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steps to
wellness

SUMMER 2022



Population Health Management

MDwise wants to help you stay healthy. MDwise members may be eligible for Population Health Management services through the care management department.

Population Health Management is a way we try to help you have better health and continued on page 4

 **NURSE**on-call

MDwise would like to remind members that **24/7 access to a registered nurse is available 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.

How to Prevent Lead Poisoning in Children

There is no safe blood lead level in children. Even low levels of lead in blood can hurt a child's ability to learn, pay attention and do well in school.

The good news is that childhood lead poisoning is preventable. Learn about common sources of lead and steps to reduce your child's risk of lead exposure.



Know the Common Sources of Lead

Lead can be found where children live, play and learn.

- **Paint.** In homes or buildings built before 1978, assume that the paint contains lead unless tests show otherwise. When the paint peels and cracks, it makes lead paint chips and dust. Children can be exposed to lead if they eat flaking paint chips or breathe in lead dust.
- **Soil.** Lead particles from exterior lead-based paint, leaded gasoline, aviation fuel and lead industries can settle in soil and last for years. Children can be exposed to lead in soil by touching, breathing or playing in lead-contaminated soil.
- This soil can also get on shoes and clothes and be brought into the home or other locations where children spend time.
- **Water.** Some water pipes, faucets and plumbing fixtures may contain lead that can get into drinking water.
- **Consumer products.** Lead can be found in toys, jewelry, antiques and collectible items. Some glazes used on ceramics, chins and porcelain also contain lead, which might get into food.
- **Imported foods and medicines.** Some candies, candy wrappers, spices, cosmetics, traditional

medicines purchased or brought from outside the US may contain lead.

- Jobs and hobbies. Certain jobs and hobbies, such as stained-glass work, involve lead-based products and might result in parents or caregivers bringing lead into the home.

Take Steps to Prevent Lead Exposure

There are many things you can do to protect your family from lead exposure.

Make sure your products do not contain lead

- Avoid certain children's products and toys. Some imported toys, antique toys, and toy jewelry may contain lead.
- Be safe in the kitchen. Some imported or antique ceramics and pottery dishes are glazed with lead. This glaze might contaminate food when stored or prepared in these dishes.
- Use caution when eating certain foods. Avoid eating spices, candy and other foods that were purchased from informal or unregulated sources. Foods that were produced following proper licensing and regulations are more likely to be safe for children.

Take everyday steps to stay healthy

- Give your child healthy foods. A balanced diet with foods that provide calcium, iron, and vitamin C may help keep lead out of the body.
- Wash hands and toys. Make sure your child washes his or her hands and face after playing outside or with pets that might have lead particles from soil on their fur or paws. Regularly wash children's toys.
- Remove all shoes when you enter the house. Take your shoes off when you enter the house to prevent spreading dust through the home.
- Be safe when working with lead. If you or someone who lives with you works with lead, have them change into clean clothing before coming home. Keep their work shoes and tools outside and wash their clothes separately from the rest of the family's clothes.

Content source: CDC: Centers for Disease Control and Prevention article sourced from National Center for Environmental Health, Division of Environmental Health Science and Practice

Population Health Management continued from cover

quality of life by talking with you, sending you materials or sending you texts about ways to stay healthy. The MDwise care management program can help you manage your health conditions. MDwise care managers help you and your doctor plan for your care. As your needs change, the level of care management will change. Care management will help you become more independent and able to manage your own health care needs.

MDwise care managers can help you with mental health and physical conditions.

MDwise care managers can help you make goals for your health. They work with you, your doctors, family and caregivers to do this. They want you to make the best choices for your health. Care managers can help you understand your health conditions and how to best manage them.

Care management also assists you with:

- Understanding your condition.
- Understanding your medications.
- Getting supplies and equipment you need.
- Finding care from special doctors.

- Getting information about your condition.
- Scheduling appointments.
- Talking to doctors about your condition(s) and how you are doing.
- Getting help from other organizations.

You, your provider, family members or caregivers can all request care management by completing an online referral form or by calling customer service. The online referral form is located at MDwise.org/cmdm-referral and MDwise customer service can be reached at **1-800-356-1204**.

Once MDwise receives your request, a care manager will contact you and you can discuss your needs or the needs of the person requesting care management. If you agree, we may contact you by telephone, messages, emails, mail or in-person (for certain services) to tell you how to use the services. You may also opt out by calling or writing to us.

Behavioral Health Resources



MDwise has resources available to you on our website.

Go to MDwise.org. There you can find information regarding your benefits, care management services and behavioral health resources.



Adult Preventive Care Guidelines

Did you know that adults need routine check-ups too? Just like when you were a child, you should have a check-up at least once a year with your primary doctor.

To stay healthy, you need to see your primary doctor, so they can check for possible early signs of disease. Your primary doctor knows your health history and family history. This helps them know what diseases you are more likely to have. There are different cancer, diabetes and heart screenings your doctor can do to make sure you stay healthy. Be sure to tell your doctor

if you have seen any other doctor or specialist. This helps them know about all medicines and treatments you are on.

Also make sure to ask if there are any shots you need. In addition to getting a flu shot every year, there are other shots you might need. These include shots that protect against whooping cough and pneumonia. Your primary doctor will know what shots you should get based on your age and health history.

Call your primary doctor today to schedule a routine check-up.



Well-Child Immunizations

Shots keep us healthy. We need different shots at different times.

Babies and older children should get their shots on time, all the time. This helps protect them since their immune system is not as strong as an adult's immune system. When you visit your child's doctor, ask what shots your child needs and always bring an up-to-date shot record with you. Your child needs certain shots to be able to go to school. If your child got shots at a health fair, health department or a different clinic make sure you let your child's doctor know. Want to know more about what shots your child may need? For more information, visit the MDwise website at [MDwise.org](https://www.mdwise.org). Make sure your child is ready for school! Call your doctor and schedule an appointment now to make sure your child has the shots they need.



Pregnancy Care

Starting your pregnancy care in the first 12 weeks is very important. It is key for having the best outcome for your pregnancy. There is a suggested schedule in which you should be seen for your pregnancy.

- One visit every four weeks until you are 28 weeks.
- From 28 weeks to 36 weeks, you should be seen once every two to three weeks.
- Once you are 36 weeks, you should have weekly appointments until you have the baby.

Your provider may want to see you more often. It is important that you go to all your appointments, even if you feel well. If you are wanting to be seen outside these visits call your doctor. They may ask you to come to their office, go to the urgent care, emergency room or go to the labor and delivery based on what is going on. Care management services are available to help. You can call customer service and ask for a care manager. MDwise NURSEon-call is available 24 hours a day at **1-800-356-1204** and press **option 4** to speak with a nurse.



Healthy Recipe

Oatmeal Pecan Waffles

Ingredients

For waffles:

- 1 cup whole-wheat flour
- 1/2 cup quick-cooking oats
- 2 teaspoons baking powder
- 1 teaspoon sugar
- 1/4 cup unsalted pecans, chopped
- 2 large eggs, separated
- 1 1/2 cup fat-free (skim) milk
- 1 tablespoon vegetable oil

For fruit topping:

- 2 cups fresh strawberries, halved
- 1 cup fresh blackberries
- 1 cup fresh blueberries
- All berries may be substituted with frozen, thawed*
- 1 teaspoon powdered sugar

1. Preheat waffle iron.
2. Combine flour, oats, baking powder, sugar, and pecans in a large bowl.
3. Combine egg yolks, milk, and vegetable oil in a separate bowl, and mix well.



4. Add liquid mixture to the dry ingredients and stir together. Do not overmix; mixture should be a bit lumpy.
5. Whip egg whites to medium peaks. Gently fold egg whites into batter.
6. Pour batter into preheated waffle iron and cook until the waffle iron light signals it's done or steam stops coming out of the iron. A waffle is perfect when it is crisp and well-browned on the outside with a moist, light, airy and fluffy inside. (Or make pancakes.)
7. Add fresh fruit and a light dusting of powdered sugar to each waffle and serve.

Tip: For pancakes, do not separate eggs. Mix whole eggs with milk and oil and eliminate steps 4 and 5.

Yield 4 servings, Serving Size 3 small (2-inch) or 1 large (6-inch) waffle (depending on waffle iron size), Calories 340, Total Fat 11 g, Saturated Fat 2 g, Cholesterol 107 mg, Sodium 331 mg, Total Fiber 9 g, Protein 14 g, Carbohydrates 50 g, Potassium 369 mg

National Heart, Lung, and Blood Institute (NIH)

Conquer Cravings with These Healthy Substitutions

We have all experienced food cravings – and often those cravings have to do with texture – like something creamy or crunchy.

Food textures play a big role in whether we like or dislike certain foods. For example, while you may not like mushy canned peas, you may be surprised that you like fresh or barely cooked peas.

Luckily, eating healthy includes foods of all sorts of textures and flavors. Here are some suggestions on satisfying your cravings with nutritious snacks of a variety of textures:

Creamy

Instead of this: While ice cream may come to mind first, there are a variety of other smooth snacks that can be just as satisfying.

Try munching on this:

- Fresh avocado spread on whole grain bread OR $\frac{1}{2}$ avocado eaten plain with a spoon
- Warm 1 tablespoon creamy peanut butter in the microwave for 10 seconds

and drizzle over $\frac{1}{2}$ cup low-fat, no added sugar frozen yogurt.

- Puree some berries and swirl into a cup of low-fat yogurt with no sugar added.

Crunchy

Instead of this: Pretzels and chips have a crunchy texture that you may crave, but they can come with a lot of extra sodium that you don't need.

Try munching on this:

- $\frac{3}{4}$ cup whole grain cereal, no added sugar
- Crunchy unsalted nuts
- Whole grain crisp breads
- Plain popcorn; to add some flavor, experiment with various spices like cinnamon or your favorite spice or herb



Liquid

Instead of this: Sweet tea or soda may sound refreshing, but it can take a while to work off all those empty calories. A medium-sized fancy mocha coffee drink with whipped cream can be 400 calories- and that's before adding sugar or honey.

Try sipping on this:

- Plain iced tea made with a squeeze of lemon. You can sweeten with berries or a non-caloric sweetener
- Add fruit slices to a glass and fill with club soda
- Instead of the fancy mocha drink, choose a small latte made with nonfat milk and topped with cinnamon which is about a quarter of the calories.

Squishy

Instead of this: Jelly-like candies or even kids' "fruit" snacks might sound like squishy fun in your mouth, but other options pack more nutrition.

Try munching on this:

- Fresh grapes are sweet and juicy; freeze them for a few minutes for a fun texture

- Make tapioca pudding with squishy tapioca pearls; follow the directions on the box, only use half the amount of sugar or a non-caloric sweetener and fat-free or low-fat (1%) milk
- Cherry tomatoes and room-temperature string cheese are squishy, stringy fun

Crispy

Instead of this: Some folks may not like apples because they can be soft and mealy or grainy; the same can be true of over-cooked potatoes.

Try munching on this:

- Choose crisp apple varieties like: Braeburn, Honey Crisp, Fuji and Gala; avoid Cortland, Red Delicious or Rome which can be softer
- Choose red potatoes or white potatoes and don't overcook; avoid Russet potatoes which are high in starch making them perfect for mashed potatoes – but also making them seem 'mealy or grainy'

American Heart Association



Important Information In Your Member Handbook

There is important information in your **Hoosier Healthwise and HIP member handbook**. The most up-to-date version can be found at MDwise.org. **It includes:**

Your Rights and Responsibilities

MDwise provides care through a partnership that includes your doctor, MDwise, other health care staff and you—our member. We do not discriminate based on religion, race, national origin, color, ancestry, disability, sex, sexual preference or age.

Hoosier Healthwise and HIP Member Benefits and Services

The complete list of benefits and services, and what is not covered, is in your member handbook and can be found at **MDwise.org**. If you want to know costs before you get medical services please visit **MDwise.org**. We have posted a list of common medical services and their costs. You can also call MDwise customer service and we will research it for you. We will call you back to let you know the cost.

Some of the benefits and services include:

- Preventive care
- Special needs
- Behavioral and mental health care
- Help finding doctors, hospitals and information about them
- Interpretation services if you need information in another language
- Information about pharmacy services
- Information about transportation
- Information on self-referral services
- Help knowing what to do if you get sick or have an emergency (including after hours)
- Help knowing what charges or copays you have to pay (if any)
- Information about services outside of MDwise
- Help if you have a complaint (grievance)
- Help if you do not agree with the decision to solve your complaint (appeal)





Information on New Health Technology

MDwise looks at new medical and behavioral health procedures. We also look at new drugs and equipment.

To help us do this we use:

- Experts
- Research
- Government decisions

This helps us to decide if they are safe and should be provided for our members. Call MDwise customer service at **1-800-356-1204** if you have any questions about your benefits. You can also ask for a printed copy of the member handbook.



Safelink Broadband Help during Pandemic

SafeLink has teamed with the FCC to distribute LifeLine and the Emergency Broadband Benefit to help U.S. households that are struggling with connectivity during the pandemic. For a limited time with this new benefit, eligible households (current SafeLink customers) can stay connected in order to work remotely or find jobs, access critical health care services and keep students connected to the classroom.

FREE Every Month

- Unlimited Talk
- Unlimited Text
- Unlimited Data
- International Calling*
- Wireless Hotspot**

For more information visit www.mdwise.org/lifeline-discount-mobile-phone-service or call **1-877-631-2550**.

To opt in and receive this unlimited enhanced benefit, go to SafeLink.com/ebb.

Tobacco Cessation

Earn **MDwiseREWARDS** points for being **SMOKE-free**. If you smoke or use tobacco you can earn MDwiseREWARDS points for trying to quit. To earn points, you must complete a cessation program to help you quit. Examples of some programs include:

- Indiana's Tobacco Quitline. (free program)
- Baby and Me Tobacco Free. (free program)
- A program through your hospital or clinic.

Ask your doctor about the programs they recommend. Once completed, ask for a certificate or letter of completion. Then send a copy to



MDwise by mail, fax or email to get your points.

Mail to:

MDwiseREWARDS

P.O. Box 441423

Indianapolis, IN 46244

Fax (toll-free) to: 1-844-759-8551

Email to: rewards@mdwise.org

You can get tips for quitting at MDwise.org/wellness/smokefree.

For further advice and support, call Indiana's Tobacco Quitline at **1-800-QUIT-NOW (800-784-8669)**. It's available 24 hours a day, seven days a week. You can also go to quitnowindiana.com.



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 and programs like WORKwise, AND myMDwise. You can also find HELPlink, behavioral health resources and so much more. **Check out MDwise.org today!**



We've updated our mobile app myMDwise!

Over the past few months, we've made some things better for you all:

- Refreshed the app with a new look.
- Provided links to get to ID cards faster.
- Increased the processing speed of our website portal.

You will need to remove the old version of the app then add the new one. Go to your phone's app store then search for "MDwise" and download.

myMDwise Mobile App

- Want to check your eligibility (membership information)?
- Make a payment (for HIP members)?
- View the status of a medical or pharmacy claim?
- View or email your ID card?
- Find a doctor close to home?

With the myMDwise app, you can manage your health care on the go.

Download on the App Store, get on Google Play or go to your phone's app store. Search for "MDwise" and download.



Keep your routine and reduce the screen

TV, social media and electronics are a big part of our everyday lives. This summer here are some tips on cutting down on screen time.

- Read a story together.
- Build a fort with the kids.
- Take a walk around the park.
- Go to the library.
- Attend a free concert in the park.
- Play in the sprinkler.
- Bake cookies or a treat.
- Do a project together (paint rocks or use boxes to build things).



SNAP stands for the Supplemental Nutrition Assistance Program (formerly known as food stamps). **SNAP helps low-income people and families buy the food they need for good health.** You can apply for benefits by completing a state application form. Benefits are provided on an electronic card (EBT card) that is used like an ATM card and is accepted at most grocery stores. There are also online ordering options now for the following stores: Wal-Mart, Amazon and Aldi. For more information and to apply please visit <https://www.in.gov/fssa/dfr/>.



Out-of-Area Services

You can still get health care even if you are far away from home. **Before getting care, you must call your doctor.** You can also call MDwise customer service for help. If you have a true emergency, do not call first, go straight to the nearest hospital.

MDwise REWARDS

Get Your FREE Gift Card!

You don't have to sign up for MDwiseREWARDS to earn points. You are automatically enrolled. Earn points for a variety of activities, like going to your doctor appointments. Then shop for gift cards with your points Go to MDwise.org/MDwiseREWARDS to learn more.

Information in other languages: MDwise.org/Languages

Non-Discrimination/Accessibility: MDwise.org/Nondiscrimination

MDwise complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MDwise does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you, or someone you're helping, has questions about MDwise, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-356-1204.

MDwise cumple con todas las leyes federales de derechos civiles aplicables y no discrimina sobre la base de raza, color, origen nacional, edad, discapacidad, o sexo. MDwise no excluye a personas ni las trata de manera diferente a causa de la raza, color, origen nacional, edad, discapacidad, o sexo. Si usted, o alguien a quien usted está ayudando, tiene preguntas sobre MDwise, usted tiene el derecho de obtener ayuda e información en su idioma sin costo. Para hablar con un intérprete, llame al 1-800-356-1204.

MDwise သည် သင့်လျော်သော ဖက်ဒရယ် နိုင်ငံသား အခွင့်အရေး ဥပဒေကို လိုက်နာပြီး လူမှုဝန်ထမ်း အသား အရောင်၊ မူလနိုင်ငံသား၊ အသက်အရွယ်၊ မိခင်မသန်မာမှု၊ သို့မဟုတ် လိင် တိရိစ္ဆာန်ခြေထောက် ခွဲခြားဆက်ဆံခြင်း မရှိပါ။ MDwise သည် လူမှုဝန်ထမ်း အသား အရောင်၊ မူလနိုင်ငံသား၊ အသက်အရွယ်၊ မိခင်မသန်မာမှု၊ သို့မဟုတ် လိင် တိရိစ္ဆာန်ခြေထောက် လူမှုဝန်ထမ်းကိစ္စ ငြင်းပယ်ခြင်း၊ ကွဲပြားစွာ ဆက်ဆံခြင်း မရှိပါ။ သင့် သို့မဟုတ် သင့်ကူညီနေသူတစ်ဦးက MDwise နှင့်ပတ်သက်၍ မေးခွန်းရရှိလာပါက ကုန်ကျစရိတ် ပေးရန်မလိုဘဲ မိမိဘာသာစကား ဖြင့်အကူအညီရယူနိုင်ပါသည်။ စကားပြန်နှင့် ပြောလုပ်ပါက 1-800-356-1204 သို့မဟုတ် ခေါ်ဆိုပါ။



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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.