Wearing a pollen mask may help if you must be outside.
- Start your allergy medications before you have symptoms.
- Keep doors and windows closed during high pollen counts.
- Use the air conditioner with high-efficiency particulate air filter if possible.
- Use high-efficiency filters in your air conditioner and follow regular maintenance schedules.
- Use a dehumidifier in your home.
- Vacuum often with a HEPA filter.

Over-the-Counter (OTC) treatments can help

Antihistamines help with sneezing, itching, runny nose and watery eyes. Some examples are loratadine (Claritin, Alavert), cetirizine (Zyrtec) and fexofenadine (Allegra Allergy).

Decongestants like phenylephrine or pseudoephedrine (Sudafed PE, Sudafed, Afrinol, others) can help with nasal



stuffiness. Decongestants also come in nasal sprays, such as oxymetazoline (Afrin) and phenylephrine (Neo-Synephrine). Only use nasal decongestants for a few days because they can lead to worse symptoms called rebound congestion. Be careful using decongestants if you have heart disease or high blood pressure.

Sometimes these medications are combined into one to make it easier for you. **Taking an antihistamine with a decongestant can be helpful also.** Examples include loratadine-pseudoephedrine (Claritin-D) and fexofenadine-pseudoephedrine (Allegra-D).

Rinse your sinuses

Saline (salt-water) nasal washes can be a quick and helpful way to relieve nasal congestion. Rinsing directly flushes out mucus and allergens from your nose. **Ask your pharmacist for assistance with saline rinses.** It's important to use clean equipment and properly prepared solutions.

Some alternative treatments to try:

- Herbal remedies have been used to treat hay fever symptoms. You might try extracts of the shrub butterbur and spirulina (a type of dried algae). The benefits and safety aren't clear with herbals and these items often have not been reviewed by the FDA for your safety.
- Acupuncture may help with seasonal allergy symptoms. There's some evidence that acupuncture works, and there's little evidence of risk or harm.
- Talk to your doctor or pharmacist before trying alternative treatments or if you are taking other medications.
- Schedule an appointment with your doctor if symptoms are not controlled with OTC or other treatments.
- Skin tests or allergy testing may be helpful in finding out what things affect you the most.

Source: Mayo Clinic

Sign Up for MDwise Health and Benefits Alerts



Get important health information, tips, and benefit information sent to your phone. Message and data rates may apply. Message frequency will vary. Text **HELP** to **639473** for info. Text **STOP** to **639473** to cancel. Full terms and conditions can be accessed at MDwise.org/texting-terms.

Asthma Symptoms and Triggers

The more you know about your asthma, the better you can control it. **An asthma attack may include symptoms like coughing, chest tightness, wheezing and trouble breathing.**

Make sure you know the things that trigger your asthma symptoms. Triggers can include dust, latex like balloons or gloves, pets, foods, mold, and some insects. Once you know, you can learn how to limit your exposure to them.

People with a family history of allergies or asthma are more prone to develop asthma. **Many with allergies also have asthma.**

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. It is important to take your controller medication as your doctor tells you to. Learn the signs that your asthma may be flaring up, and know what to do when it does.

Your doctor will help you make a personalized asthma action plan. Your plan should include:



- Warning signs of an attack.
- 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 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

Substance Use Disorder and Available Help

There are different signs and symptoms showing that you may be suffering from a substance use disorder. A substance use disorder occurs when you repeatedly use a substance despite the negative consequences of using it. It can also occur when you are using a substance for something other than its intended use. Addiction is a complicated brain disorder and has many factors. **Some signs you may have an addiction are:**

- Not taking care of your responsibilities
- Having legal trouble due to your drug use.
- Using drugs in a dangerous or unsafe situation or environment.
- Having problems at home, school, work, or in relationships due to your drug use.

There are options for treatment if you are having any signs of addiction. Talking to your medical professional can help you decide next steps. Some options might be outpatient therapy, peer support group meetings, intensive outpatient or inpatient hospitalization. **MDwise has materials at [MDwise.org/behavioral-health](https://www.mdwise.org/behavioral-health) if you want to know more about drug use and help that is available.**

Second Opinions



MDwise knows how important it is for our members to know they made the right choices about their health. You might not be happy with your doctor's opinion or plan. **If not, you can ask for a second opinion.** It should be from another doctor in your MDwise network. Call MDwise customer service if you need help. We can help you find another in-network doctor so you can get a second opinion.

Call MDwise customer service at **1-800-356-1204** if you need help.

✔ Mental Health During COVID-19 Pandemic

COVID-19 has been a difficult time for many Hoosiers. You and your loved ones may feel more sad or anxious. Many have lost their job and are having a difficult time paying bills. Being isolated and having activities cancelled can be stressful. **It is important to understand how you are feeling and know when to get help.** Many with depression have trouble finding energy to get out of bed. They may not feel like showering. It can be difficult to even make something to eat. If you feel this way, know you are not alone and there is help. **You can call the Be Well Crisis Helpline by calling 2-1-1.** The crisis helpline will be answered within seconds. You can talk to a counselor that will listen and help you.

COVID-19 Pandemic



The COVID-19 vaccine is available now to certain at-risk people who meet the guidelines. Talk to your doctor about whether or not you can get the vaccine now and visit

ourshot.in.gov for more information. The vaccine program is changing quickly so check back at this website often for updates.

There's also a tool available to schedule to receive your COVID-19 vaccine: vaccine.coronavirus.in.gov/en-US



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 twitter.com/MDwiseInc

 MDwise.org/google

 Instagram.com/MDwiseInc

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.
- Email address.

It is also important that you contact your Division of Family Resources. You don't want to miss out on updates for other possible benefits.



Check Out MDwise.org

The MDwise website is a great resource for members. Do you know what you can find on the MDwise website? You can find information about your health plan benefits and services and MDwise special programs like MDwiseREWARDS and HELPlink. You can also find behavioral health resources, myMDwise and so much more. **Check out MDwise.org today!**

Breast-feeding is Best!

If you are pregnant, start thinking now about breast-feeding your baby. 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. These 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/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 phone number.

For questions, call MDwise customer service at **1-800-356-1204**. 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.

- 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.



Questions?

Go to our website at MDwise.org.

Si quiere que le mandemos esta información en español, favor de llamar a nuestro departamento de servicio al cliente de MDwise. También puede encontrar esta información en español en nuestra página web en MDwise.org. Gracias.



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Hoosier CARE CONNECT

You may have heard that Hoosier Care Connect is having a plan selection period. This does not affect Hoosier Healthwise or HIP member health coverage. MDwise members in these programs don't need to take any action.



Lifeline Discount Mobile Phone Service

MDwise works with Safelink Wireless to offer the Lifeline program at no cost to you! To learn more about free phone service and how to apply, check out our website at mdwise.org/lifeline-discount-mobile-phone-service.

SNAP

SNAP stands for the **Supplemental Nutrition Assistance Program** (formerly known as food stamps). SNAP helps low-income people and families buy the food they need for good health. You can apply for benefits by completing a State application form. Benefits are provided on an electronic card that is used like an ATM card and is accepted at most grocery stores. There are also online ordering options now for the following stores: Wal-Mart, Amazon and Aldi. **For more information and to apply please visit in.gov/fssa/dfr/snap-food-assistance/about-snap/.**



Information in other languages: MDwise.org/Languages
Non-Discrimination/Accessibility: MDwise.org/Nondiscrimination

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MDwise.org.

Information in STEPS TO WELLNESS comes from a wide range of medical experts and is not intended to provide specific advice to any one individual. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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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.

MDwise customer service offers language services. Or we might use an interpreter. We also have services for the hearing and speech impaired.