

HIP 2.0 Guide to MDwise

Member Benefits

- Rewards program ([MDwise Rewards](#)) for earning free gift cards by completing certain [activities](#).
- Educational programs and disease management care
- Online [member portal](#)
- Free, unlimited [preventive care services](#) with no co-pays or charge to POWER account
- Pregnant women or any member in HIP State Plans receive 20 one-way rides to and from doctor or clinic annually

Background & Delivery System

MDwise is an Indiana-based, not-for-profit managed care entity (MCE) since 1994.

MDwise's delivery system for HIP consists of the following:

Eskenazi Health (formerly Wishard)	Indiana University (IU) Health (formerly Methodist)
Hoosier Alliance	St. Catherine
St. Margaret Mercy	St. Vincent
Select Health Network (SHN)	Total Health

Helpful Tools

- [Member Handbook](#) Revised January 2015
- [Member Rights & Responsibilities](#)
- [Payment Options](#)
- [Preferred Drug List](#) (Make sure to select HIP Plus, Basic or State Plan for the correct list)
- [Provider Manual](#) Revised February 2015

Educational Programs



Disease Management



Disease management program for conditions like: [ADHD](#), [Asthma](#), [Congestive Heart Failure](#), [Chronic Kidney Disease](#), [Chronic Obstructive Pulmonary Disease](#), [Coronary Artery Disease](#), [Depression](#), [Diabetes](#), [Pervasive Development Disorder](#), and [Pregnancy](#)

[Right Choices](#) care management program



Payment Options

[Payroll Deduction/Direct Deposit](#)

[WISEpay](#): Online debit, credit, ACH, or EFT payments (\$0.50 fee applies for declines)

Phone: 1-866-539-4092

Cash: Pay at a Fifth Third Bank
Coming soon: Pay at any Walmart


Mail check or money order to:
MDwise HIP Contributions
P.O. Box 630869
Cincinnati, OH 45263-0869

[Employer or Nonprofit Contribution](#)

Website

<u>Homepage</u>	<u>Find a doctor, facility or hospital</u>	<u>Find a drug</u>
<u>Online account registration</u>	<u>Member Portal</u>	<u>Dental Benefits</u>
<u>Vision Benefits</u>	<u>Pharmacy Benefits</u>	<u>Payment Options</u>

Insurance Cards



Member RID#: 000000000000

Member Name:
First Name Last Name

Use this card to check eligibility, copay information and Primary Medical Provider (PMP). Log on to the myMDwise portal at www.MDwise.org


MDwise Customer Service for Members and Providers:
1-800-356-1204, Local 317- 630-2831, TTY/TDD: 1-800-743-3333


EMERGENCIES: Call 911 or go to the nearest Emergency Room
Emergency Room visit may result in copay.


NURSEon-call: 800-356-1204 or 317-630-2831 in Indianapolis, option #4

Pharmacy Services Helpline: 1-844-513-6002
Pharmacy Prior Authorization Fax Line: 858-790-6100

Claims Address: MDwise, P.O. Box 830120, Birmingham, AL 35283-0120
Rx Bin 003585 Claims Payer ID: Refer to www.MDwise.org
RxGRP MDW
Rx PCN ASPROD1


HIP Plus, Basic, and State Plans members will be issued one general ID card


HIP Maternity members will be issued different ID cards



Member RID#: 000000000000

Member Name:
First Name Last Name

Use this card to check eligibility and Primary Medical Provider (PMP). Log on to the myMDwise portal at www.MDwise.org



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1-800-356-1204, Local 317- 630-2831, TTY/TDD: 1-800-743-3333

EMERGENCIES: Call 911 or go to the nearest Emergency Room
NURSEon-call: 800-356-1204 or 317-630-2831 in Indianapolis, option #4

Member services for pharmacy: 1-800-457-4584 or 317-713-9627
Rx Bin 610467 Claims Payer ID: Refer to www.MDwise.org
Rx PCN INCAIDPROD

Pharmacy Prior Authorization and POS Helpline:
1-855-577-6317 or Fax: 1-855-577-6384

Contact Information

Customer Service	317-630-2831 (Indianapolis area) or 1-800-356-1204	Monday through Friday 8 AM - 8PM; Interpretation services available
Hearing/Speech Impaired	1-800-743-3333 (Relay Indiana)	Or dial "711"
Dental Issues (DentaQuest)	1-844-231-8310	<u>More information online</u>
Invoices/Billing	1-866-539-4092	<u>Payment Options</u>
 NURSEon-call Speak with a nurse 24 hours a day	317-630-2831 (Indianapolis area) or 1-800-356-1204—Press 1 for member then press 4.	<u>More information online.</u>
Pharmacy Issues (MedImpact)	1-844-336-2677	View <u>formularies.</u>
 RIDEwise Enjoy free rides to doctor's visits	1-888-513-0710 <i>(do not give direct number to a member)</i>	<u>More information online</u>

This guide was created by the Indiana Primary Health Care Association (IPHCA). Information is current as of March 02, 2015 but is subject to modification. Please visit www.indianapca.org for updated material, or contact [MDwise](#) for further clarification.