

# 2016 Marketplace Plans: Ambetter from MHS

Information for Navigators and Assistors in Indiana

Last updated October 28, 2015



FROM



## Background

- Services 32 counties in Indiana
- 11 outreach workers in the state with offices in Indianapolis, Plainfield, Fort Wayne and Merrillville
- Chronic condition and disease management care with clinical employees
- Also serves as a Managed Care Entity (MCE) for Hoosier Healthwise, Hoosier Care Connect, and Healthy Indiana Plan
- Member rewards program to help with out-of-pocket costs

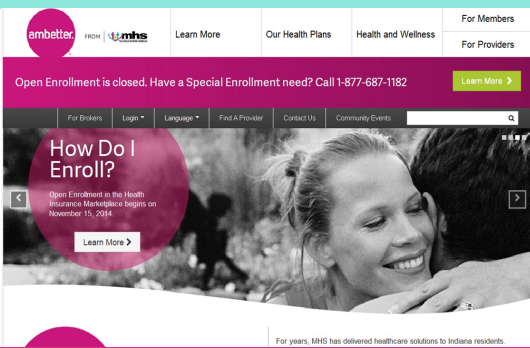
## Network

- Ambetter from MHS is an HMO network
- Members must select a Primary Care Provider (PCP) who manages all aspects of healthcare at time of enrollment, or one will be assigned
  - Consumer can change PCP by visiting [mhsindiana.com](http://mhsindiana.com) or calling member services
- Paper referrals are not necessary to see in-network specialists
- Prior approval may be necessary for some specialist doctors and services
- Covered benefits are for in-network providers only except for certain emergency room and transportation services

## Products, Services & Benefits

- Optional dental and vision coverage
- Nurse Response® 24/7 nurse advice line
- “My Health Pays” member incentive program and gym reimbursement
- Free sick visits with certain plans
- Care management programs available

	Product I Medical EHB	Product II Medical EHB Plus Adult Vision	Product III Medical EHB Plus Adult Vision Plus Adult Dental
<b>Ambetter Secure Care</b>	<ul style="list-style-type: none"> <li>• Ambetter Secure Care 1 (2016) with 3 free PCP visits</li> </ul>		
<b>Ambetter Balanced Care</b>	<ul style="list-style-type: none"> <li>• Ambetter Balanced Care 1 (2016)</li> <li>• Ambetter Balanced Care 2 (2016)</li> <li>• Ambetter Balanced Care 10 (2016)</li> </ul>	<ul style="list-style-type: none"> <li>• Ambetter Balanced Care 1 (2016) + Vision</li> <li>• Ambetter Balanced Care 2 (2016) + Vision</li> <li>• Ambetter Balanced Care 10 (2016) + Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Ambetter Balanced Care 1 (2016) + Vision + Adult Dental</li> <li>• Ambetter Balanced Care 2 (2016) + Vision</li> <li>• Ambetter Balanced Care 10 (2016) + Vision</li> </ul>
<b>Ambetter Essential Care</b>	<ul style="list-style-type: none"> <li>• Ambetter Essential Care 1 (2016)</li> <li>• Ambetter Essential Care 5 (2016) w/ 3 free visits</li> </ul>	<ul style="list-style-type: none"> <li>• Ambetter Essential Care 1 (2016) + Vision</li> <li>• Ambetter Essential Care 1 (2016) + Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Ambetter Essential Care 1 (2016) + Vision + Adult Dental</li> <li>• Ambetter Essential Care 5 (2016) w/ 3 free visits + Vision + Adult Dental</li> </ul>



## Website

- Main page: [ambetter.mhsindiana.com](http://ambetter.mhsindiana.com)
- Subsidy estimator: [ambetter.mhsindiana.com/health-plans/subsidy-estimator.html](http://ambetter.mhsindiana.com/health-plans/subsidy-estimator.html)
- Find a doctor: [apps.mhsindiana.com/findadoc/showNetwork?prodId=884](http://apps.mhsindiana.com/findadoc/showNetwork?prodId=884)
- Formulary: <http://ambetter.mhsindiana.com/health-wellness/>

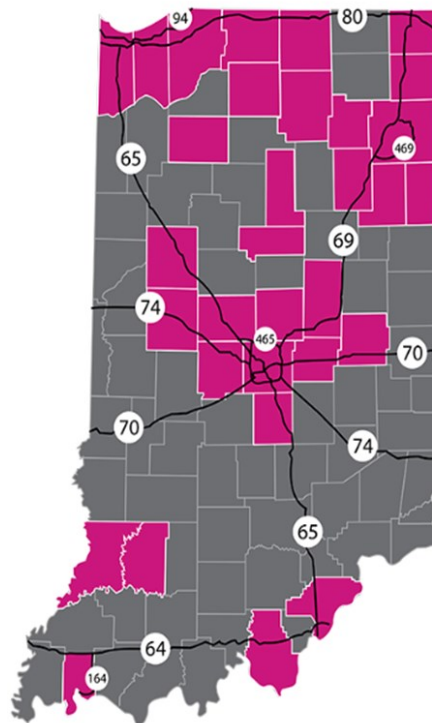
## Insurance Cards



Mailed before coverage begins

## Contact Information & Service Area

- Member services (payment information, nurse advice line and other questions): 1-877-687-1182 (TDD/TYY: 1-877-941-9232) Seven days a week from 8 AM to 5 PM
- Navigators may call 1-855-700-7985, option # 2 for assistance
- To order brochures and informational cards for consumers, go to [www.in211.org/internal/healthcare/resources-for-assisters](http://www.in211.org/internal/healthcare/resources-for-assisters) and complete the order form under the “Ambetter from MHS” tab.
- Contact Johanna Carlin, Director of Marketing & Communication: [jcarlin@mhsindiana.com](mailto:jcarlin@mhsindiana.com) for questions



- Adams
- Allen
- Boone
- Clarke
- Daviess
- DeKalb
- Elkhart
- Hamilton
- Hancock
- Harrison
- Hendricks
- Henry
- Howard
- Huntington
- Johnson
- Knox
- Kosciusko
- Lake
- LaPorte
- Madison
- Marion
- Marshall
- Miami
- Montgomery
- Porter
- Pulaski
- St. Joseph
- Steuben
- Tippecanoe
- Vanderburgh
- Wells
- Whitley

This guide supplements materials developed by leaders in the Indiana Marketplace Stakeholders group to help Navigators and Assisters statewide. All 2016 plans were invited to participate, and the organizations involved in the creation of this resource hold no preference for any plan or provider. To find an assister or enrollment event near you, visit [www.enrollindiana.org](http://www.enrollindiana.org). Please check plan websites for updates.