



550 N. Meridian Street, Suite 101
Indianapolis, IN 46204

Dear Member,

Welcome to Managed Health Services (MHS). We provide your health insurance benefits through Hoosier Care Connect (HCC). We are excited to be your partner in health!

Every HCC member has their own personal Care Coordinator. Their job is to help you stay healthy. Your Care Coordinator will:

- Help you work with your providers and MHS
- Talk about your health goals and challenges and answer your questions
- Help you understand your health conditions
- Talk about the best ways to take your medicines

Get Rewarded for Completing Your Health Needs Screening

Your first step is to take a Health Needs Screening (HNS). MHS offers different levels of help based on your needs. These include disease management, care management and complex case management. The HNS will help us make sure you get the care you need.

If you take the HNS within 30 days of joining MHS, you will **earn \$30 in My Health Pays Rewards®**. Use your My Health Pays® rewards to help pay for everyday items at Walmart*, or things like utilities, transportation or cell phone service. Create a secure portal account at mhsindiana.com to complete the HNS. Or, call us at 1-877-647-4848 (TTY: 1-800-743-3333).

How Else Can We Help?

Do you worry about things like where you live? Getting food every day? Getting to the grocery or doctor appointments? Feeling safe? Create a secure member portal account at mhsindiana.com and complete the Social Needs Survey. Our team can help with many issues other than healthcare.

We're Here for You

MHS' 24-Hour Nurse Advice Line is always available. It has licensed nurses who are ready to answer your health questions. We also have a health library at mhsindiana.com with lots of health information. And, on our secure member portal you can see:

- Your summary of benefits
- Quality information on your doctor
- Claims information
- Your care plan
- Your My Health Pays Rewards® balance

Questions? Call Member Services Monday through Friday from 8 a.m. to 8 p.m. at 1-877-647-4848 (TTY 1-800-743-3333). We look forward to working with you! Thank you for making MHS your choice for better healthcare.

Sincerely,
MHS Medical Management Team

*This card may not be used to buy alcohol, tobacco or firearms products. This card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

