



steps to wellness

Quarter 1, 2023

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.

continued on page 3.



What's Inside:

- Population Health Management 1
- Getting the Most Out of Your Doctor's Visit 2
- Flu Shot Season 3
- Get Involved with the Health Equity Council..... 3
- Women's Health Covered Services..... 4
- Is This an Emergency?..... 5
- How to Manage Your Stress..... 5
- Tobacco Cessation..... 6
- Transition to Other Care 6
- Language Resources 7
- Behavioral Health: Problem Drinking..... 8
- Personal Health Information 8

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 the Most Out of Your Doctor's Visit

It is important to be ready for every visit with your doctor. Adults, teens and kids aged 3 and older should see a doctor at least once a year. Babies need more visits from birth to age 2. **Each visit gives you a chance to talk about your health.** It also helps to find any issues.

Before your visit:

- First, be sure that you know who your doctor is. You can call MDwise customer service if you are not sure.
- When making the appointment, explain why you need to see the doctor. This helps them to know how much time you need for your visit.
- Write down what you want to talk about. This is a health record. It will help you remember all your concerns.
 - Doctor's name and phone number
 - Allergies, including medication
 - List of all medications
 - Amount you take
 - How often do you take it
 - Past surgeries and years they took place
 - Ongoing health problems
 - Family history
 - Shot history
 - What you are checking at home (examples: blood pressure, blood sugar or weight)
- Find someone to go with you to your visit. The doctor may give you a lot of information. It may help to have someone with you to write things down.

During your visit:

- Tell your doctor about changes in your health, like:
 - Weight loss or fevers
 - Changes in appetite or energy
 - New pain or ongoing pain
 - Changes in how you poop or pee
 - Bleeding or bruising
 - Chest pain or shortness of breath
 - Changes in the way you walk, talk or think
 - Feeling sad, depressed or anxious
- Give them your health record.

- Tell them how much alcohol, tobacco or other drugs you use. If you would like help to stop smoking, ask about the programs available to you.
- Talk about changes in your energy level and how much sleep you get.
- Don't forget to talk about your mental health. It affects your physical health.
- Ask what tests you should get. You may need screenings for cancer, heart disease, high blood pressure and weight. You may also need shots.
- Ask your doctor if there is any lab work that you may need. Lab tests are used to help diagnose, screen or keep track of some illnesses. Lead testing is important for kids.
- Tell your doctor if you have problems with getting support with money, a place to live, transportation, food or the care you need.
- Repeat orders your doctor gives you to be sure you understand everything.

Before you leave the office:

- Ask if you need to watch for warning signs.
- If you got new medicine, be sure you know what it is for.
- Find out how much to take and how often. See if there are any side effects. Ask when you should call the doctor about concerns.
- Find out when you should return for another visit. Set follow-up visits if needed. Don't leave if you are confused about any orders or treatment.
- Ask your doctor if they offer virtual visits. This allows you to see your doctor without going into the office.
- Having these yearly visits will help you manage your overall health. You may be able to receive reward points for screenings you do during this visit.



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!



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.

Care management also assists you with:

- Understanding your condition.
- Understanding your medications.
- 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.



Get Involved with the Health Equity Council

Please become a member of our new Health Equity Council. The council is a group of members from our staff and community like yourself. We will discuss ways to give resources and support to people facing barriers. Also, we will have the chance to improve health equity which means everyone has a fair chance to reach their healthiest self. Income, education, food access and housing are all factors that impact our overall health. If you would like to join, please email us at CSclerk@mdwise.org or call **800-356-1204**, and we will discuss the next steps.

WHAT CAN YOU EXPECT?

- Attend meetings.
- Find and address gaps in care as they relate to minority and social groups.
- Give feedback to improve health equity, diversity and engagement.
- Help create a health equity plan.



Women's Health Covered Services

Care before, during and after your pregnancy gives you a great start toward having a healthy pregnancy and a healthy baby.

Pre-pregnancy care is health care that starts before you become pregnant and can help you have a healthy pregnancy in the future. You can do this by:

- Increasing your daily folic acid (one of the B vitamins) to at least 400 micrograms.
- Keeping your shots up to date.
- Treating your medical conditions (high blood pressure, diabetes).
- Avoiding alcohol, smoking and drugs.
- Keeping a healthy weight.
- Getting help for mental health issues.

Prenatal care is the health care you get during your pregnancy. Benefits of prenatal care include:

- Less risk of pregnancy-related health problems, such as high blood pressure and diabetes.
- Less risk for the baby.
- Learning about things to avoid during pregnancy (smoking, alcohol).
- Make sure the medications you are taking are safe for the baby.

Postpartum care is the health care you get in the first six weeks after the delivery of your baby. Postpartum care includes:

- Help with breastfeeding.
- Screening for postpartum depression.
- Keeping track of your baby's growth and health.
- Treating childbirth problems.

MDwise cares about the health and wellness of you and your baby. We recommend prenatal, pregnancy and post-partum health care for a healthy baby and mom.

References used:

<https://www.nichd.nih.gov/health/topics/pregnancy/conditioninfo/prenatal-care>

<https://www.mhtf.org/topics/postnatal-care/>

Second Opinions



It is important for you to feel that you made the right choices about your health. There might be times when you are not happy with your doctor's opinion or plan. You can ask for a second opinion. Visit another doctor in the MDwise network.

Questions about getting a second opinion? Call MDwise customer service at **1-800-356-1204** if you need help.

Is This an Emergency?

Medical emergencies can be scary and stressful. Knowing what to do in an emergency can help you manage it. The following signs and symptoms are examples of common emergency problems. **These are only some examples:**

- Shortness of breath or difficulty breathing.
- Chest pain or pressure lasting two minutes or more.
- Upper abdominal pain or pressure lasting two minutes or more.
- Fainting, sudden dizziness or weakness.
- Sudden changes in vision.
- Confusion, changes in mental status or unusual behavior.
- Bleeding that won't stop.
- Severe vomiting or diarrhea.

This information does not replace the advice of your doctor - your primary doctor knows your health history best. Unless you are sure it is a medical emergency, it is always best to call your doctor first.

There are other times when it is best to make an appointment with your MDwise doctor. Here are some reasons to call your MDwise doctor first:

- If your symptoms come on slowly.
- You think your child has an ear infection.
- You or your child has cold or flu symptoms.
- Rash or insect bites.

If you are still unsure what to do you can call the MDwise **NURSEon-call line at 1-800-356-1204**. Choose option #4 for NURSEon-call. **The nurse can tell you whether to go to the emergency room or wait to see your doctor. NURSEon-call is available 24 hours a day.** If you can't reach your usual doctor and you think you or your family member will have a bad outcome if you don't get help right away, you may need to go to the emergency room.

How to Manage Your Stress

Everyone can feel stress and be overwhelmed at times. Stress happens when things in life feel like more than you can handle. This can happen when it is a good thing, like a new baby or moving, or when it is a bad thing, like someone you love dying. Some signs of stress are feeling overly tired, having a lot of headaches, having an upset stomach and trouble sleeping. **There are ways to deal with stress that can help you feel less overwhelmed and more in control.**

- **Find and focus on the positive.** Write these positive things down and read them when you feel overwhelmed.
- **Write down what is important to accomplish in the order you want to get them resolved.**
- **Take a break from what is causing the stress.** Do something else for a while and then go back to whatever task is causing the stress.
- **Exercise releases chemicals that cause happy feelings.** It can release tension in your muscles that are tight because you are stressed. Even a short, fast walk can help ease the stress.
- **Smile and laugh or be around people that smile and laugh.** Smiling and laughing releases tension in your face and can tell your brain that you feel less stress.
- **Phone a friend.** Stay connected to people and be social.
- **Take time for you every day.** It is not selfish to spend 5 minutes for yourself, so you don't feel overwhelmed.
- **Take a moment to breathe.** Deep breathing, focusing on your own thoughts and letting go of negative emotions help manage what is happening in your life now.

Remember, stress is part of life. You can manage it by doing one of the above every day, so it doesn't build up. Don't wait until you have signs of stress to take care of yourself.

Language Help and Your Rights

Understanding the health information, you receive from MDwise is important. **You can call customer service to talk about your health in your language.** This service is free.

Our website can be viewed in English or Spanish. If you have trouble reading anything we have sent you, please call customer service at **1-800-356-1204**. You will receive help from someone who speaks your language.

You have the right to be treated with respect. You also have the right to health care. 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 1-800-356-1204.** It is important that we hear about member issues so that we can fix them.

Help for Quitting Smoking



SMOKE-free

Smoking and vaping are bad for your health. Tobacco use can lead to many diseases and death.

If you are trying to stop smoking, don't give up! Quitting is hard. Most people who try to quit smoking can't do it the first time. If you have tried to quit smoking without success, try something new this time. As an MDwise member, you have many of options available to help you quit.

To get new ideas about how to quit or support for quitting, you can call Indiana's Tobacco Quitline (available 24 hours a day, seven days a week) at **I-800-QUIT-NOW (I-800-784-8669)**. You can also go online to quitnowindiana.com. In addition, you can get tips for quitting by texting **TEXT2Quit®** and connecting with your **Quit Coach®** and **Web Coach®** from your smartphone.



Transition to Other Care

As your child gets older, help them keep track of their health. Parents schedule doctor visits, fill out paperwork and take care of insurance. You will also need to help your child do this as they become an adult. This includes finding an adult health doctor. If your child sees a family medicine doctor, you still need to teach your child to take care of their health.

This new time of life can be hard. MDwise is here to help. Here are some tips:

- Young adults should change to an adult health doctor between 18 to 21 years of age.
- If your child has special health care needs, it is even more important to plan early. Check out Family Voices Indiana for more help.
- Talk to your child's doctor – [Got Transition](#) has a guide on questions to ask.
- Call MDwise customer service to find or choose a new doctor at **I-800-356-1204**.
- Talk to your child – [Got Transition](#) has a guide for teens on what it means to turn 18.

Find more information at these websites:

- Got Transition: gottransition.org/youth-and-young-adults
- Indiana State Department of Health Care Coordination Services: in.gov/health
- MDwise – For Members: MDwise.org/for-members

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, MDwise special programs like WORKwise and myMDwise. You can also find HELPlink, behavioral health resources and so much more.

Check out MDwise.org today!

Language Resources

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。洽詢一位翻譯員，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 1-800-356-1204 an.
Pennsylvanian Dutch Pennsifaanisch Deitsch	Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut MDwise, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 1-800-356-1204 uffrufe.
Burmese ဗမာစာ	သင်သို့မဟုတ်သင်ကူညီနေသူတစ်ဦးဦးက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရှိလာပါက ကုန်ကျစရိတ် ပေးရန်မလိုဘဲ မိမိဘာသာစကားဖြင့် အကူအညီရယူနိုင်ပါသည်။ စကားပြန်နှင့်ပြောလိုပါက 1-800-356-1204သို့ ခေါ်ဆိုပါ။
Arabic تيعبرعلا	كفت غلب تيعرورضرا تامول عمل او تدع اسم ال اى ل ع لوصح ال ايف قح ال اكي دلف MDwise، صوصخب ةل س ا دع است صخش يدل و ا كي يدل ناك ن ا 1-800-356-1204. ب لصتا م جرت م عم ش دحت لل. فضل كفت تيا 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 1-800-356-1204.
Punjabi ਪੰਜਾਬੀ ਦੇ	ਜੇ ਤੁਹਾਨੂੰ, ਜਾਂ ਤੁਸੀਂ ਜਿਸ ਦੀ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, MDwise ਬੇਈ ਸਵਾਲ ਹੈ ਤਾਂ, ਤੁਹਾਨੂੰ ਬਨਿ ਕਸਿ ਕੀਮਤ 'ਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਚਿ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ . ਦੁਭਾਸ਼ੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 1-800-356-1204 ਤੇ ਕਾਲ ਕਰੋ.
Hindi हिंदी	यदि आपके, या आप द्वारा सहायता किए जा रहे किसी व्यक्ति के MDwise के बारे में प्रश्न हैं, तो आपके पास अपनी भाषा में मुफ्त में सहायता और सूचना प्राप्त करने का अधिकार है। किसी दुभाषि से बात करने के लिए, 1-800-356-1204 पर कॉल करें।



Communication of Personal Health Information Use and Disclosure

Details about your health are personal. MDwise does all we can to protect 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 staff signs statements promising not to share information about you. Our doctors follow these rules, too.

If other people ask us for your records, you have to give written permission first. The only time we do not check with you first is when someone has a need and a right to see the files. That's determined by law.

We often review the way we keep your information safe. **We want you to have good care and peace of mind.** Our privacy policy is in your member handbook starting on page 58. The most recent version is at MDwise.org.

You can also have a copy of our general privacy policy mailed to you. **Call MDwise customer service at 1-800-356-1204 if you'd like a copy.**



Behavioral Health: Problem Drinking

It's not always easy to see when your drinking has crossed the line from moderate or social use to problem drinking. If you drink alcohol to cope with problems or to avoid feeling bad, you may have a problem with alcohol. Alcohol abuse can sneak up on you. It's important to know the warning signs. **Signs of at-risk drinking include:**

- Feeling guilty or ashamed about your drinking.
- Lying to others or hiding your drinking habits.
- Having friends or family members who are worried about your drinking.
- Needing to drink to relax or feel better.
- "Blacking out" or forgetting what you did while you were drinking.
- Regularly drinking more than you intended.
- Drinking more or longer than you intended.

If you have warning signs, take steps to cut back. Understanding the problem is the first step to overcoming it. Go to MDwise.org/wellnesstools and click "problem drinking" at the top to learn more.

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.