



Healthy Indiana Plan

Member Education and
Orientation Activities

July 15, 2010



MDwise's Approach to Member Engagement

- MDwise conducts a variety of activities to engage the member in their Healthy Indiana Program coverage, as well as promote the general healthcare of the member
- Activities start during “conditional enrollment” (before first member contribution is made) and continue throughout “full enrollment” (each month, as member continues to make contributions and maintain coverage)
- Member engagement as a key hallmark of HIP - helping educate the member to take charge of their own healthcare



Conditional Member Welcome/Invoicing

- **Receive Welcome Letter and First Invoice**
 - Welcome letter explains:
 - Payment options including employer contributions and making payment for multiple family members
 - Preventive care guidelines
 - Non-payment consequences
 - Invoice
 - Monthly contribution amount due
 - Reminds member of due date
 - Notifies member that coverage will not begin until payment has been made
 - Where to mail payments
 - Where to call with questions
- **MDwise Customer Service makes outbound phone call to new members**
 - Welcome to MDwise
 - Health Risk Assessment
 - Inquire about invoice receipt and encourage payment
 - Answer questions about HIP and MDwise



Fully Eligible Member Education/Programming

- **ID Cards**
 - Card issued by MDwise
 - Mailed to member when fully eligible notification is received from the State
 - Cards include: ER copay amount, PMP Information, Customer Service contact information, Pharmacy Contact information, Member ID #
 - MDwise website address
 - Where to call with questions
- **Member Handbook**
 - Mailed to member within 2 weeks of fully eligible notification from the State
 - Handbook includes: Pertinent information to navigate their Healthcare including; POWER Account, Payment options, Preventive care, Benefits, Self referral services, Specialty care, ER use, BH services, Rights and Responsibilities, Grievance filing procedures, Privacy policies, Wellness programs, Co-pay amounts



Fully Eligible Member Invoices & Past Due Reminders

- **Monthly Invoices Include:**
 - Contribution amount due
 - Reminds member of due date
 - Where to mail payments
 - Where to call with questions
 - Any past due amounts
 - Adjustments to amounts due (contribution changes etc.)
- **Monthly Past Due Reminder Notices Include:**
 - Past due amounts
 - Reminds member of due date
 - Notifies member that coverage will be lost if payment is not received
 - Where to call with questions



Fully Eligible Member Monthly Statement

- **Member Monthly Statement**
 - Mailed to member on paper plus available on the MDwise web portal
- **POWER Account Summary**
 - Promotes member financial responsibility by providing:
 - Medical/Pharmacy claims transactions
 - Member contributions paid to date
 - State contributions paid to date
 - Employer contributions paid to date
- **Preventive Service Information**
 - Reminds members of the roll over benefit when required preventive services are received
 - List of claims that apply to the preventive service target
 - Tells member if they have met the preventive service target for the year





MDwise Healthy Indiana Plan
 P.O. Box 44236
 Indianapolis, IN 46244-0236
www.mdwise.org

John Doe
 123 Maple Street
 Wabash, IN 46992-1125

Member Monthly Statement

Member Name:	John Doe	Year to Date Contributions
Member RID:	123456789109	Member: \$105.86
Plan Year:	09/01/2009 – 08/31/2010	State: \$927.00
		Employer: \$0.00

POWER Account Transactions: 4/1/2010 – 4/30/2010

DATE	TRANSACTION DESCRIPTION	WITHDRAWAL	DEPOSIT
4/26/2010	Medical Claims Payment	\$93.19	
4/28/2010	Member Contribution		\$14.42

Claims Transactions 4/1/2010 – 4/30/2010

CLAIM #	START DATE	END DATE	BILLED	ALLOWED	POWER	PAID
1011350280	4/19/2010	4/19/2010	\$115.00	\$93.19	0	\$93.19
	99214	OFFICE /OUTPATIENT VISIT, EST				

Provider: Jones, M.D., John L.
 1011350280

Preventive Service Target

Reaching your preventive service target ensures that your POWER Account balance is rolled over to the next year rather than beginning at zero. You can see your yearly preventive service targets by looking in your member handbooks, going to the MDwise website at www.mdwise.org or by calling our Customer Service department at 317-822-7196 or 1-877-822-7196

No activity this period.

You HAVE NOT reached the preventive service target for this year.



HIP Customer Service

MDwise Healthy Indiana Plan

Phone: 1-877-822-7196 or in Indianapolis 317-822-7196

Fax (317) 822-7192 or 1-877-822-7192

Website: www.MDwise.org

HIP phone options

Members:	Option 1
Behavioral Health:	Option 2
NURSEon-call:	Option 3
Spanish-Speaking Members:	Option 4
Provider Services:	Option 5



MDwise Wellness Programs

These are designed to engage members in managing their own healthcare issues.



NURSEon-call

Speak with a nurse 24 hours a day



INcontrol

Learn to manage your asthma, diabetes or other chronic illness



WELLNESSchats

Take charge of your health



WEIGHTwise

Reach and maintain a healthy weight



HELPlink

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



SMOKE-free

Get help kicking the tobacco habit



Newsletters

- **Member Newsletter (Steps to Prevention)**
 - Published quarterly
 - Articles include: redetermination reminders, preventive care guidelines, appropriate use of emergency room, information on common health conditions found within the HIP population such as COPD, Diabetes, etc., Good nutrition habits, smoking cessation, and much more



MDwise Website

Includes a variety of member education materials, such as:

- Handbook
- Newsletters
- Cost of Services information
- Provider Quality Information
- My WellnessZone - interactive library of health information, with written and video educational materials, as well as tools member can use



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- Home
- Members
- Providers
- Visitors
- About Us

Español

Members

- Hoosier Healthwise
 - Handbook & Overview
 - Find a Provider
 - Special Programs
 - Behavioral Health
 - My Wellness ZONE
 - Healthy Resources
 - Member Newsletter
 - Contact Us
- Healthy Indiana Plan
- Indiana Care Select

STEPS TO WELLNESS

View the latest member newsletter.

Body Mass Index (BMI)
Calculator for Adults

Calculator [What is BMI?](#)

Calculate Your BMI
English | Metric

Height:
0 feet 0 inch(es)

Weight:
0 pounds
(8 ounces = .5 pounds)

[Grab This Widget](#) [Info](#)

Member Wellness Tools

Online Health History Management
[NoMoreClipboard puts you in control of your health records.](#) You decide what information goes in, what stays out, and who to share your records with. You can direct your NoMoreClipboard health information to any doctor, clinic or hospital you choose.



Diseases & Conditions Tap into this interactive encyclopedia for instant access to information on more than 835 diseases and conditions.



Health News Stay current with our weekday newswire, which tracks the latest health and medical developments. Or, check its archive, searchable by topic for articles during the past 12 months.



Multimedia Through a series of high-quality animations, this section demonstrates how the organs and structures of human body function and presents information on medical procedures used to diagnose and treat various conditions and diseases.

The Interactive Body

- Cardiac Catheterization
- Colonoscopy
- Hip Replacement

Questions?

You can call us at 1.800.356.1204 or 317.630.2831 if you are in the Indianapolis area. There are representatives that can help you 24 hours a day, 7 days a week.

CDC Everyday Health

Published on: Mar 17, 2010

Prevent Unintentional Poisoning

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Click a letter to see a list of conditions beginning with that letter.



Tap into this interactive encyclopedia for instant access to information on more than 835 diseases and conditions.

In This Section:

[After You Return](#)

[Care of the Mouth and Teeth](#)

[Head Injury](#)

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[Ineffective Latch-on or Sucking](#)

[Influenza \(Flu\)](#)

[Methods of Surgery](#)

[Online Resources - Arthritis and Other Rheumatic Diseases](#)

[Overview of Pacemakers and Implantable Cardioverter Defibrillators \(ICDs\)](#)

[Reconstructive Plastic Surgery Overview](#)

[Renal Vascular Disease](#)

[Squamous Cell Carcinoma](#)

[The Pathology Report](#)

[Traveling With HIV](#)

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Click a letter to see a list of conditions beginning with that letter. Click 'Back to Intro' to return to the beginning of this section.

Diabetes (Type 1, 2, and Gestational)

What is type 1 diabetes?

Type 1 diabetes may also be known by a variety of other names, including the following:

- insulin-dependent diabetes mellitus (IDDM)
- juvenile diabetes
- brittle diabetes
- sugar diabetes

There are two forms of type 1 diabetes:

- **idiopathic type 1 diabetes** - refers to rare forms of the disease with no known cause.
- **immune-mediated diabetes** - an autoimmune disorder in which the body's immune system destroys, or attempts to destroy, the cells in the pancreas that produce insulin.

Immune-mediated diabetes is the most common form of type 1 diabetes, and the one generally referred to as type 1 diabetes. The information on this page refers to this form of type 1 diabetes.

Type 1 diabetes accounts for 5 to 10 percent of all diagnosed cases of diabetes in the US. Type 1 diabetes usually develops in children or young adults, but can start at any age.

What causes type 1 diabetes?

The cause of type 1 diabetes is unknown, but it is believed that genetic and environmental factors (possibly viruses) may be involved. The body's immune system attacks and destroys the insulin producing cells in the pancreas. Insulin allows glucose to enter the cells of the body to provide energy.

When glucose cannot enter the cells, it builds up in the blood, depriving the cells of nutrition. People with type 1 diabetes must take daily insulin injections and regularly monitor their blood sugar levels.

What are the symptoms of type 1 diabetes?

Type 1 diabetes often appears suddenly. The following are the most common symptoms of type 1 diabetes. However, each individual may experience symptoms differently. Symptoms may include:

- high levels of sugar in the blood when tested
- high levels of sugar in the urine when tested
- unusual thirst
- frequent urination
- extreme hunger but loss of weight
- blurred vision
- nausea and vomiting
- extreme weakness and fatigue
- irritability and mood changes

In children, symptoms may be similar to those of having the flu.

The symptoms of type 1 diabetes may resemble other conditions or medical problems. Always consult your physician for a diagnosis.

- Print this Page
- Send to a Friend

Related Items

Articles

- Activity Can Help Control Diabetes
- Answers to Your Diabetes Questions
- Essential Self-Care When You Have Diabetes
- View All 32

News

- Health Tip: Symptoms of Diabetes
- Health Tip: When You're Diabetic and Sick
- Once-Daily Insulin Shot Proves Effective in Study
- View All 213

Health Tips

- Diagnosing Diabetes
- Help Children Prevent Type 2 Diabetes
- Magnesium May Help Prevent Diabetes
- View All 5

Interactive Tools

- Diabetes Quiz
- Diabetes: Test Your Knowledge
- Type 2 Diabetes Risk Assessment

Case Management/Disease Management

- Members are identified for Case Management and/or Disease Management by review of claims, referrals from providers, member referral, emergency room encounters, appeals, health needs assessments
- Stratify members based on their individual severity of illness. (Higher level of stratification means member receives more intensive and more frequent interventions)
- Interventions for Case Management and/or Disease Management include but are not limited to:
 - Contact with a Registered Nurse
 - Disease-specific educational materials at a 5th grade reading level
 - Review of preventive care guidelines and promotion of self-management skills
 - Periodic contact and updates with the treating providers
 - Home health evaluations as needed
 - Specialty referrals as needed



Case Management Disease Management (cont'd)

- MDwise provides access to a web based portal via My Health Zone that covers a variety of health related topics regarding diabetes, asthma, COPD, CHF, tobacco cessation, nutrition and exercise
- Observations:
 - MDwise has found that the majority of HIP members have not previously gotten preventive care or disease-specific care (i.e. diabetics who have not had their necessary blood testing)
 - For many members, their disease is far advanced when they become an eligible MDwise HIP member due to the lack of care as noted above
 - Majority of HIP members use tobacco which may account for the high percentage of HIP members with pulmonary related problems (i.e. COPD)



HELPlink

Member Advocate Program

- Social workers
- Link members with providers and social service agencies in the community
- Bridge communication between members, healthcare providers and community programs
- Raise the level of member awareness and understanding of MDwise health plan and covered services
- Ensure prescribed wraparound services are being provided to members

Areas of education/intervention include but are not limited to:

- Missed medical appointments
- Issues or conflicts between doctor and MDwise patient
- Emergency room education/awareness.
- Assistance with eligibility issues
- Family issues (assessing a member's needs for mental health services, housing, financial, finding other services such as support groups and other community resources, etc.)
- Health plan (assisting a member in understanding benefits and how to access)
- Crisis intervention



Emergency Services Education Program

HIP Member visits to ER identified via:

- Indiana Health Information Exchange (IHIE) notification
- Emergency room claim disputes
- NURSEon-call triage notifications
- Provider or Delivery System notifications
- Calls to Customer Service
- Utilization data



Emergency Education Cont'd

MDwise Medical Management reviews data and refers the member to the following options as indicated or appropriate:

- Case management
- Disease management
- Right Choices Program (restricting members to one pharmacy, one hospital and one primary care physician)
- IVR call to member (inquire about calling PMP before ED visit and educate about when to utilize Emergency Department)
- Member Advocate Referral- (address psychosocial issues, educate about ER, remind about availability of PMP and NURSEon-call, encourage follow-up care)



Preventive Care Reminders

- Targeted mailings (postcard)
 - Reminds members of what preventive services are needed for their age and gender
 - Reminders to members that unlimited preventive services are covered by MDwise and not deducted from the POWER Account
- Targeted IVR reminder calls (Women's annual exams in the Fall of 2009)
 - Asked women if they had their annual pap (all), mammogram (40+) and Chlamydia (19-25 year olds) screenings
 - Educated as to importance of obtaining these services
 - If they responded that they had not obtained the service, were asked why they had not obtained
- Letter and phone call at redetermination
 - Reminds members that they have time to get preventive care in prior to the end of their coverage year to get rollover benefits



Preventive Care Postcard



**Everyone
needs
check-ups**

Did you know that as a member of the Healthy Indiana Plan (HIP) you need to get certain preventive services in order to roll over your POWER account balance at the end of the year? See back for details.



Call your doctor today to schedule an appointment
For more information, visit www.MDwise.org or call 1-866-MDwise1

The chart below lists the preventive care needed for your age. You **MUST** get these services each year in order for your POWER Account Balance to roll over at the end of the year.

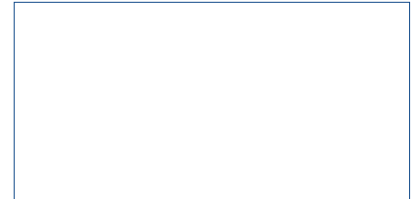
Female ages 19-35	Annual Physical Exam Pap Smear Blood Glucose Screen* Tetanus-Diphtheria Screen
Female ages 35-50	Annual Physical Exam Pap Smear Cholesterol Testing* (if you are over 45) Mammogram Blood Glucose Screen* Tetanus-Diphtheria Screen
Female ages 50-64	Annual Physical Exam Pap Smear Cholesterol Testing* Mammogram Blood Glucose Screen* Tetanus-Diphtheria Screen Flu Shot*

*Annual or as required for your disease/history specific condition
If you would like this postcard in Spanish, please visit www.MDwise.org/espanolpostcard or call 1-877-822-7196.

The Facts:

Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better. By getting the right health services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life.

Source: Centers for Disease Control and Prevention



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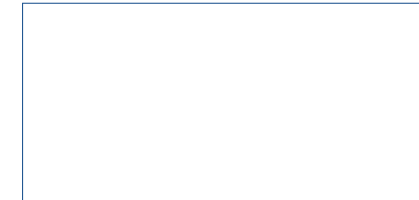
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HEALTHY INDIANA PLAN™
Health Coverage = Peace of Mind



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Member Satisfaction Survey

- Began HIP Member CAHPS survey in 2009
- Feedback is used to identify opportunities to improve our services to members
- 2009:
 - Rating of Health Plan - On a scale of 0-10, 90.3% of MDwise Healthy Indiana Plan members rated their plan an 8, 9, or 10. (This score is significantly above the Quality Compass Summary Rate and ranks at the 99th percentile.)
 - Customer Service - This composite is another Key Driver of Rating of Health Plan. MDwise's 2009 Customer Service composite Summary Rate is 86.1%. (This score ranks at the 84th percentile for Quality Compass.)



Community Outreach

- MDwise presence throughout the state
- Develop relationship with community partners
 - Enrollment Centers
 - Community agencies and coalitions
- Promotes and educates about the HIP program and how to apply
- Participates in health fairs and community events to interact and educate face-to-face with members and potential members

