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steps to wellness

SPRING 2022

Survey Time! We Want to Hear from You

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.

How Can You Better Understand 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.



How to Appeal a Decision

You have the right to appeal if you receive a negative decision from MDwise. An example of a negative decision may be a denial of coverage or services. You will receive a letter with the decision and your right to appeal. This letter will also include the steps to start an appeal. You can ask someone like your doctor to help you.

How to File an Appeal:

Step 1. Submit your appeal.

You may write a letter or call Customer Service to request an appeal. The MDwise customer service department can help you write your letter. You should include:

- Your name, address, telephone number and MDwise identification number ending in 99.
- What service was denied and the date it was denied.
- Any other information you feel may be helpful in the review.

Keep a copy of these papers for yourself. Then, send us the original:

MDwise Customer Service Department

Attn: Appeals

P.O. Box 44236

Indianapolis, IN 46244-0236

Your appeal must be filed within 60 days of receiving a denial letter. You may ask someone else to file an appeal on your behalf, such as your doctor if you want. You may also send in written comments or information.

Step 2. Wait for a decision from MDwise.

In an emergency, appeals will be handled quickly. This is called an “expedited” appeal. If your case can be expedited, we will review your case and let you know the decision within 48 hours. Call MDwise customer service to see if this can be done.

The MDwise Appeals Panel will review your issue. MDwise will send you a letter with the date and time the Appeals Panel will meet. You can speak to the panel if you want. You can also have someone else speak for you. This can be done by telephone.

MDwise will send you a letter with an answer to your appeal within 30 days from the time we receive your appeal.

You have the right to review copies of documents that are related to your appeal, this includes records that we used in making our decision such as benefit information, a state rule or guideline. Please call us if you want to review these records. We will provide copies of this information free of charge upon request.

Step 3. Request an external review of the appeal decision.

If you disagree with the appeal decision, you may choose to request either a State Fair Hearing or a review by an Independent Review Organization.

More information about the appeals process and the State Fair Hearing or Independent Review Organization process can be found in your member handbook. You can also call our Customer Service Department at 1-800-356-1204 if you have questions or if you need help filing the appeal.

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.



What is good dental care for your child?

It's never too early to start cleaning your child's gums and teeth. Bacteria, like those found in plaque, can lead to dental problems. Plaque is a thin film of bacteria that sticks to teeth above and below the gum line. The bacteria in plaque use sugars in food to make acids. These acids can cause tooth decay and gum disease.

Good brushing habits can help to remove bacteria and prevent plaque. And regular teeth cleaning by your child's dentist can remove tartar, which is plaque that has built up and hardened.

As part of your child's dental health, give your child healthy foods, including whole grains, vegetables, and fruits. Try to avoid foods that are high in sugar and processed carbohydrates, such as pastries, pasta, and white bread. Healthy eating helps to keep gums healthy and make teeth strong. It also helps your child avoid tooth decay, which can lead to holes (cavities) in the teeth.

How can you manage your child's dental care?

Birth to 3 years

- Make sure that your family practices good dental habits. Keeping your own teeth and gums healthy lowers the risk of passing bacteria from your mouth to your child. Also, avoid sharing spoons and other utensils with your child.
- Don't put your baby to bed with a bottle of juice, milk, formula, or other sugary liquid. This raises the chance of tooth decay.



Basic Dental Care

Basic dental care involves brushing and flossing your teeth regularly, seeing your dentist and/or dental hygienist for regular checkups and cleanings, and eating a mouth-healthy diet, which means foods high in whole grains, vegetables and fruits, and dairy products.

Why is basic dental care important?

Practicing basic dental care:

- Prevents tooth decay.
- Prevents gum disease, which can damage gum tissue and the bones that support teeth, and in the long term can lead to the loss of teeth.
- Shortens time with the dentist and dental hygienist and makes the trip more pleasant.
- Saves money. By preventing tooth decay and gum disease, you can reduce the need for fillings and other costly procedures.
- Helps prevent bad breath. Brushing and flossing rid your mouth of the bacteria that cause bad breath.
- Helps keep teeth white by preventing staining from food, drinks and tobacco.
- Improves overall health.
- Makes it possible for your teeth to last a lifetime.

- Use a soft cloth to clean your baby's gums. Start a few days after birth, and do this until the first teeth come in. As soon as the teeth come in, clean them with a soft toothbrush. Ask your dentist if it's okay to use a rice-sized amount of fluoride toothpaste.
- Experts recommend that children have a dental exam when the first tooth appears or by their first birthday.

Ages 3 to 6 years

- Your child can learn how to brush his or her own teeth at about 3 years of age. Children should be brushing their own teeth, morning and night, by age 4. You should still supervise and check for proper cleaning.
- Give your child a small, soft toothbrush. Use a pea-sized amount of fluoride toothpaste. Encourage your child to watch you and older siblings brush teeth. Teach your child not to swallow the toothpaste.
- Talk with your dentist about when and how to floss your child's teeth and to teach your child to floss.
- Help children age 4 years and older to stop sucking their fingers, thumbs, or pacifiers. If your child can't stop, see your dentist. A children's dentist is specially trained to treat this problem.

Ages 6 to 16 years

- A child's teeth should be flossed as soon as the teeth touch each other. Flossing can be hard for a child to learn. Talk with your dentist about the right way to teach your child how to floss.
- Your dentist may advise the use of a mouthwash that contains fluoride. But teach your child not to swallow it.
- Use disclosing tablets from time to time. They can help you see if any plaque is left on your child's teeth after brushing. These tablets are chewable and will color any plaque left on the teeth after the child brushes. You can buy these at most drugstores.
- After your child's permanent teeth begin to appear, talk with your dentist about having dental sealant placed on the molars.



Follow-up care is a key part of your child's treatment and safety. Be sure to make and go to all appointments and call your dentist if your child is having problems. It's also a good idea to know your test results and keep a list of the medicines your child takes.

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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.



Keeping Track of Medicines

It can be hard to keep track of when and how to take medicines. And the more medicines you take, the harder it may be. Here are some ideas you can use to stay organized and track your medicines.

Know your medicines

The first step in keeping track of your medicines is to know what you're taking.

- Make a master list of all your medicines. List your medicine names, doctors' names, doses, side effects and other important information. Include all prescription and over-the-counter medicines, vitamins and herbal supplements. Take it with you to every doctor visit and be sure to update it when your medicines change. Make sure family members have copies in case of an emergency.
- Know what each medicine is for and what side effects to watch for. Ask your doctor when and who to call if you think your medicine is causing a problem.
- Know when you will run out of each medicine. Write refill reminders on your calendar. Don't wait until you have only one or two pills left. If your health plan has a mail-order service for refills, it may be easier and cost less than a pharmacy. You also may be able to get a 30- or 90-day supply of many medicines.
- Know what to do if you miss a dose. Talk to your doctor about each medicine you take. What you do about a missed dose could be different for each medicine.
- Make sure your medicines aren't expired. Ask your pharmacist how to safely get rid of expired medicines.

Have a routine

- It helps to have a daily medicine routine. Make a schedule for taking your medicines and follow it every day. You can use this daily medicine planner.
- Find activities you do every day at the same time you need to take your medicine, such as brushing your teeth. Use these activities to help remind you to take your medicines.
- Set your watch alarm or a kitchen timer to remind you when to take your medicines. Or ask a family member to help you remember to take your medicines.
- Use sticky notes to remind yourself. Place the notes where you will see them, such as on the bathroom mirror or the refrigerator door.



Use a pillbox

- Use a plastic pillbox for each day's medicines. Some pillboxes have timers you can set. Choose the pillbox that best fits your needs.
- Put your pillbox in a place where it will remind you to take your medicines. For example, if you need to take medicines three times a day with meals, put those medicines in a pillbox near where you eat.
- If you use a pillbox, keep one pill in its original bottle. Then if you forget what a pill is for, you can find the bottle it came from.
- A few medicines must be stored in their original bottles so they don't spoil. If your medicine label has this instruction, then don't use a pillbox for that medicine.

Taking a lot of pills increases your chances of having problems. If you take more than one medicine that works the same way, you could get too high a dose. And sometimes medicines work against each other. So, make sure you know how to stay safe when you take several medicines.

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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 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 မြန်မာ	သင်သို့မဟုတ်သင်ကူညီနေသူတစ်ဦးဦးက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရှိလာပါက ကုန်ကျစရိတ် မေးရန်မလိုဘဲ မိမိဘာသာစကားဖြင့် အကူအညီရယူနိုင်သည်။ စကားပြန်နှင့်ပြောလိုပါက 1-800-356-1204သို့ ခေါ်ဆိုပါ။
Arabic آريبرعلا	كنت غلب فيرورضلا تامول عمل او قدع اسمال على لوصول الح ايف قحلا كيدلف MDwise، صوصخب على سادع اسات صخش ىدل وأ كيدل ناك نإ 1-800-356-1204 ب لصات ام جرتم عم شدحتلل .فصلكت فيا 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、情報を入力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 tinutulongan, 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 ਜਸਿ ਦੀ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, MDwise ਕੋਈ 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 करिए 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 दुभाषिण से बात करने के लिए, 1-800-356-1204 पर कॉल करें।

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.

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



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.
- Address.
- 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.

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 [facebook.com/MDwise](https://www.facebook.com/MDwise)

 twitter.com/MDwiseInc

 [MDwise.org/google](https://www.MDwise.org/google)

 [Instagram.com/MDwiseInc](https://www.instagram.com/MDwiseInc)



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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[MDwise.org](https://www.MDwise.org).

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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.