

FREQUENTLY ASKED QUESTIONS

Q. What or who is MDwise?

A. MDwise is an Indiana, not-for-profit health plan. MDwise signs a contract with the State of Indiana to be a health plan for Hoosier Healthwise members. MDwise provides the doctors and medical services to Hoosier Healthwise members who choose or are assigned to MDwise as their health plan.

Q. How is MDwise different than Hoosier Healthwise?

A. Hoosier Healthwise is the name of the State of Indiana's health insurance program. It is one of the Medicaid programs available to Hoosiers that qualify or are eligible. There is a separate company that operates the Hoosier Healthwise Helpline. This company is different from MDwise.

Q. How do I change my doctor?

A. If you are a MDwise member, call MDwise Customer Service! The numbers are 1-800-356-1204 or in the Indianapolis area 317-630-2831. We can help you. We have current lists of doctors that we can mail to you or you can go to the provider directory to print out a list. Remember, it is always better for your health to stay with one doctor than to change doctors often.

Q. How do I change my Health Plan?

A. Hoosier Healthwise members have 90 days from the date that they start with MDwise to change their Health Plan. We hope that you will never want to leave MDwise, but if you do want a doctor outside of our plan, we will make sure you get connected or transferred to the right place to make that change within the first 90 days or Open Enrollment period. After 90 days, you cannot change to another plan for 12 months or one year, unless you have a "just cause" reason. Please see the MDwise Member Handbook, page 23 for more information on Open Enrollment and "just cause" reasons.

Q. How do I get a member handbook?

A. A MDwise member handbook is mailed to new members during the first week that they are assigned to the MDwise plan. If you did not receive one, call MDwise Customer Service at 1-800-356-1204 or in the Indianapolis area 317-630-2831. We can mail one to you.

Q. Why is it important that I call MDwise when I change my address and/or phone number?

A. This is VERY important! MDwise mails important information to members all the time! If we do not have your address these do not get to you! Also, there are times that MDwise or your doctor's office or nurses need to call you. If we do not have a current phone number, this can be a problem. You may miss important notices about renewing your health coverage/benefits if you do not update your address with us when you move!



Q. What do I do if I lose my Hoosier Healthwise health card?

A. Please call or visit your Division of Family Resources caseworker. If you do not have a caseworker, call the Division of Family Resources at 1-800-403-0864. If you do not know who your caseworker is, call MDwise Customer Service and we can help.

Q. How do I find a dentist, eye doctor, foot doctor or chiropractor?

A. Dental, vision, podiatry (foot doctor), family planning and chiropractic care are self-referral services. This means that you can go to any dentist or other provider that accepts Medicaid/Hoosier Healthwise. Your MDwise doctor can often help by suggesting a provider for you. Some services that you get from these providers will need an OK (or authorization) from MDwise. The provider that you select should know what to do to get an OK for the services that you need. If you want a list of providers, you can visit www.indianamedicaid.com to find a provider or call 1-800-889-9949. You can also contact the Indiana Family Helpline at 1-800-433-0746 for other Medicaid/Hoosier Healthwise providers.

Q. I called to choose a doctor but did not get the doctor I chose?

A. There are many reasons why a doctor selection may not have been approved. It is important to watch for a letter confirming your choice. If you do not get one within ten days of making a selection, call MDwise to be sure that you will get the doctor you chose.

Q. Why did my doctor get changed?

A. There are many reasons for your doctor to be changed. MDwise or Hoosier Healthwise will always try to send you a letter before your doctor is changed. If you find that your doctor is changed and you want a different doctor, call MDwise right away. We may be able to help you understand what happened and help you choose a doctor that you want.

Q. How soon can I get an appointment to my doctor?

A. It is very important to get in to see your doctor in the first 90-days of joining MDwise. For your first appointment you may have to wait up to two months if you are not sick. If you are sick with something like a fever or earache, you should be able to get an urgent care appointment within one day. If you are not feeling well or have a non-urgent care issue, you should be able to see your doctor within three days. The most important thing to do is to call your doctor's office and tell them who you are. Tell the appointment person that you have been assigned to your doctor and then let them know why you need to see the doctor.

Q. Why can't I get my prescription filled?

A. There can be several reasons why your prescription may not get filled right away at your pharmacy. If you are having a problem, you can call 1-800-457-4584 and choose the option for Prescription Services. The pharmacy also has a number to call for help with Hoosier Healthwise prescriptions. If you still need help you can call MDwise Customer Service at 1-800-356-1204 or 630-2831 in the Indianapolis area. We can tell the pharmacy where to call for help. Even after hours, MDwise has a process in place to direct

the pharmacy to the right place for help to fill prescriptions for emergencies. There may be co-pays for your prescription medicine. You may have to pay \$3 for each of your drugs. This amount is called a co-pay. There are times in which you do **not** have a co-pay such as:

- Services for members under the age of 18
- Services related to a pregnancy
- Services related to family planning (birth control and preventive supplies)
- Services while in an emergency room or nursing home
- Services while in a hospital

Hoosier Healthwise Package C members pay \$3 for each generic drug and \$10 for each brand name drug.

Q. Will my baby be eligible for Hoosier Healthwise?

A. Yes. If you are on **Hoosier Healthwise Package A or B** while you are pregnant, your new baby will also be eligible for Hoosier Healthwise. You must report your baby's birth to your caseworker. At birth your baby will be assigned to MDwise if you are a MDwise member. It is important to choose a MDwise doctor for your baby before you deliver. Your baby should be covered for one year.

Q. How can I see a specialist?

A. Your doctor or Primary Care Provider (PMP) manages all of your medical care. You must see your doctor before he/she can refer you to a specialist. He or she can refer you to a specialist if there is a medical reason to do so. Your doctor will be able to tell you which specialist you can see. MDwise can help your doctor find a specialist if he does not know of one for you.

Q. Why did I get a bill when I have MDwise coverage?

A. There are several reasons why you may get a bill from a doctor or medical provider, even though you are on the MDwise plan. It is important to call the billing agency on your bill right away. Please make sure to give them your Hoosier Healthwise number. If the agency already has that information, call MDwise. Your representative will need to ask you for some information. MDwise will then call the billing agency and help get the bill paid. If you are responsible for paying the bill MDwise can tell you.

