

MEMO

To: Brian C. Tabor, Vice President - Government Relations
From: Jo Nahod-Carlin, Director of Marketing & Communications
Date: December 16, 2013
Re: Ambetter from MHS – Help for Navigators

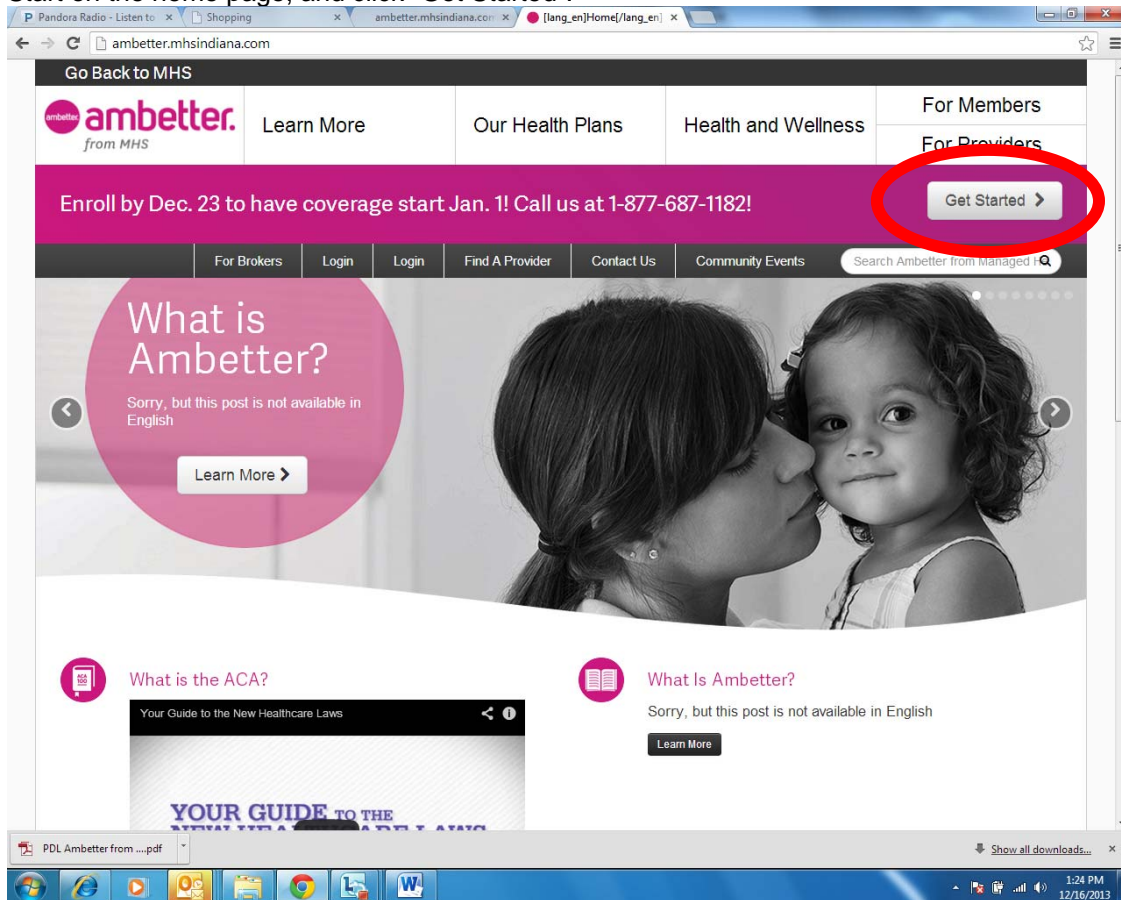
Please find the following tips for Ambetter.mhsindiana.com

Live Chat

Our website offers a “live chat” feature that can be accessed by the Navigators if they should have questions they can’t find answers to. Agents are standing by to answer questions and share screens if necessary.

Step One:

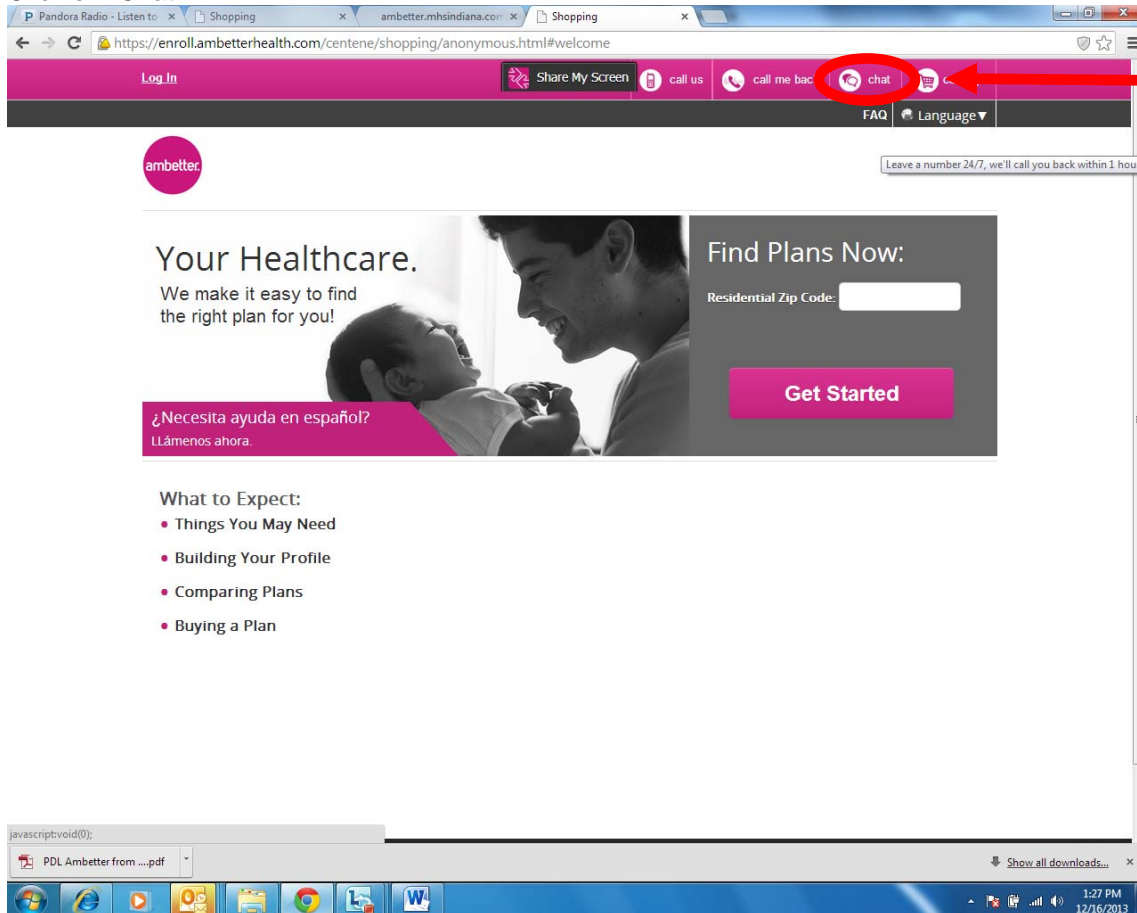
Start on the home page, and click “Get Started”.



1099 N. Meridian Street, Suite 400 • Indianapolis, IN 46204 • (877) 647-4848 • mhsindiana.com
Members with speech or hearing disabilities call (800) 743-3333 for TTY/TDD.

MHS is a health insurance provider that has been proudly serving Hoosiers for nearly two decades through the Hoosier Healthwise and Healthy Indiana Plan programs.

Step Two:
Click on “Chat”



Continuity of Care/Find a Provider

The website offers a comprehensive search tool to find doctors and hospitals. You can search for specific providers, hospitals or for providers within a specific radius of your location.

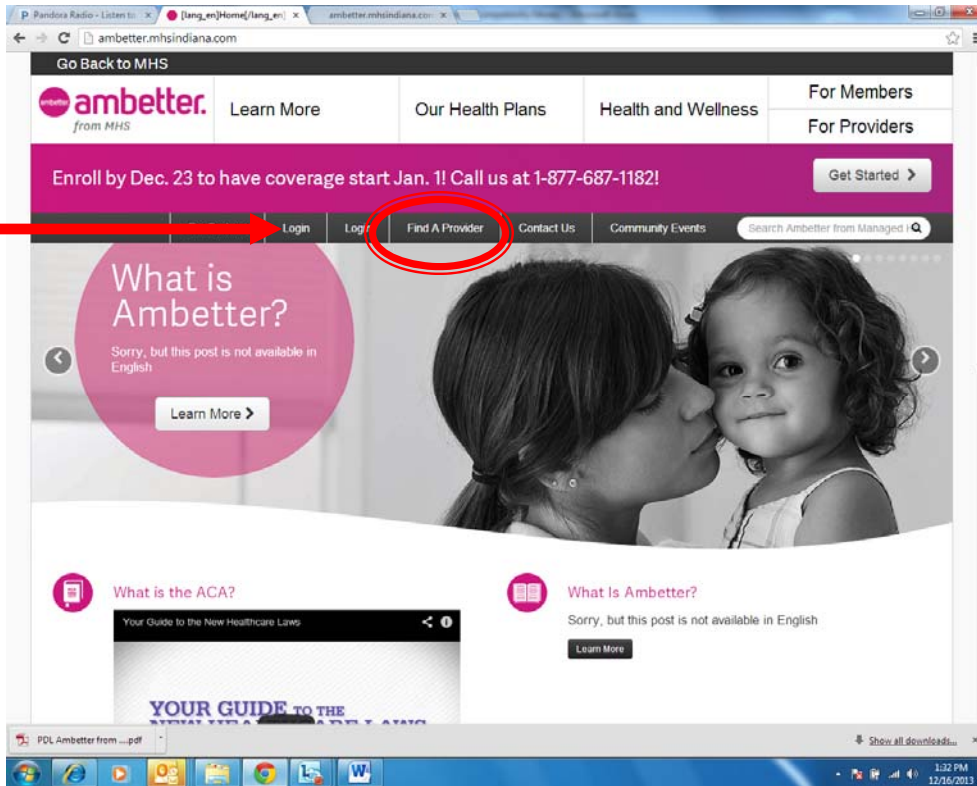
<http://apps.mhsindiana.com/findadoc/showNetwork?prodId=884>

Step One:

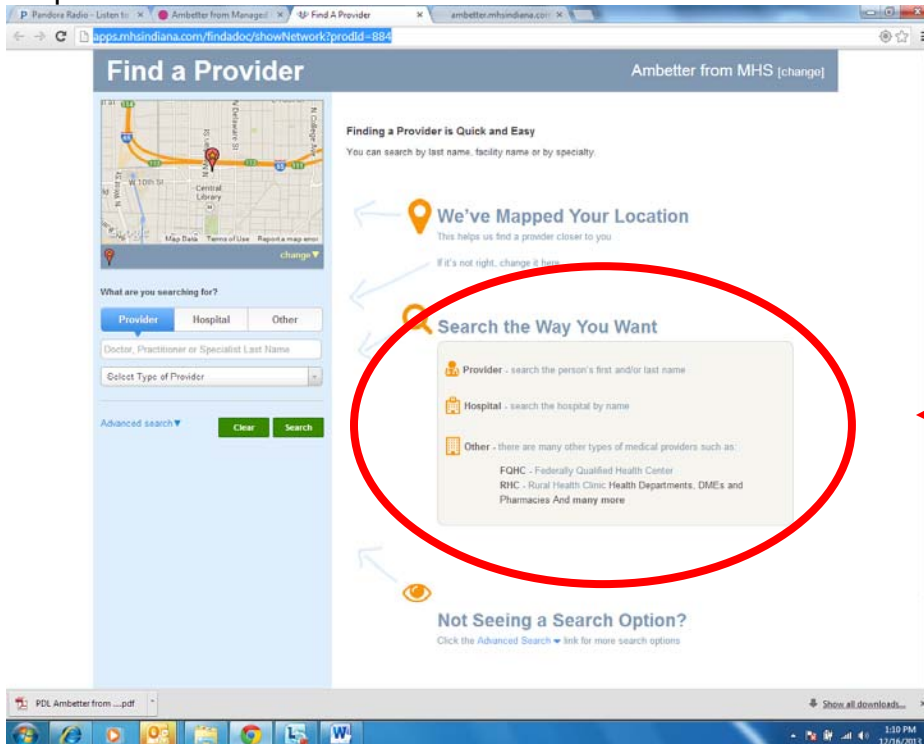
Start on the home page, and click “Find A Provider”.

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Step Two:



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Medication Coverage

The website features our PDL for members. Here's the link to our PDL from our website, and I've attached a PDF version as well.

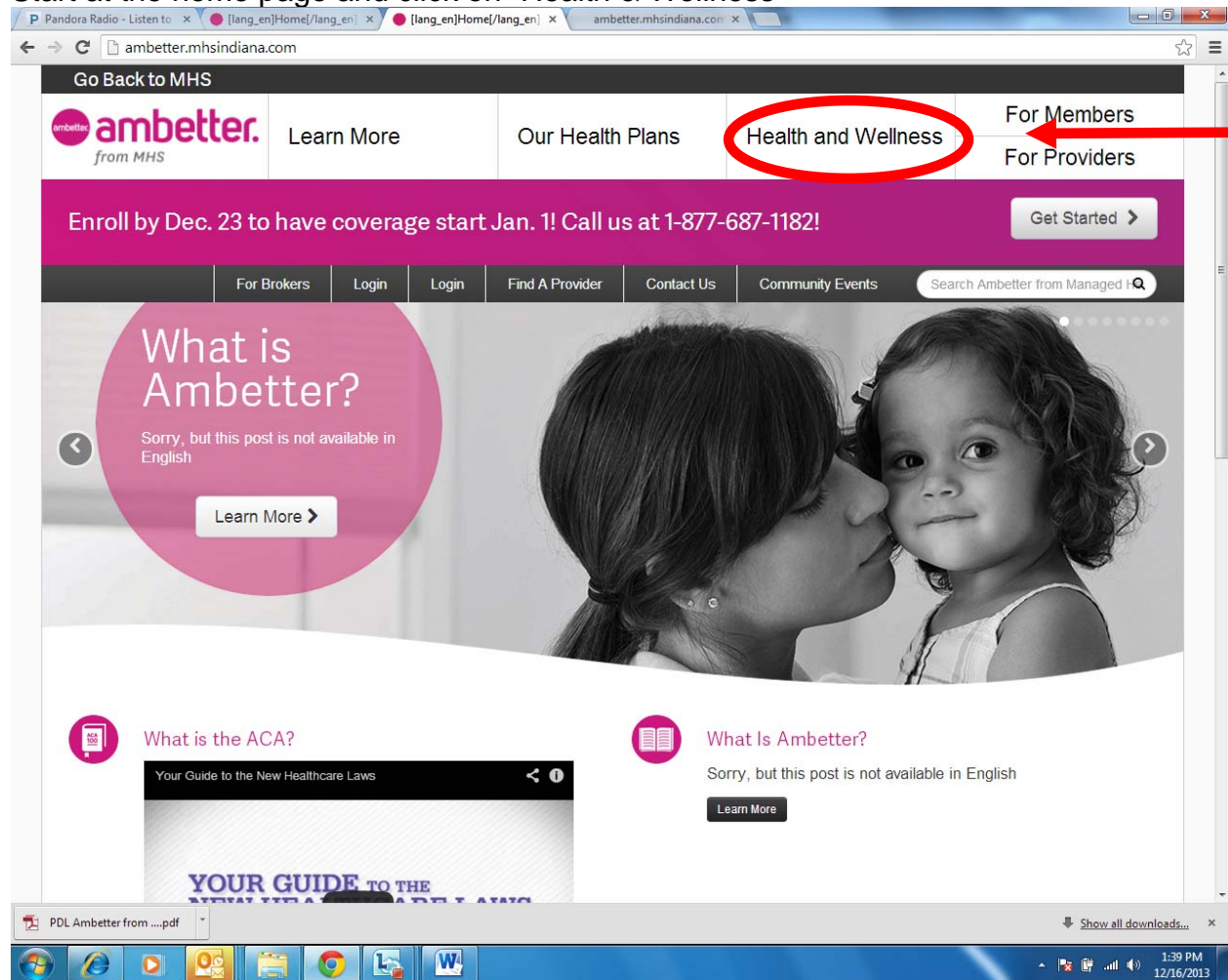
http://ambetter.mhsindiana.com/files/2013/09/IN-Short-Formulary_Final_20130911.pdf



PDL Ambetter from MHS -Formulary_Fina

Step One

Start at the home page and click on "Health & Wellness"



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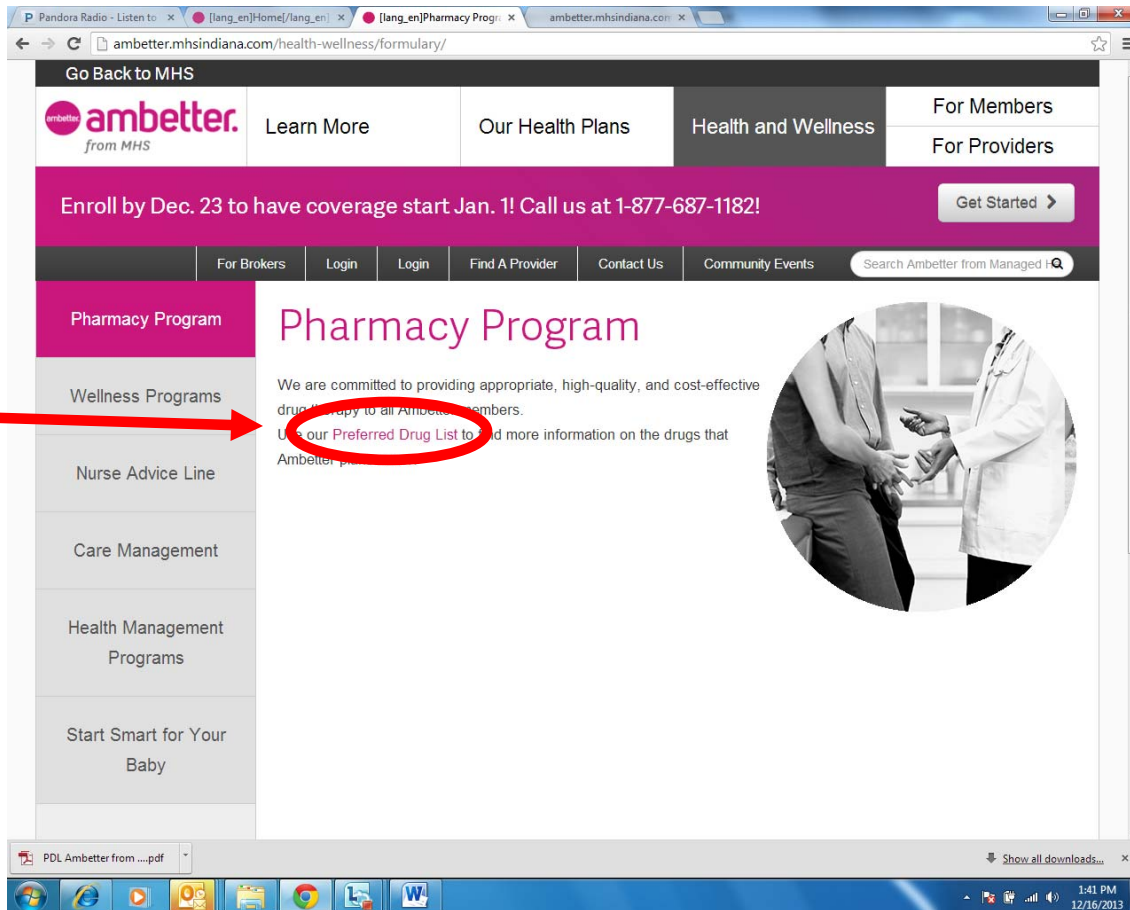
Step Two Click on Pharmacy Program

The screenshot shows a web browser window displaying the Ambetter from MHS website. The browser's address bar shows the URL ambetter.mhsindiana.com/health-wellness/. The website header includes a navigation menu with links for "Learn More", "Our Health Plans", "Health and Wellness", "For Members", and "For Providers". A prominent purple banner below the header reads "Enroll by Dec. 23 to have coverage start Jan. 1! Call us at 1-877-687-1182!" with a "Get Started" button. Below the banner is a secondary navigation bar with links for "For Brokers", "Login", "Find A Provider", "Contact Us", and "Community Events", along with a search bar. The main content area features a sidebar on the left with a list of links: "Pharmacy Program", "Wellness Programs", "Nurse Advice Line", "Care Management", "Health Management Programs", and "Start Smart for Your Baby". The "Pharmacy Program" link is circled in red, and a red arrow points to it from the left. The main content area is titled "Health and Wellness" with the sub-header "HEALTHY STARTS HERE." and the text "Take charge of your health with these tools." Below this, there is a paragraph describing the benefits of Ambetter and a list of three programs: "Wellness Programs", "Nurse Advice Line", and "Care Management". A circular image of a smiling child is also visible on the right side of the main content area. The browser's taskbar at the bottom shows various application icons and the system clock indicating 1:12 PM on 12/16/2013.

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Step Three:
Click on “Preferred Drug List”



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