



steps to wellness

2021



SNAP stands for the **Supplemental Nutrition Assistance Program**. SNAP previously was known as food stamps. SNAP is a benefit that helps people and families buy food to stay healthy.

SNAP helps low-income and no-income people and families buy nutritious food. SNAP benefits are loaded on an electronic benefits transfer (EBT) card. The EBT card can be used like a debit or ATM card at the grocery store.

With your SNAP benefits, you can buy food like bread, cereal, fruit, vegetables and meat. You can also buy plants or seeds that grow food.

Amazon, Walmart and ALDI let you order food online with your SNAP EBT card and have it delivered (fees may apply).

SNAP can help you buy healthy food and support your budget.

To learn more about SNAP food assistance, visit [in.gov/fssa/dfr/snap-food-assistance](https://www.in.gov/fssa/dfr/snap-food-assistance).



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+ 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.**





Get your Flu and COVID Shots

It is important to get ready for the winter and flu season. This year, we must think about both flu (influenza) and COVID-19.

The flu is caused by a virus that changes every year. Some flu seasons are worse than others. A flu shot will help keep you from getting the flu or reduce health problems if you do get the flu. If you or your child are six months or older, it is important to get your flu shot. Getting your shot not only keeps you protected from the flu, but also helps keep your family and friends protected from the flu virus.

COVID-19 is also a virus. It spreads very fast and has caused many people serious issues, including breathing problems, hospitalization and even death. You can help protect against this virus by getting your COVID shot. If you are 5 years old or older, you can get your COVID shot.

What else can you do to help from spreading viruses?

- Wash your hands
- Wear a mask
- Cover coughs and sneezes
- Don't get too close to others (about two arm lengths or six feet)
- Avoid big crowds and tight indoor spaces
- Monitor how you feel

Do you need help scheduling an appointment for your shots? **Call MDwise customer service at 1-800-356-1204.**



Let Your Plate Be Your Guide

You want to lose weight in a healthy way. You also want to keep it off. Evidence shows that most people need to reduce the amount they eat and improve the quality of their diet. This helps you lose about 1 to 2 pounds per week. It can be difficult to count calories or measure portions accurately. Try using the "plate method." This helps you control the amount you're eating. You can use this method when you are trying to lose weight. It also helps you maintain a healthy weight.

Here is how it works:

- At least half your plate should be focus on whole fruits and vegetables.
- Split the other half evenly with varied lean protein and whole grains.
- Try moving to low-fat and fat-free milk and yogurt.
- If you go back for seconds, limit yourself to vegetables.
- Eat fruit or low-fat dairy for snacks.
- Eat less salt and sugared drinks.

For more information go to [ChooseMyPlate.gov](https://www.ChooseMyPlate.gov). You will find tips on healthy eating, eating on a budget, exercise and great recipes. Other websites and mobile apps are available for free to track your food, activities and weight. We recommend an internet search for food and activity trackers that are right for you.

Sources: US Department of Agriculture, ChooseMyPlate.gov, American Heart Association



Questions?

Go to our website at [MDwise.org](https://www.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](https://www.MDwise.org). Gracias.



Women's Health Covered Services

Care before, during and after your pregnancy gives you a great start towards 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 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 your pregnancy (smoking, alcohol).
- Making sure the medications you are taking are safe for the baby.

Postpartum care is 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 postpartum 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.

HIP Maternity Pregnancy Coverage

Myth: HIP Maternity members don't receive full benefits during pregnancy or beyond 60 days after they deliver their baby. They need to change plans to receive full benefits other than pregnancy related services.

Fact: During pregnancy HIP Maternity members receive full benefits. Also, due to the pandemic, they will continue to receive full benefits past the 60 day time period after delivering their baby and don't need to change plans to receive the benefits. HIP Maternity full benefits include (but not limited to):

- Vision
- Dental
- Medical (not just pregnancy or postpartum related)
- Chiropractic coverage
- Nonemergency transportation
- Behavioral health services
- Substance use disorder (SUD) services
- Smoking cessation services



Sign Up for MDwise Health and Benefits Alerts



Get important health information, tips, and benefit information sent to your phone. Message and data rates may apply. Message frequency will vary. Text **HELP** to **639473** for info. Text **STOP** to **639473** to cancel. Full terms and conditions can be accessed at MDwise.org/texting-terms.

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.



Connect with us!

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MDwise is excited to offer all our members a new program of over 300,000 discounts.

You have the opportunity to take advantage of discounts on items you want and need such as:

- Store coupons
- WeightWatchers
- Globalfit gyms
- Car Maintenance and Repair
- Variety of food, restaurant and food delivery
- Family fun
- And More!

To sign up, members just need to log into their myMDwise account and click the SAVEwise link under Quick Links or under My Benefits.

Coming Soon: The SAVEwise mobile app! This notifies you of nearby offers with automatic location updates and alerts.

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!](https://www.mdwise.org)

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 1-800-356-1204.
- Talk to your child – [Got Transition](#) has a guide for teens on what it means to turn 18.

Find more information at these websites:

- Family Voices Indiana: [fvindiana.org](https://www.fvindiana.org)
- Got Transition: [gottransition.org/youth-and-young-adults](https://www.gottransition.org/youth-and-young-adults)
- Indiana State Department of Health Care Coordination Services: [in.gov/health](https://www.in.gov/health)
- MDwise – For Members: [MDwise.org/for-members](https://www.mdwise.org/for-members)

✓ MDwise Quality Improvement Program

2020 was a hard year for kids and adults to get wellness care. It is important to keep your schedule for wellness care. MDwise wants you to know what we are doing to help you and your family stay healthy.

Areas in which MDwise got better in 2020:

- Checking for lead in kids.
- Scheduling shots for kids.
- Doctor visit within seven days of going to the hospital for mental illness.

For children, MDwise is still working to get better in 2021:

- Kids and teens getting wellness visits and shots.
- Testing all kids for lead at 12 months and 24 months.

For adults, MDwise is also working to get better in 2021:

- All members, especially pregnant women, quitting tobacco use.
- Well care visits and health screenings.
- Follow-up visits within seven days of an ER visit for alcohol or drug use.
- Using the emergency room only for emergencies.
- Keeping diabetes and high blood pressure under control.
- Pregnancy care and care after pregnancy on time.

Help for Quitting Smoking

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 a lot of options available to help you quit.

In order 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** (1-800-784-8669). You can also go online to quitnowindiana.com. You can get tips for quitting by texting **TEXT2Quit®** and connecting with your **Quit Coach®** and **Web Coach®** from your smart phone.



You can earn points and gift cards for quitting! HIP members can get up to 200 points and HHW members can get up to 50 points by completing a quit program. To get your points, ask for a letter when you have finished the program and send a copy to MDwise.

For more information, go to MDwise.org/MDwiseREWARDS and click on your health plan.



MDwise REWARDS

Get Your FREE Gift Cards!

You don't have to sign up for MDwiseREWARDS to earn 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.



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Find Your Doctor



You can find information about MDwise doctors at MDwise.org/findadoctor. You can get information including practice locations, phone number, if they are on a bus line, the language they speak and more. **You can also call MDwise customer service and we can research providers for you.** If you have questions about the quality of MDwise providers, please ask us. Remember, it is better for your health or your child's health to stay with one doctor, rather than change doctors often.

You can also get quality information about health care facilities, such as hospitals, that are in the MDwise network. You can call customer service and ask about quality information, or you can find this information at MDwise.org/findadoctor. Information is collected nationally by the U.S. Department of Health and Human Services, and statewide by the Indiana Hospital Association.



Information in other languages: MDwise.org/Languages
Non-Discrimination/Accessibility: MDwise.org/Nondiscrimination

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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.