



MDwise Services Presentation

Social Determinants of Health

A wise choice for you and your family.

Overview

- MDwise Overview
- Services Offered
 - Health Plan Functions for all Programs
 - Behavioral Health
 - MDwise Special Programs
 - RIDewise
 - HELPlink
 - MDwise REWARDS
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MDwise overview

- Indiana-based, not for profit health plan (or Managed Care Entity=MCE) serving low income Hoosiers
- Serves Hoosier Healthwise (HHW), Healthy Indiana Plan (HIP) and Marketplace members
- Approximately 400,000 members in all health plans offered
- MDwise has been giving the best quality of health care to Indiana's families since 1994
- Policy and direction comes from State, Centers for Medicare and Medicaid Services (CMS), provider organizations, community partners, and participating providers
- MDwise became National Committee for Quality Assurance (NCQA) accredited in 2009



Health Plan Functions for all Programs

- Member Services
 - Assist in choosing or changing Primary Medical Provider
 - Conduct health screener with new members
 - Welcome packet, member handbook, ongoing outreach
 - Community Outreach
- Provider Services
 - Create a provider network and credential providers
 - Prior authorization required for some services
 - All Denials can be appealed
 - Pay provider claims
- Care Management and Quality Improvement
 - Provide care and disease management services
 - Measure and improve Quality of care and services

MDwise Special Programs



BLUEBELLE beginnings

Give your newborn a healthy start



MS. BLUEBELLE'S club for kids

Teach kids to make healthy choices



NURSEon-call

Speak with a nurse 24 hours a day



WEIGHTwise

Reach and maintain a healthy weight



SMOKE-free

Get help kicking the tobacco habit



WELLNESSchats

Take charge of your health



TEENconnect

Get information just for teens



RIDEwise

Enjoy free rides to doctor's visits



HELPlink

Work with a member advocate who knows about health, school and community services

- Covered benefit for:
 - Pregnant members
 - HIP State Plan members
 - HHW Plan members
- 20 one-way rides to health care provider
 - Additional rides with authorization
- Bus Passes offered, if available in the area
- Arrange transportation through MDwise Customer Service two days in advance of the medical appointment

Special Help

- MDwise has staff who can help with difficult issues members may have
- Suggestions or information about other services available in the community



HELPlink

Work with a member advocate who knows about health, school and community services

MDwise REWARDS

MDwise has a rewards program for MDwise Hoosier Healthwise and HIP members.



Members can “cash in” points that they earn for gift cards:

- \$10 AMC Movie, iTunes or Subway
- \$30 Kroger, Walgreens, Target or Speedway
- \$50 Target, Kohls or BabysRUs/ToysRUs



MDwise Rewards Continued

The following are member activities that earn REWARDS points:

- Sign up for Member Web Portal (with an email address)
- Completion of a Health Needs Screener (HNS)
- Completion of an annual physical exam or well-child visits
- Getting recommended mammogram screening
- Getting annual cervical cancer screen
- Getting recommended prenatal visits and postpartum exam
- Getting necessary Diabetic screening HbA1c
- Lead screening for children 6-24 months
- Completing a tobacco cessation program
- High Risk members maintaining contact with their Care Manager
- Follow-up appointment 7-days after inpatient behavioral health hospitalization



LifeLine Phone Program

Currently:

- 60,666 Members have received LifeLine phones
- 23,651 Active Phones
- 350 minutes/month
- Customer Service number zeroed out
- Unlimited text messaging

Changes Coming:

- Increasing free minutes from 500 to 1000 by 2019
- Transitioning from voice-only to broadband
 - 500 MB of 3G data by Dec. 2016
 - growing to 2 GIG of data by 2019
- Shifting from feature phones to smartphones
 - Android phones in 2017
- Member choice of phone service providers



Voxiva Text Messaging

Voxiva®

- Connect4health
 - Text4baby
 - Text4kids
 - Text4health
- Care4life (diabetes program)
- HEDIS Gap Alerts
- Compliant and Non-Compliant Exam Reminders
- Broadcast Messages (Flu Shots, Feedback Surveys)
- English and Spanish

Voxiva Changes Coming

- Adding Health Coaching Programs
- Person-to-Person Messaging



MyMDwise Mobile App

Benefits of the MyMDwise App:

- Check status of a medical or pharmacy claim
- View MDwise ID card
- Check coverage and benefits information
- Finding a doctor close to home
- Checking eligibility
- Make a payment

Go to the phone's app store. Then search for "myMDwise Marketplace" or "myMDwise" app and download.



Outreach Coordinators

- Represent MDwise throughout the State of Indiana
- Promote Hoosier Healthwise, HIP and Marketplace
- Arrange for Ms. Bluebelle appearances
- Promote and educate MDwise Rewards Program for members to agencies and programs serving members
- Partner with social services agencies, hospitals, schools, health clinics for activities such as:
 - Health fairs
 - Battle of the Fit
 - Member education sessions
 - Baby showers
 - And much more...



Care Coordination for Chronic Illness

Include, but are not limited to:

- Asthma
- ADHD
- Diabetes
- Pregnancy
- Congestive Heart Failure
- Coronary Artery Disease
- Chronic Kidney Disease
- Depression
- Autism/Pervasive development disorder
- Chronic Obstructive Pulmonary Disease
- HIV
- Hepatitis C

Right Choices Program (RCP)

- Monitor unnecessary and inappropriate use of Medicaid covered services
- Collaborate and coordinate with all stakeholders to create a medical home for RCP enrolled members
- Members are locked into the following three provider types:
 - One Primary Medical Provider (PMP)
 - One Hospital
 - One Pharmacy
- PMPs are the gatekeepers for Right Choices members
- PMPs must make a referral to MDwise for other providers to be added to a member's restriction with the exception of self referrals.

Behavioral Health partnership with Community Mental Health Centers of Indiana

- Indiana has 25 Community Mental Health Centers (CMHCs) located across the state.
- The Behavioral Health department works closely with each CMHC
 - Currently partnered with 17 CMHCs in a work group that meets every other month and focuses on improving specific HEDIS measures chosen each year
 - Work with CMHCs and connect them with inpatient facilities to improve access to care and coordination of care for members
 - Connecting CMHCs to MDwise Care Management services
 - Quarterly meetings with all 25 CMHCs regarding billing/revenue

Additional Behavioral Health Department Services

- The Behavioral Health Department collaborates with providers in pilot projects aimed at filling service gaps and improving members' care.
 - Hi Tech Hi Touch Health Coaching – Partnered with Centerstone to offer mobile health monitoring and face-to-face health coaching. Project geared towards decreasing members' physical and mental health disorders and improving overall wellness.
 - Neonatal Abstinence Syndrome – Working collaboratively with 2 other MCEs and 9 CMHCs to offer rapid access and intensive services to mothers addicted to opiates.
- The Behavioral Health Department also maintains resources for members and providers on our website at www.mdwise.org.

MDwise Customer Service Representatives

are available 24 hours/day, 7 days/week

Phone: 1-800-356-1240

Indianapolis area: 317-630-2831

Option 2 for HHW, Option 3 for HIP

HHW-Fax: 1-877-822-7190

HIP-Fax: 1-877-822-7192

Website: MDwise.org

Thank you for participating in today's presentation

Questions?