



Welcome to the

MDwise Right Choices Program

*Helping you get the right care at
the right time at the right place.*



MDwise Right Choices Program

What is the Right Choices program?

The Right Choices program is a MDwise care management program for people who need help using their health care benefits. People in the Right Choices program can be sure to get good health care because each person has a team to help manage his or her health care.

If you disagree with our decision to select you for the Right Choices program, you have 33 calendar days from the date of your notification letter to appeal. If you do not agree with our decision, first call MDwise customer service at 1-800-356-1204 and ask to speak to your assigned care manager. If you are not satisfied with the resolution, then you may appeal by writing to:

FSSA Hearings and Appeals Section, MS-04
Indiana Family and Social Services Administration
402 W. Washington Street, Room E-034
Indianapolis, IN 46204-2773

Be sure to include a copy of your notification letter with your appeal.

Who might be part of your Right Choices Program team?

- One Primary Medical Provider (PMP)
- One pharmacy
- Approved specialty providers
- A MDwise care manager
- You

The team will help decide when, where, and how you will get medical care.

Are your health care benefits different in the Right Choices program?

In the Right Choices program you get exactly the same as your Hoosier Healthwise or Healthy Indiana Plan health care benefits. The benefit of being in the Right Choices program is that you have a team to help you manage your health care. Seeing the same provider and going to the same pharmacy means better health care for you.

If you choose to get care from a health care provider not on your team, you will be responsible for paying those bills. This includes use of the emergency room for reasons other than a true medical emergency. A true medical emergency is a life-threatening situation in which your health is at serious risk, or which may result in death or permanent harm to you if not treated immediately.

Examples of a true emergency are:

- Poisoning
- Severe head injury
- Excessive bleeding
- Convulsions
- Serious burns
- Loss of consciousness
- Sudden severe chest pain
- Trouble breathing

If you go to an emergency room for treatment when there is no emergency, MDwise will not pay for the costs associated with that visit. You may be responsible for paying the hospital and their doctors for that visit. It is very important that you understand when it is okay to go to the emergency room. Please ask your MDwise care manager to go over this with you.

Your Primary Medical Provider

What is a Primary Medical Provider (PMP)?

A PMP is a physician that manages your medical care.

What does the Right Choices Program PMP do?

Your Right Choices PMP will take care of most of your health care needs. He/she will conduct regular check ups and keep your medical records up to date and in one place. Most medical appointments need to be with your Right Choices PMP or MDwise may not pay for them.

Why is it important for you to have one Right Choices PMP?

Your Right Choices PMP is your medical home. Your medical home will manage your care and give you referrals for other services if needed. You will get better health care because your PMP knows your medical history. You will get a letter that will list the name, address and phone number of your Right Choices PMP.



Referrals

What if you need to see another doctor or provider?

Your Right Choices PMP will treat most of your health care needs. But sometimes, you may need to see a different doctor. In that case, your Right Choices PMP will give you a written referral to see another provider when it is necessary.

MDwise will not pay the bill if you go to another doctor without a referral from your Right Choices PMP. This means that if you get services from any physician or pharmacy without a written referral from your PMP, *you may be asked to sign a paper that says you will be responsible for paying those bills*. MDwise will not pay for visits to any providers, other than those on your team.

It is always a good idea that your PMP provide written referrals for you to see other providers. This also applies to dentists. This is because dentists may write you a prescription. If the dentist writes you a prescription MDwise will not pay for the prescription, unless you have a written referral from your PMP.

Can you change your Right Choices PMP?

Before being enrolled in MDwise, you are asked to choose a PMP. That PMP will be your Right Choices PMP once you are enrolled in the Right Choices Program. It is important that you stay with the same PMP while in the Right Choices program. If something happens and you need to change your PMP, please contact your MDwise care manager. Your MDwise care manager will help you with your problem.



How to Make the Most of Your Provider Visit

Be prepared:

- Tell your PMP about any medicines or treatments (including natural or alternatives) that you are taking even medicines your PMP did not order.
- Make a list of the medicines, over-the-counter medicines, and vitamins that you take. Include the amount you take and when you take them. You can also take your medicines in their bottles with you to your appointment.
- Have your medical records, reports, results of lab tests and x-rays mailed or faxed to your PMP before your visit.
- Tell your PMP about your family's medical history.
- Take your member ID card with you.

Be honest:

- Tell your Right Choices PMP all you know about your problem. Things you notice about your health can help your PMP help you feel better.
- Tell your PMP anything you have done that has helped your symptoms or made them worse.
- Don't be afraid to voice your fears about what you've heard. Your PMP may be able to ease your concerns.
- Even if you're uncomfortable, being open and honest will only help you. Most doctors know that people can feel uncomfortable about asking questions. Doctors try to be good listeners.

Get information:

- Ask questions if you don't understand everything that was said.
- Write down your questions before your visit so you won't forget them.
- You might want to bring someone along to help you ask questions.
- Take notes to help you remember.

Take information home:

- Ask for written instructions if you need to care for yourself at home.
- Your doctor may also have brochures, CDs or DVDs that can help you.

Once you leave your doctor's office, you may need to follow up with someone.

The following list may help you know how:

- If you have questions, call your Right Choices care manager.
- If your symptoms get worse or if you have problems with your medicine, call your Right Choices care manager.
- If you had tests and do not hear from your provider, call your Right Choices PMP for your test results.
- If your provider said you need to have certain tests, make appointments at the lab or other offices to get them done.
- If your PMP said you should see a specialist, ask for a written referral and make an appointment.

Building a good relationship with your Right Choices PMP and care manager will help you stay healthy!

What if you have a problem with your Right Choices PMP?

Here are some things you can do:

- Talk to your PMP. Explain what the problem is and try to work it out.
- Call your Right Choices care manager. Tell them that you are having a problem with your Right Choices PMP. They can help work out problems.
- File a complaint. If the problem is a serious one, you have the right to file a complaint. To do this, call the MDwise customer service number or read more about complaints and grievances in your MDwise member handbook.

What if you get sick when your provider's office is closed?

If you have an emergency, call 911 or go to the nearest emergency room. But do not go to the emergency room for routine or regular care. If it is not a matter of life or death, call MDwise NURSEon-call at 1-800-356-1204. Choose option #1 for member. Then choose option #4 for NURSEon-call.

Your Right Choices Pharmacy

Your Right Choices pharmacy is a very important part of your health care team. Using one pharmacy is part of taking medicines the right way. You need to go to your Right Choices pharmacy for all your MDwise prescriptions or the State of Indiana will not pay the bill.

Why is it important to use one pharmacy?

- Your pharmacy will have a complete record of your medicines, even from different doctors. Your pharmacist will be able to tell if a new medicine might have a bad reaction with medicines you already take because he or she will know your history. This can only happen when you get your prescriptions from one pharmacy.
- A complete record in one place helps answer questions you or your doctor might have. For example, if a past medicine caused side effects, but you don't know its name, your record will show medicines you've taken in the past.

You will get a letter that will list the name, address, and phone number of your Right Choices pharmacy.

Help your pharmacist help you:

- Tell your pharmacist about your health conditions, allergies and past drug reactions. This can help your pharmacist prevent possible problems before you take a new medicine.
- Tell your pharmacist if you have trouble swallowing pills. There may be liquid medicine available. Do not chew, break or crush tablets without first finding out if the medicine will still work.
- Read the instructions to be sure you understand how to take it. If you do not understand something ask the pharmacist to explain it to you.
- Ask your pharmacist for help when you need over-the-counter medicine. Your pharmacist can check your record to help you find the best treatment for your health situation.
- Always look at your prescription carefully before you leave the pharmacy. If something doesn't look right be sure to ask.

You are responsible for taking your medication safely and correctly. Here are some helpful Do's and Don'ts to remember when taking your medication:

DO:

- Read and save all written information that comes with your medicine.
- Take the right dose of your medicine at the right time. If you have a hard time remembering when to take your medicine, use a memory aid. Some people use meals or bedtime as reminders to take their medicine. Other people use charts, calendars, and weekly pill boxes to remind them. Use a system that works for you.
- Call your doctor right away if you have problems with your medicine or if you are worried that the medicine might be doing more harm than good. Your doctor may be able to change your medicine to a different one that will work better for you.
- Take your medicine until it's finished or until your doctor says it's okay to stop.

DO NOT:

- Don't skip doses of medicine or take half doses unless you have talked to your doctor.
- Don't mix alcohol and medicine without first talking to your pharmacist. Some medicines may not work correctly or may make you sick if you take them with alcohol.
- Don't take medicines prescribed for another person or give your medicine to someone else. This is against the law.
- Don't leave your medicine on a kitchen table or counter where someone may get into it. Make sure you store all medicines and supplements out of sight and out of reach of children and adolescents.
- Don't keep your medicine after it expires. Some medicine can become harmful when it's old.

Remember, medicines that are strong enough to help you can also be strong enough to hurt you if they aren't used the right way.

What if your Right Choices pharmacy does not have the medicine you need?

If the pharmacy does not have the medicine and you can wait a day or two, they will be able to order it in for you. There may be times when your Right Choices pharmacy cannot get the medicine you need within the time that you need it. If this happens, you or the pharmacist can call your Right Choices care manager at 1-800-356-1204. Your care manager will help by putting the request in to the State of Indiana to get a one time service okayed at another pharmacy.

What if you have a problem with your Right Choices pharmacy?

Here are some things you can do:

- Talk to your pharmacist. Explain what the problem is. In many cases it may just be a misunderstanding.
- Call your Right Choices care manager. Tell them that you are having a problem with your Right Choices pharmacy. They can help work out problems.
- File a complaint. If the problem is serious, you have the right to file a complaint. To do this, call MDwise customer service or read more about complaints and grievances in your MDwise member handbook.

Can you change your Right Choices pharmacy?

You have the right to ask for a new Right Choices pharmacy. All requests must be approved by MDwise. Requests to change will be approved if there is a good reason. If your request is approved, you will get a letter in the mail telling you when you can start going to your new pharmacy.

You need to get all of your MDwise prescriptions at your Right Choices pharmacy. You or your pharmacist can contact MDwise at 1-800-356-1204 if a specific need cannot be met by your Right Choices pharmacy.

Your Care Manager/NURSEon-call

While enrolled in the Right Choices Program you will be assigned a care manager. A care manager is often a nurse or social worker. Your care manager will help you decide where and when to get health care. Your care manager will ask you questions and help you decide how to get the care you need.

The care manager services are:

- Free and confidential
- Available during daytime hours, Monday through Friday

NURSEon-call services are:

- Free and confidential
- Open 24 hours a day, 7 days a week
- Available anytime of the day or night, weekends and holidays
- NURSEon-call or equivalent is available to all persons enrolled with MDwise



The NURSEon-call is happy to help you with problems like:

- Fever
- Ear ache and head ache
- Flu and sore throat
- Vomiting or upset stomach
- Colds and coughing
- Back pain

When to call NURSEon-call:

Please call NURSEon-call any time of the day or night:

- When you are sick or hurt.
- Before making an appointment with your Right Choices PMP (if you are making a follow-up appointment there is no need to call).
- Before going to the emergency room. Call 911 if you think your condition is life or limb-threatening.

When not to call NURSEon-call:

There are times you don't have to call NURSEon-call, such as:

- If you have a health concern you think is life or limb-threatening. In this case, call 911 or go to the nearest emergency room.

- If you have seen your Right Choices PMP for a specific health problem and a follow-up appointment is needed. Call the Right Choices provider's office to schedule the appointment.
- If you have been referred to a specialist for a specific health problem. Call the specialist's office to set up an appointment
- If you need ongoing services such as transfusions or dialysis. Make this series of appointments with your doctor's office.

Your care manager or NURSEon-call is always available, just call 1-800-356-1204.

Emergencies

An emergency is a serious medical condition where a person is in danger of lasting harm or loss of life if they are not treated quickly. Some examples of emergencies are:

- Severe head injury
- Sudden, severe chest pain
- Trouble breathing
- Excessive bleeding
- Serious burns
- Poisoning
- Convulsions
- Loss of consciousness

What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency. If you have an emergency and go to the emergency room, you can get emergency treatment without your Right Choices PMP approval. If you get emergency treatment and you still need more care, you will need to go to your Right Choices provider.

Do NOT go to the emergency room for routine/regular care!

Some examples of routine/regular care may include:

- Ear infection
- Skin rash
- A cold
- Sore throat

REMEMBER: If you are not sure if you should go to the emergency room, call the MDwise NURSEon-call at 1-800-356-1204. Choose option #1 for member. Then choose option #4 for NURSEon-call. The call is free. Registered nurses are available 24 hours a day, 7 days a week to help you.

Health Emergencies While Traveling

What if you need health services when you are not in Indiana?

- If an out-of-state provider does not accept MDwise, or if you get a service not covered by MDwise, MDwise will not pay for the service.
- The out-of-state provider may have to get prior approval from your PMP and from MDwise (but not for emergency services).

Making the Right Choices is YOUR Responsibility

- Check your member ID card to make sure the information is correct. Call your eligibility caseworker or your local Division of Family Resources office if it is not.
- If your PMP wants you to see another doctor, ask your Right Choices PMP for a written referral. The written referral must be sent to your MDwise care manager. If you do not, you will have to pay the bill.
- Go to your Right Choices pharmacy for all of your prescriptions.
- Call your care manager or NURSEon-call when you are sick or hurt. They will help you decide when, where and how to get medical care.
- Take your member ID card with you when you get health care services and show it when you check in.
- Call ahead for appointments and be on time.
- If you cannot get to your medical appointment, call your doctor as soon as you can before the appointment. Please give them 24 hours notice so that they can give your appointment to someone else who needs it.
- Go to the emergency room only if you have a true medical emergency. Do not use the emergency room for routine care.
- Treat providers, pharmacists and office staff with respect.
- Pay all copays.

Right Choices Graduation

How long do you stay in the Right Choices program?

You will stay in the Right Choices Program until your choices show that you no longer need extra help in getting health care. You may be in the Right Choices Program up to two years or longer. MDwise will review your medical history with your doctors. The team will then decide if you would benefit from staying in, or if you should leave, the Right Choices Program.

If you have questions about Right Choices, call MDwise customer service at 1-800-356-1204 and ask to speak with your assigned care manager.

