



BURMESE REFUGEE MANAGED CARE TRAINING

Presented by:

Anthem

MDwise and MHS

2010

What is Medicaid?

- Medicaid is a program that covers medical care.
- In Indiana the Medicaid programs are called:
 - “*Hoosier Healthwise*” for pregnant women, children and some families.
 - “*Care Select*” for people who are aged, blind and disabled.

You Will Get a Card That Looks Like This:



Take this to all of your medical appointments and the pharmacy!

What Are Your Benefits (at no cost to you)?

- All of your appointments with your primary doctor.
- Care for your teeth with a dentist.
- Care for your eyes with an eye doctor.
- Behavioral health and drug and alcohol treatment.
- Special tests that your doctor orders like lab tests and x-rays.

Who is Your Doctor?



- Your doctor is a trained medical provider that will take care of all of your medical needs.
- You get to pick your primary care doctor.
- If you do not pick a doctor one will be assigned to you.
- You must go to this doctor (Primary Medical Provider) for all of your medical needs.



What Can Your Doctor Do for You?

- Keep you healthy with a check-up once each year.
- See you when you are sick.
- Give you prescriptions for medicines to help you feel better.
- Send you to other doctors when you need them.

Pharmacy



- Medicines that you need are covered.
- Your doctor will give you a prescription for the medicine.
- You will take this prescription to a pharmacy to get filled.
- If you have questions about your medicine and how to take it ask your doctor.
- If you have problems filling your prescription, call 1-800-457-4584 and choose option #2.

Transportation

- If you do not have a way to get to your doctor appointments, rides to your medical appointments are covered.
- If you need a ride, call your health plan phone number
- Call two days before your appointment.
- Have your Hoosier Health card number and the address where you need to go ready to tell the representative.
- Your health plan will arrange a vehicle to pick you up at your home and take you to the appointment.
- We will also arrange for a vehicle to come back to pick you up when you are done and take you home.
- Watch for the vehicle picking you up and come out of your home to meet them.




Pregnancy

- If you are pregnant, it is very important to see your doctor right away.
- Do not wait!
- Your doctor can help you have a healthy baby.
- Take all medications that your doctor tells you to take.
- Complete all tests that your doctor asks you to get.

Emergency Care

- Hospital emergency room care is covered.
- Please use the emergency room for emergency services only!
- An emergency is when you have a serious medical condition or are in danger of lasting harm or loss of life if you do not get care immediately.
- Your doctor can take care of all routine and sick care that you need.





How Do You Keep Your Health Coverage?

- You should have health coverage for about one year.
- However, this may change before then.
- Any letters you get with (FSSA logo) are very important!
- Please call the number on the letter to have someone translate it for you.
- It may be telling you that you need to do something important to keep your health coverage.

Managed Care Health Plans

- You will choose or be assigned to a health plan
- Your doctor is contracted with a health plan
- Look for these pictures to know which plan you are in





Anthem Serving Hoosier Healthwise

Healthy Habits Count

Anthem.  
Health. Join In.

Important Member Information

Member Services

1-866-408-6131

1-866-408-7188 TTY

Website:

www.Anthem.com

24/7 Nurse Line

1-866-800-8789

1-866-368-4422 TTY

Transportation

1-800-508-7230

1-866-910-1603 TTY

We Can Help in Many Ways

- A gift card for pregnant women who see their assigned doctor for a pregnancy checkup within 42 days after joining our plan.
- A reward for new mothers who complete their postpartum visit with their assigned doctor 21 to 56 days after childbirth.
- A gift for getting your baby immunized and completing well-child doctor visits.
- A helpful booklet for pregnant members, at no cost to them.
- Well-child Visits and vaccines.
- Transportation at no cost to members.
- A 24-hour nurse help line to answer health questions.





MD  **wise**

MDwise Customer Service

MDwise Customer Service Representatives are available 24 hours/day, 7 days/week to answer questions from members.

Interpretation is available. Let us know what language you need and we will get someone on the phone to help.

MDwise

Phone: 1-800-356-1204 or in the Indianapolis area 317-630-2831

Members choose Option #1

NURSEon-call choose Option #3

Fax: (317) 829-5530 or 1-877-822-7190

Website: www.mdwise.org/hoosierhealthwise/index.html



Customer Services

MDwise offers programs to improve the health and well being of its Hoosier Healthwise and Care Select members:



NURSEon-call

Speak with a nurse 24 hours a day



RIDEwise

Enjoy free rides to doctor's visits



TEENconnect

Get information just for teens



WELLNESSchats

Take charge of your health



HELPlink

Work with a member advocate who knows about health, school and community services



INcontrol

Learn to manage your asthma, diabetes or other chronic illness



WEIGHTwise

Reach and maintain a healthy weight



SMOKE-free

Get help kicking the tobacco habit



BLUEBELLE beginnings

Give your newborn a healthy start



MS. BLUEBELLE'S club for kids

Teach kids to make healthy choices





MANAGED HEALTH SERVICES

MHS Contact Numbers

Member/Provider Services &
NurseWise

1-877- MHS- 4U4U

(1-877-647-4848)

Website:

www.mhsindiana.com

SynCare LCC

1-866-454-2273

Cenpatico

1-877- MHS- 4U4U

(1-877-647-4848)

Provider Relations Contact

Anthony Tyms ext 20417

Claims Address

Managed Health Services

P O Box 3002

Farmington, MO 63640-3802

