



steps to wellness

2021

Population Health Management

MDwise wants to help you stay healthy. MDwise members may be eligible for Population Health Management services through the care management department. Population Health Management is a way we try to help you have better health and quality of life by talking with you, sending you materials or sending you texts about ways to stay healthy. The MDwise care management program can help you manage your health conditions. MDwise care managers help you and your doctor plan for your care. As your needs change, the level of care management will change. Care management will help you become more independent and able to manage your own health care needs.

MDwise care managers can help you with mental health and physical conditions.

MDwise care managers can help you make goals for your health. They work with you, your doctors, family and caregivers to do this. They want you to make the best choices for your health. Care managers can help you understand your health conditions and how to best manage them.

Care management also assists you with:

- Understanding your condition.
- Understanding your medications.



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NURSE on-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 **1-800-356-1204**. 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.

- Getting supplies and equipment you need.
- Finding care from special doctors.
- Getting information about your condition.
- Scheduling appointments.
- Talking to doctors about your condition(s) and how you are doing.
- Getting help from other organizations.

You, your provider, family members or caregivers can all request care management by completing an online referral form or by calling customer service. The online referral form is located at MDwise.org/cmdm-referral and MDwise customer service can be reached at **1-800-356-1204**.

Once MDwise receives your request, a care manager will contact you and you can discuss your needs or the needs of the person requesting care management. If you agree, we may contact you by telephone, messages, emails, mail or in-person (for certain services) to tell you how to use the services. You may also opt out by calling or writing to us.

Language Services Available



Materials and Services in your preferred language and format

MDwise members can get information and help in their language and format for free. To talk to an **interpreter**, get **face-to-face interpretation** services or get **information** in your preferred **language** and format, call **1-800-356-1204**.



Important Information In Your Member Handbook

There is important information in your Hoosier Healthwise and HIP member handbook. The most up-to-date version can be found at MDwise.org. It includes:

Your Rights and Responsibilities

MDwise provides care through a partnership that includes your doctor, MDwise, other health care staff and you—our member. We do not discriminate based on religion, race, national origin, color, ancestry, disability, sex, sexual preference or age.

Hoosier Healthwise and HIP Member Benefits and Services

The complete list of benefits and services, and what is not covered, is in your member handbook and can be found at MDwise.org. If you want to know costs before you get medical services please visit MDwise.org. We have posted a list of common medical services and their costs. You can also call MDwise customer service and we will research it for you. We will call you back to let you know the cost.

Some of the benefits and services include:

- Preventive care
- Special needs
- Behavioral and mental health care
- Help finding doctors, hospitals and information about them
- Interpretation services if you need information in another language

- Information about pharmacy services
- Information about transportation
- Information on self-referral services
- Help knowing what to do if you get sick or have an emergency (including after hours)
- Help knowing what charges or copays you have to pay (if any)
- Information about services outside of MDwise
- Help if you have a complaint (grievance)
- Help if you do not agree with the decision to solve your complaint (appeal)

Information on New Health Technology

MDwise looks at new medical and behavioral health procedures. We also look at new drugs and equipment. To help us do this we use:

- Experts
- Research
- Government decisions

This helps us to decide if they are safe and should be provided for our members. Call MDwise customer service at **1-800-356-1204** if you have any questions about your benefits. You can also ask for a printed copy of the member handbook.



Testing Blood Lead Levels in Children

A blood test is the best and most readily available way to determine if a child has been exposed to lead.

If your child may have been exposed to lead, talk to your health care provider about getting a blood lead test.

Lead exposure occurs when a child comes in contact with lead by touching, swallowing or breathing in lead or lead dust. Lead can be found in the air, the soil, the water and even inside our homes. Based on your child's blood lead test results, health care providers can recommend follow-up actions and care.

During a blood lead test, a small amount of blood is taken from the finger or arm and tested for lead. Two types of blood tests may be used.

A finger-prick, or capillary, test is usually the first step to determine if a child has elevated blood lead levels. While finger-prick tests can provide fast results, they also can produce higher results if lead on the skin is captured in the sample. For this reason, a finger-prick test that shows an elevated result is usually followed by a second test to confirm.

A venous blood draw takes blood from the child's vein. This type of test can take a few days to receive results and is often used to confirm elevated blood lead levels seen in the first capillary test.

Most children with any lead in their blood have no obvious immediate symptoms. If a child may have been exposed to lead, parents should talk to their child's health care provider about getting a blood lead test. Healthcare providers and most local health departments can test for lead in the blood. Many private insurance policies cover the cost of testing for lead in the blood. Children covered by Medicaid, Hoosier Healthwise or Healthy Indiana Plans can receive free testing.

Source: CDC: Centers for Disease Control and Prevention: cdc.gov/nceh/lead/prevention/blood-lead-levels.htm



Your Behavioral Health Benefits

MDwise cares about all your health care needs. Your behavioral health is just as important as your physical health. MDwise has doctors that will help you with your substance use disorder. We work hard to make sure there are good doctors in your area to help you.

Visit MDwise.org and click "Find a Doctor." If you need help, call customer service at 1-800-356-1204.

Many doctors are using phone or video for appointments. Ask about options when you call.

You do not need a referral from your doctor to use behavioral health and substance use services.

These services can include:

- Inpatient behavioral health services, except at state behavioral health hospitals
- Outpatient Substance Use Disorder services
- Electroconvulsive therapy
- Crisis intervention services
- Inpatient drug and alcohol detoxification
- Medication-Assisted Treatment (MAT)
- Psychiatric partial hospitalization services
- Suboxone Treatment
- Substance Use Disorder residential treatment
- Telehealth services
- Outpatient therapy
- Tobacco quit services
- Psychological testing

If you or someone you know is in a crisis, there is help available:



National Suicide Prevention Lifeline:

Call the Lifeline number 24 hours a day. This is a free service. Call this number if you are in emotional distress or suicidal. Your call will be sent to the nearest crisis center. Call **1-800-273-TALK** (8255) and talk to someone who can help you.

National Alliance on Mental Illness

National Alliance on Mental Illness (NAMI) helpline at **1-800-950-NAMI**.



Block Up! Don't forget your sunscreen

Spending time outside is very important but remember to use your sunscreen to protect you from skin cancer. The rates of skin cancer are going up. We want you to have a fun and safe summer.

You can protect yourself by trying some of these things.

- Stay out of the sun between 10 am and 2 pm when it is the strongest.
- Wear clothes that cover your skin: long-sleeve shirts, pants, sunglasses and hats.
- Use “broad spectrum” sunscreen with SPF of more than 15.
 - Use sunscreen even when it is cloudy.
 - Spread over your body at least every 2 hours and more if you get wet.
 - If you don't have much hair, make sure to add sunscreen to your head.
 - Wear sunglasses with 100 percent UV protection on the label.

Connect with us!

 facebook.com/MDwise

 twitter.com/MDwiseInc

 MDwise.org/google

 Instagram.com/MDwiseInc

Keep your routine and reduce the screen

TV, social media and electronics are a big part of our everyday lives. This summer here are some tips on cutting down on screen time.

- Read a story together.
- Build a fort with the kids.
- Take a walk around the park.
- Go to the library.
- Attend a free concert in the park.
- Play in the sprinkler.
- Bake cookies or a treat.
- Do a project together (paint rocks or use boxes to build things).

Pregnancy Care

Starting your pregnancy care in the first 12 weeks is very important. It is key for having the best outcome for your pregnancy. There is a suggested schedule in which you should be seen for your pregnancy.

- One visit every four weeks until you are 28 weeks.
- From 28 weeks to 36 weeks, you should be seen once every two to three weeks.
- Once you are 36 weeks, you should have weekly appointments until you have the baby.

Your provider may want to see you more often. It is important that you go to all your appointments, even if you feel well. If you are wanting to be seen outside these visits call your doctor. They may ask you to come to their office, go to the urgent care, emergency room or go to the labor and delivery based on what is going on. Care management services are available to help. You can call customer service and ask for a care manager.

MDwise NURSEon-call is available 24 hours a day at **1-800-356-1204** and press **option 4** to speak with a nurse.

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.

Adult Preventive Care Guidelines

Did you know that adults need routine check-ups too? Just like when you were a child, you should have a check-up at least once a year with your primary doctor.

To stay healthy, you need to see your primary doctor, so they can check for possible early signs of disease. Your primary doctor knows your health history and family history. This helps them know what diseases you are more likely to have. There are different cancer, diabetes and heart screenings your doctor can do to make sure you stay healthy. Be sure to tell your doctor if you have seen any other doctor

or specialist. This helps them know about all medicines and treatments you are on.

Also make sure to ask if there are any shots you need. In addition to getting a flu shot every year, there are other shots you might need. These include shots that protect against whooping cough and pneumonia. Your primary doctor will know what shots you should get based on your age and health history.

Call your primary doctor today to schedule a routine check-up.

WEIGHTwise

Let Your Plate Be Your Guide

You want to lose weight in a healthy way. You also want to keep it off. Evidence shows that most people need to reduce the amount they eat and improve the quality of their diet. This helps you lose about 1 to 2 pounds per week. It can be difficult to count calories or measure portions accurately. Try using the “plate method.” This helps you control the amount you’re eating. You can use this method when you are trying to lose weight. It also helps you maintain a healthy weight.

Here is how it works:

- At least half your plate should be focus on whole fruits and vegetables.
- Split the other half evenly with varied lean protein and whole grains.
- Try moving to low-fat and fat-free milk and yogurt.
- If you go back for seconds, limit yourself to vegetables.
- Eat fruit or low-fat dairy for snacks.
- Eat less salt and sugared drinks.

For more information go to [ChooseMyPlate.gov](https://www.choosemyplate.gov). You will find tips on healthy eating, eating on a budget, exercise and great recipes. Other websites and mobile apps are available for free to track your food, activities and weight. We recommend an internet search for food and activity trackers that are right for you.

Sources: US Department of Agriculture, [ChooseMyPlate.gov](https://www.choosemyplate.gov), American Heart Association



Well-Child Immunizations



Shots keep us healthy. We need different shots at different times. **Babies and older children should get their shots on time, all the time.** This helps protect

them since their immune system is not as strong as an adult’s immune system. When you visit your child’s doctor, ask what shots your child needs and always bring an up-to-date shot record with you. Your child needs certain shots to be able to go to school. If your child got shots at a health fair, health department or a different clinic make sure you let your child’s doctor know. Want to know more about what shots your child may need? For more information, visit the MDwise website at [MDwise.org](https://www.mdwise.org). Make sure your child is ready for school! Call your doctor and schedule an appointment now to make sure your child has the shots they need.

Have you been fully vaccinated against COVID-19?

In general, people are considered fully vaccinated:

- Two weeks after their second dose in a two-dose series, such as the Pfizer or Moderna vaccines, or
- Two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine

If you don't meet these requirements, regardless of your age, you are NOT fully vaccinated. Keep taking all precautions until you are fully vaccinated.

If you have a condition or are taking medications that weaken your immune system, you may NOT be fully protected even if you are fully vaccinated. Talk to your healthcare provider. Even after vaccination, you may need to continue taking all precautions.

What can you start to do?

If you've been fully vaccinated:

- You can resume activities that you did prior to the pandemic.
- You can resume activities without wearing a mask or staying six feet apart, except where required by federal, state, local, tribal, or territorial laws, rules and regulations, including local business and workplace guidance.

If you travel in the United States, you do not need to get tested before or after travel or self-quarantine after travel.

You need to pay close attention to the situation at your international destination before traveling outside the United States.

What you should keep doing:

For now, if you've been fully vaccinated:

- You will still need to follow guidance at your workplace and local businesses.
- If you travel, you should still take steps to protect yourself and others.

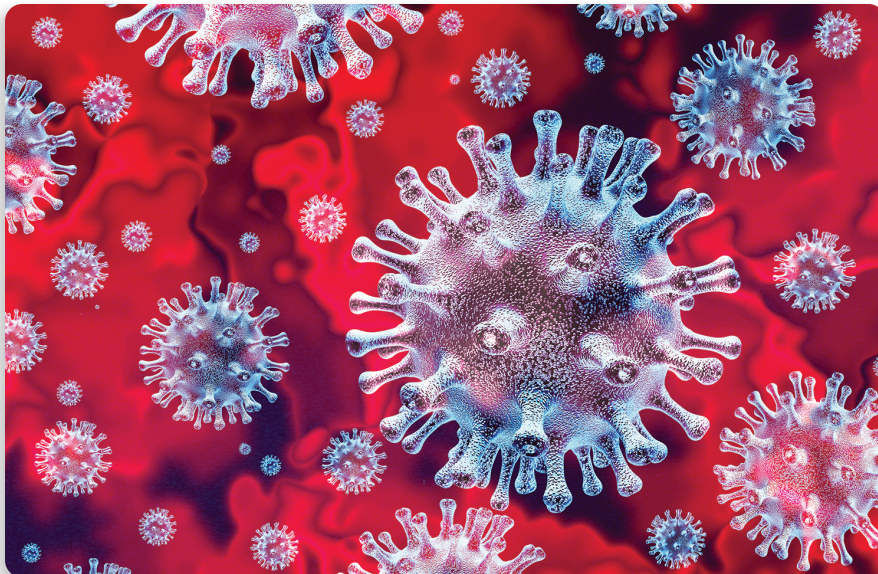
Masks are required on planes, buses, trains and other forms of public transportation traveling into, within, or out of the United States and in U.S. transportation hubs such as airports and stations. Travelers are not required to wear a mask in outdoor areas of a vehicle conveyance (like on a ferry or the top deck of a bus). **CDC recommends that travelers who are not fully vaccinated continue to wear a mask and maintain physical distance when traveling.**

Fully vaccinated international travelers arriving in the United States are still required to get tested 3 days before travel by air into the United States (or show documentation of recovery from COVID-19 in the past 3 months) and should still get tested 3-5 days after their trip.

You should still watch out for symptoms of COVID-19, especially if you've been around someone who is sick. If you have symptoms of COVID-19, you should get tested and stay home and away from others.

People who have a condition or are taking medications that weaken the immune system should talk to their healthcare provider to discuss their activities. They may need to keep taking all precautions to prevent COVID-19.

Source: CDC: Centers for Disease Control and Prevention: [cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html)



Tobacco Cessation

Earn MDwiseREWARDS points for being **SMOKE-free**. If you smoke or use tobacco you can earn MDwiseREWARDS points for trying to quit. To earn points, you must complete a cessation program to help you quit. Examples of some programs include:

- Indiana's Tobacco Quitline. (free program)
- Baby and Me Tobacco Free. (free program)
- A program through your hospital or clinic.

Ask your doctor about the programs they recommend. Once completed, ask for a certificate or letter of completion. Then send a copy to MDwise by mail, fax or email to get your points.

Mail to:
MDwiseREWARDS
P.O. Box 441423
Indianapolis, IN
46244



Fax (toll-free) to: **1-844-759-8551**

Email to: rewards@mdwise.org

You can get tips for quitting at MDwise.org/wellness/smokefree. For further advice and support, call Indiana's Tobacco Quitline at **1-800-QUIT-NOW (800-784-8669)**. It's available 24 hours a day, seven days a week. You can also go to quitnowindiana.com.



Everyone Deserves to Stay Connected.

SafeLink has teamed with the FCC to distribute LifeLine and the Emergency Broadband Benefit to help U.S. households that are struggling with connectivity during the pandemic. For a limited time with this new benefit, eligible households (current SafeLink customers) can stay connected in order to work remotely or find jobs, access critical health care services and keep students connected to the classroom.

FREE Every Month

- Unlimited Talk
- Unlimited Text
- Unlimited Data
- International Calling*
- Wireless Hotspot**

For more information visit www.mdwise.org/lifeline-discount-mobile-phone-service or call **1-877-631-2550**.

To opt in and receive this unlimited enhanced benefit, go to SafeLink.com/ebb.



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, MDwise and programs like WORKwise, AND myMDwise. You can also find HELPlink, behavioral health resources and so much more. [Check out MDwise.org today!](http://MDwise.org)



Out-of-Area Services

You can still get health care even if you are far away from home. **Before getting care, you must call your doctor.** You can also call MDwise customer service for help. If you have a true emergency, do not call first, go straight to the nearest hospital.



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.**



Hoosier Healthwise

Support & Services
for Pregnant Women,
Babies, Children & Teens



PO Box 44236
Indianapolis, IN 46244-0236

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 **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 (EBT 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/](https://www.in.gov/fssa/dfr/snap-food-assistance/about-snap/).

Behavioral Health Resources



MDwise has resources available to you on our website.

Go to [MDwise.org](https://www.mdwise.org). There you can find information regarding your benefits, care management services and behavioral health resources.

**MDwise
REWARDS**

Get Your FREE Gift Card!

You don't have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Earn points for a variety of activities, like going to your doctor appointments. Then shop for gift cards with your points. Go to [MDwise.org/MDwiseREWARDS](https://www.mdwise.org/MDwiseREWARDS) to learn more.



Information in other languages: [MDwise.org/Languages](https://www.mdwise.org/Languages)
Non-Discrimination/Accessibility: [MDwise.org/Nondiscrimination](https://www.mdwise.org/Nondiscrimination)

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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.

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 သင့်၏လူမှုဘဝကိုကူညီပေးရန်အတွက် အထောက်အကူပြုပေးသည်။ အထောက်အကူပြုပေးခြင်းသည် သင့်၏အကျိုးအမြတ်ကို အမြင့်ဆုံးဖြစ်စေရန်အတွက် မည်သည့်လူမျိုးစု၊ အမျိုးအနွယ်၊ အသားအရောင်၊ နိုင်ငံရေး၊ အခြားအချက်အလက်များကို မည်သည့်အမျိုးအနွယ်မျိုးမှ မှီခိုမှုမရှိဘဲ ပေးဆောင်မည်ဖြစ်သည်။ အထောက်အကူပြုပေးခြင်းသည် သင့်၏အကျိုးအမြတ်ကို အမြင့်ဆုံးဖြစ်စေရန်အတွက် အထောက်အကူပြုပေးခြင်းဖြစ်သည်။ အထောက်အကူပြုပေးခြင်းသည် သင့်၏အကျိုးအမြတ်ကို အမြင့်ဆုံးဖြစ်စေရန်အတွက် မည်သည့်လူမျိုးစု၊ အမျိုးအနွယ်၊ အသားအရောင်၊ နိုင်ငံရေး၊ အခြားအချက်အလက်များကို မှီခိုမှုမရှိဘဲ ပေးဆောင်မည်ဖြစ်သည်။ အထောက်အကူပြုပေးခြင်းသည် သင့်၏အကျိုးအမြတ်ကို အမြင့်ဆုံးဖြစ်စေရန်အတွက် အထောက်အကူပြုပေးခြင်းဖြစ်သည်။