



# Healthy Indiana Plan Health Plan Summary



## Contact Information

**Member Services:** 1-866-408-6131

**Transportation Service:** 1-800-508-7230

**Pharmacy:** 1-866-408-6131

**Hospitals, Provider Services and Specialists –  
Other Providers:** 1-800-345-4344 or [www.anthem.com](http://www.anthem.com)

**TTY/TDD:** 711

**Website:** [www.anthem.com/inmedicaid](http://www.anthem.com/inmedicaid)

## Hours of Operation:

8 a.m. to 8 p.m. EST, Monday–Friday

## Nurse on-call

**24 hours/day–7 days/week:** 1-866-800-8780

Our nurses help you with questions about your health.

## POWER Account Contributions

You can make payments to your POWER Account in one of these ways:

- Recurring bank draft. Have your payments taken from your checking or savings account each month.
- Online through Anthem or your bank.
- By mail. Send your invoice with a check or money order by mail.
- Any MoneyGram location. You can find them at places like Walmart or CVS.
- By phone. Pay by credit card by calling Member Services.
- Employer/nonprofit contributions. Your employer or a non-profit group, like a church or foundation, can pay some or all of your contribution.



## Contact Information

**Member Services:** 1-844-607-2829

**Pharmacy:** 1-844-607-2831  
[www.caresource.com/members/indiana/hip-hhw/pharmacy/](http://www.caresource.com/members/indiana/hip-hhw/pharmacy/)

**Hospitals, Provider Services and Specialists –  
Other Providers:** 1-844-607-2831

**TTY/TDD:** 1-800-743-3333

**Website:** [www.CareSource.com](http://www.CareSource.com)

## Hours of Operation

8 a.m. to 8 p.m. EST, Monday–Friday

For non-urgent calls, you can leave a message after hours. We will return your call the next business day.

## Nurse on-call

**24 hours/day–7 days/week:** 1-844-206-5947

## POWER Account Contributions

You can make payments to your POWER Account in one of these ways:

- Check or money order.
- Debit, credit card or electronic check by phone.
- Cash or Debit Card at any Indiana CVS.
- Cash or Debit Card at any Indiana Dollar General or Walmart location.
- Recurring payments by Electronic Funds Transfer (EFT).
- Payroll deductions by your employer.
- Online at [Caresource.com](http://Caresource.com).



## Contact Information

**Member Services:** 1-877-647-4848

Includes Covered Benefits, Free Transportation, Pharmacy, Providers, Hospitals & Specialists, Payments and more!

**TTY/TDD:** 1-800-743-3333

**Website:** [www.mhsindiana.com](http://www.mhsindiana.com)

**Facebook:** @ManagedHealthServices

**Twitter:** @MHSIndiana

## Hours of Operation:

**Member and Provider Services:**  
8 a.m. to 8 p.m. EST, Monday–Friday

## Referrals and Authorizations:

8 a.m. to 5 p.m., closed for lunch from 12 to 1 p.m. EST

## MHS Disease Management:

8:30 a.m. to 5 p.m. EST. After hours, you can leave a message. We will return your call the next business day.

## Nurse on-call

**24 hours/day–7 days/week:** 1-877-647-4848

Our nurses help you with questions about your health 24/7.

## POWER Account Contributions

You can make payments to your POWER Account in one of these ways:

- Online at [mhsindiana.com](http://mhsindiana.com).
- Cash, check or money order.
- Debit or credit card by phone.
- With CentAccount healthy rewards dollars.
- Visit a MoneyGram retailer like CVS/pharmacy or Walmart. Find a MoneyGram location by calling 1-800-926-9400.
- Electronic Funds Transfer (EFT).
- Payroll deductions by your employer.



## Contact Information

**Member Services:** 1-800-356-1204 or 317-630-2831

**Pharmacy:** 1-800-356-1204 or 317-630-2831

**Hospitals, Provider Services and Specialists –  
Other Providers:** [MDwise.org/findadoctor](http://MDwise.org/findadoctor) or  
1-800-356-1204 or 317-630-2831

**TTY/TDD:** 1-800-743-3333 or 711

**Website:** [MDwise.org/healthyindiana](http://MDwise.org/healthyindiana)

## Hours of Operation:

8 a.m. to 8 p.m. EST, Monday–Friday

For non-urgent calls, you can leave a message after hours. We will return your call the next business day.

## Nurse on-call

**24 hours/day–7 days/week**

1-800-356-1204 or 317-630-2831, Press Option 1, then Option 4. Our nurses help you with questions about your health.

## POWER Account Contributions

You, your employer or a non-profit organization can make payments to your POWER Account in one of these ways:

- Check or money order.
- Credit or debit card payments by phone.
- Cash or debit card at any MoneyGram (includes Walmart and CVS).
- Cash at any Key Bank location.
- Payroll deduction.
- WISEpay system at [MDwise.org](http://MDwise.org) for:
  - » Electronic credit or debit card payments online
  - » Automatic payroll deduction
  - » Automatic bank draft
  - » Automatic clearinghouse (ACH)
  - » Electronic funds transfer (EFT)



## Care Management Services

We provide care management services to help you get the right health care services at the right time.

## Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like:

Asthma, attention deficit hyperactivity disorder (ADHD), autism/pervasive developmental disorder, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, depression, diabetes, heart failure, hypertension

## Enhanced Services

**Health survey** Get \$10 on the spot on your Anthem Rewards card to shop at Walmart.

### Benefits for healthy living:

Get these benefits with a referral from your doctor or case manager:

- Weight Watchers
- YMCA 3-month memberships

**Online Peer Support** 24/7 support to help members with behavioral health and substance abuse issues.

**Blue Ticket to Health** Team up with the Indianapolis Colts and Anthem to get your well visit and win prizes.

**Dental hygiene kits** at no costs for adults.

**Pregnancy test kits** from network pharmacies at no cost.

**SafeLink cell phone** with 350 minutes a month, unlimited texting, plus one-time bonus of 200 minutes.

**Enhanced transportation** trips to the doctor and other health-related trips.

**TASC assistance** to help you get your high school equivalency degree.

### In-home assistance:

- To connect you to community resources
- To help you manage your health

**Smoking cessation** programs to help you quit for good.



## Case Management Services

We help you get the right health care services at the right time.

## Disease Management Programs

Asthma, attention deficit hyperactivity disorder (ADHD), autism/pervasive developmental disorder, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, depression, diabetes, hepatitis C, HIV, pregnancy

## Educational Programs & Enhanced Services

**CareSource Life Services** Assistance with training skills, job counseling and placement to aid employment efforts (JobConnect). Includes rides to and from JobConnect coaching and training sessions.

**Member Wellness Rewards** CareSource rewards members for activities that lead to better health. Members can join our Babies First, Kids First and MyHealth programs and earn rewards for activities like well child visits, prenatal care, annual checkups, flu shots and more.

**MyHealth** is an interactive wellness program for members age 18 and older, with access to:

- Interactive health assessments
- Personalized health tools, small step interactive guides and videos
- Online tools to set and track health and wellness goals

**Women, Infants and Children Health Care Management Program** Includes enhanced services and programs below:

- **Free Pregnancy Tests** for members who consult with a pharmacist at selected pharmacies.
- **Baby Basics** Month-by-month guide to a healthy pregnancy.
- **Babies First** Member rewards program that encourages timely prenatal, postpartum and well-baby care.
- **Kids First** Member rewards program that encourages well-child visits, dental care, well-child shots and more.

**Free unlimited transportation** to doctor visits, pharmacy after a doctor visit and Medicaid re-enrollment appointments.

**Smoking cessation** programs to help you quit for good.



## Care Management Services

We provide care management services to help you get the right health care services at the right time. CentAccount Rewards available!

## Disease Management Programs

We offer programs to help you and your family members understand and manage health conditions like: Asthma, attention deficit hyperactivity disorder (ADHD), autism/pervasive developmental disease, bipolar disorder, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, depression, diabetes

## Enhanced Services

**CentAccount Rewards Program** Members can earn reward dollars for taking care of their health by: taking a health needs survey, creating a secure portal account and choosing a doctor online, annual doctor visits, quitting tobacco with the Indiana Quitline, working with MHS care managers & disease coaches, enrolling in a Fresh Start for You (behavioral health), working with Indy Reads to improve reading skills and more. CentAccount rewards can be used to pay your POWER Account contributions, or shop at Wal-Mart, Rite Aid, Dollar General and Family Dollar.

**Free unlimited transportation** to doctor/dental/vision visits, WIC apts, pharmacy after a doctor visit and Medicaid re-enrollment visits.

**MemberConnections®** can help explain your health coverage and connect you to other community resources.

**Safelink Cellphone** programs provide a free cell phone with 350 min./unlimited texts per month to our members who do not have a reliable telephone.

**Smoking Cessation programs** are available in partnership with the Indiana Tobacco Quitline at 1-800-QUIT-NOW.

## Educational Programs

**Maximize Your Health** helps you understand health and financial literacy.

**Special Deliveries** helps pregnant woman take care of themselves throughout their pregnancy.

**High School Equivalency** Voucher assistance.



## Care Management Services

We offer care management services to help you get the right health care services at the right time.

## Disease Management Programs

MDwise has a program called INcontrol for members with certain health conditions, including: Asthma, attention deficit hyperactivity disorder (ADHD), autism/pervasive developmental disease, chronic kidney disease, congestive heart failure, chronic obstructive pulmonary disease (COPD), coronary artery disease, depression, diabetes, HIV, hypertension, hepatitis C, post traumatic stress disorder (PTSD), pregnancy, schizophrenia, tobacco cessation

## Enhanced Services

**Free, unlimited preventive care services** with no charge to your POWER account.

**MDwiseREWARDS** Earn points for a variety of activities, like going to your doctor appointments. Then shop for gift cards once the activity is completed. **WORKwise** connects members to work and education resources. **WORKwise Success Guides** work to provide training, clinics, educational activities and other tailored opportunities. High school equivalency exam assistance is included in this program (coming soon).

**myMDwise Member Portal** is an online tool available 24 hours a day, 7 days a week at MDwise.org and through our myMDwise app for viewing your POWER account balance, pharmacy claims, preventive service information, making payments to your POWER account through WISEpay, general account information and more.

**Health Survey** Your health information will help us help you. Complete a health survey online at MDwise.org /myMDwise or by calling MDwise at 1-877-822-7193.

**Free Smart Phone and Use Your Own Phone Program** SafeLink/Lifeline phone and internet assistance program. Get free talk, text and data using your own phone or get internet access in your home.

## Educational Programs

**WEIGHTwise** helps you lose, gain or stay at a healthy weight.

**WELLNESSchats** offers fun, educational community events where you can learn about good health.

**HELPlink** connects members to various organizations in their community. This includes help with housing, utilities, food, child care, job placement and more.

**SMOKE-free** provides you with free resources to help you stop smoking or chewing tobacco including the Indiana Quitline (1-800-QUIT-NOW).

**BLUEBELLEbeginnings** gives you important information about pregnancy and motherhood.