

Who is MHS

An overview of what we do and who we serve



Who is MHS

Managed Health Services (MHS) is a health insurance provider that has been proudly serving Indiana residents for two decades through Hoosier Healthwise, the Healthy Indiana Plan and Hoosier Care Connect.

MHS also offers a qualified health plan through the Health Insurance Marketplace called Ambetter from MHS. All of our plans include quality, comprehensive coverage, with a provider network you can trust.

MHS is your choice for affordable health insurance.

MHS Educational Programs & Services

MHS includes special health incentives and programs that are required by Medicaid and enhanced programs that we make available to our members.

We also offer several programs designed to improve the health of our members through education and personal assistance by our professional staff.



Earn Rewards with Preventive Care.

MHS CentAccount® Healthy Rewards Program

MHS will reward members' healthy choices through our CentAccount Healthy Rewards program. Members can earn dollar rewards by staying up to date on preventive care. These rewards will be added to a CentAccount card that can be used to buy things like healthy groceries, baby items and clothing as well as over-the-counter drugs (allergy, cold meds, etc.). Members can use their CentAccount card at a select number of retailers including Meijer, RiteAid, Dollar General, Family Dollar and Wal-Mart.

You can earn rewards by completing the following healthy activities:

\$30

for completing the health needs screening within 30 days of becoming a member
Call 1-877-647-4848
(TDD/TTY 1-800-743-3333)
or go to MHSIndiana.com to complete the screening

\$10

for completing the health needs screening within 90 days of becoming a member
Call the 1-877-647-4848
(TDD/TTY 1-800-743-3333)
or go to MHSIndiana.com to complete the screening

\$20

per annual well care visit with primary care doctor (age 16 months and up)

\$10

per infant well care visit with primary care doctor up to 15 months old (\$60 max.) (These visits are recommended before 30 days old, and at 2, 4, 6, 9, 12 and 15 months old)

\$15

for every 3 prenatal visits* (\$45 max.)

\$15

for postpartum doctor visit* (must be completed 21-56 days after delivery)



Language Assistance

Language assistance is available 24 hours a day, seven days a week, including holidays and weekends in more than 150 languages.

Doctor offices must provide language assistance; however, if the office is unable to assist, MHS can help.

Call MHS Member Services at 1-877-647-4848

MHS Website

Find useful information and tools to help manage your healthcare

- **Health Needs Screening**

When you take your health needs screening within 30 days of joining MHS, you get a \$30 CentAccount healthy rewards card. Or take it within 90 days of joining MHS, and get a \$10 CentAccount reward!

- **Your Benefits**

Visit the “Your Benefits” pages regularly for member updates and when you want to read our member guides, like the member handbook, brochures and how-to guides. You can also find copies of member forms, member newsletters and information about special MHS programs and services.

- **Find-a-Provider**

Find MHS in-plan doctors, specialists, hospitals and other facilities using this quick and easy online search.

- **Events Calendar**

Find out when we'll be in your city on our calendar of community events hosted across Indiana.

- **Health Library**

Our health library will help you find answers to your health questions. This resource has more than 4,000 health information sheets on a variety of health topics to help you care for yourself and your family.

- **Contact Us**

Send MHS Member Services a message. We will respond by phone within one business day.

- **MHS Secure Member Portal**

Create an account on our MHS Secure Member Portal, and access tools that help you manage your healthcare faster and easier

- View your summary of benefits, find EOB, find/change your doctor, see quality reports, view your claims, communicate with Member Services, view your individualized care plan, check your CentAccount balance and more!

Transportation

MHS HHW and HIP Members can get UNLIMITED free rides. Hoosier Care Connect Members must pay a small co-pay.

Rides will take members to and from:

- Doctor visits
- Medicaid enrollment visits
- Pharmacy visits
(after a doctor's visit)



Members need to call MHS Member Services at 1-877-647-4848 to schedule their ride at least three days before their appointment.



MHS MemberConnections®

This is an outreach team of MHS staff who can help members one-on-one with understanding their health coverage and other community resources.

MemberConnections can provide in-person or telephonic help. They will help build a relationship with your doctor, and help you understand your health benefits and put you in touch with community resources. If you are in need of transportation, food, shelter, or other health programs, MemberConnections can help.

To find your MemberConnections Representative, please call 1-877-647-4848 and ask for the Rep for your area.

MHS Family Education Network

MHS and the Indiana Minority Health Coalition have teamed up to create the MHS Family Education Network.

The network provides free face-to-face and telephonic benefit education to MHS members on a variety of topics. The network representatives can help explain Hoosier Healthwise & Healthy Indiana Plan coverage as well as an overview of MHS programs and special services available to you.

Maximize your Health - a financial literacy program - is also offered to HIP members through this program.

Call MHS Member Services to schedule a free referral at 1-877-647-4848.



MHS Education Network



MHS has partnered with accessABILITY Center for Independent Living Inc., to serve Hoosier Care Connect members in Marion County with the MHS Education Network.

The Network will work to provide in-person specialized education to Hoosier Care Connect members on a variety of topics, such as the scope of health plan benefits, how to access care, and our member's rights and responsibilities.

We use methods that are clear, concise and accurate and reflect the cultural, language and other special needs of our specific populations.

Call MHS Member Services for more information or a free referral to the MHS Education Network at 1-877-647-4848.

MHS Ombudsman Program

An ombudsman is someone who works to help you get a problem solved. Members can contact an ombudsman for free to discuss any problems with:

- MHS
- MHS services
- MHS doctors
- Other parts of your healthcare.



The ombudsman is neutral and does not side with MHS or the Medicaid program. The ombudsman will work with members to get their problem solved.

If you want the assistance of an ombudsman, please call them directly at 1-877-647-5326.

Reliable Cell Phone Programs

It is important that MHS members can reach their doctors, care managers and FSSA. That is why MHS offers two programs that provide access to free cell phones called ConnectionsPlus and Safelink.

Qualifying members receive 250 free monthly cell minutes as well as unlimited texting with both programs.

Call MHS Member Services to learn more at 1-877-647-4848.

MHS Member Advisory Council

Every three months, MHS invites our members to meet face-to-face to share their opinions with us.

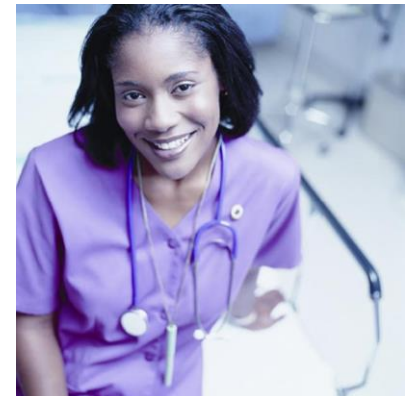
During these meetings, the members and MHS talk about the care MHS provides, including how members feel about MHS and their doctors.

Members also look at our materials and website, and tell us what they think about our communication. MHS uses this information to make program changes based on our members' needs.

MHS 24/7 Nurse Advice Line

The MHS Nurse Advice Line is available 24 hours a day, seven days a week to answer members' health questions.

The Nurse Advice line staff is bilingual in English and Spanish.



Specialized Health Programs

MHS has several programs designed to help improve the health of its members through education and personal assistance by our staff including:

- Pregnancy
- Diabetes
- Asthma
- COPD
- Coronary Artery Disease
- Chronic Kidney Disease
- Congestive Heart Failure
- Lead
- Behavioral Health
- Depression
- Hypertension
- ADHD
- Autism & Autism Spectrum Disorders
- Children with Special Needs Unit
- Special Healthcare Needs



MHS Start Smart for Your Baby & Special Deliveries

MHS offers two educational care management programs for MHS members who are pregnant called Start Smart for Your Baby and MHS Special Deliveries. These programs are designed to match a pregnant member with an OB Nurse Care Manager, who can help the member receive proper care throughout her pregnancy as well as after she delivers.

MHS OB Nurses can:

- Help you understand what is happening to your body during the pregnancy
- Talk about problems that may come up during your pregnancy
- Talk about what to do if you have complications during your pregnancy
- Help you make doctor appointments or schedule a free ride to the doctor's office
- Help you get a free cell phone if you need one. You can use this phone to reach your doctor, family and other important people while you are pregnant.
- Help you quit smoking or using tobacco
- Help you find more ways to earn CentAccount© rewards by going to your OB doctor visits
- Answer any other questions about your health and the health of your baby

**By participating in either program, members will be eligible to earn more CentAccount rewards.*

First Year of Life

This Care Management program is designed to encourage education and compliance with immunizations (shots) and well visits for babies.

The First Year of Life program matches a member with a Nurse Care Manager who can answer questions and provide helpful information sheets to let a member know what to expect as her baby grows.

Care Managers will also call members and send reminders to schedule upcoming immunizations and well-child visits with the baby's doctor as they are needed.

**By participating in the program, members will be eligible to earn more CentAccount rewards*

Children with Special Needs Unit

Designed to support coordination of care for children with chronic conditions, children enrolled in the program receive care management services by a dedicated team of MHS doctors, nurses, social workers and care coordinators, specializing in the healthcare needs of children.

This includes conditions such as:

- Cerebral palsy
- Cystic fibrosis
- Developmental disabilities
- Autism
- Traumatic brain injuries
- Congenital syndromes with significant developmental delays
- Other special healthcare needs

MHS Member Baby Shower

Education is key to healthy pregnancies. MHS has created a fun and informative event to encourage healthy behaviors for our members who are pregnant or recently delivered.

What is an MHS Baby Shower?

- MHS Baby Showers are typically 2-3 hour events held at a provider office or community center.
- MHS members that are expecting or have recently delivered a baby within the past 3 months and live in the general area of the event are invited to come get “showered.”
- We want our moms to feel special because they are!

At the Shower

- Members enjoy lunch that includes deli sandwiches, non-caffeinated drinks, cake, fresh fruits and vegetables.
- We will stress the importance of scheduling and keeping all prenatal and post-partum care appointments, as well as the first year of life immunization schedule. We provide an educational overview of MHS’ programs and services that relate specifically to pregnant women and babies. This will include information on
 - OB Case Management services
 - Behavioral health services
 - Member Benefits like CentAccount, transportation, NurseWise and the Health Library
- The members will learn a lot from our community and clinical partners that present at the shower. Topics such as prenatal and post partum care, well-child visits, safe sleep, car seat safety, breastfeeding and more will be discussed.
- Members can take part in fun, interactive games and win a baby health or safety kit.
- Every member will leave with a gift bag full of goodies, including a pack of diapers for their little one!

MHS Healthy Celebrations

MHS Healthy Celebrations events focus on non-compliant members. MHS partners with a PMP office to schedule a specific day and time (4 hour minimum) for non-compliant MHS members on the PMP's panel to visit the office and receive specialty visits and screenings for Children's Health: EPSDT/well-child (lead screen age appropriate) and Women's Health: Mammography & Chlamydia.

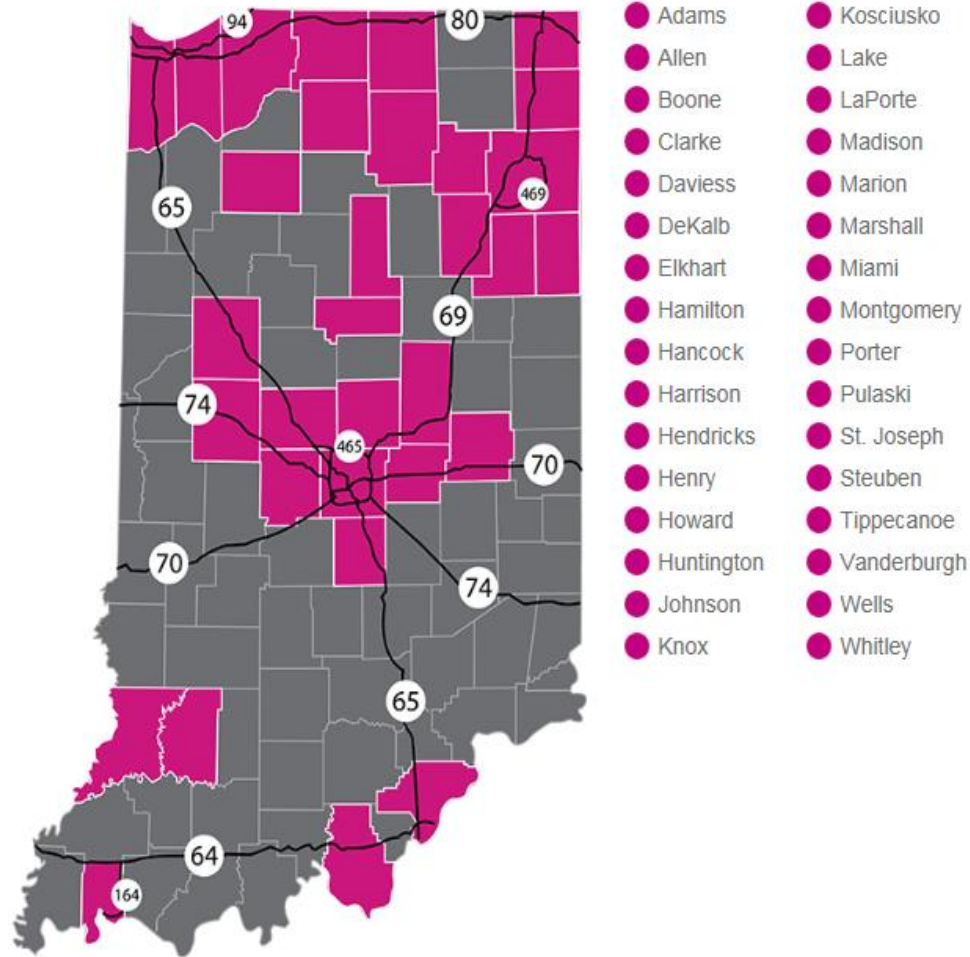
After the doctor visit, screening or immunizations have occurred, MHS will provide a member benefit overview. Each member will also receive a goody bag full of MHS and educational materials and health related giveaways. Then the family can enjoy games, prizes, healthy snacks and refreshments before they leave the doctor's office.

What is Ambetter from MHS?

MHS now serves Indiana residents with a qualified health plan issuer in the Indiana Health Insurance Marketplace, Ambetter from MHS. Ambetter offers comprehensive medical care to fit individual health needs with a specific budget. The Ambetter plans offer a variety of programs, educational tools and support.



Better Healthcare is Just Around the Corner



Rewards Program

Members can earn up to \$365 through our unique incentive program.

Here's how it works:

- Complete the Welcome Survey in first 90 days of coverage **(\$50)**
- Get an annual wellness exam **(\$50)**
- Get an annual flu shot in the fall **(\$25)**
- Up to \$20 / month on their My Health Pays card when they visit a gym of their choice at least eight times a month. **(\$240)**
- Card must be activated online and benefits begin with the plan effective date
- Cards are mailed to the member automatically when the first reward is earned





- Members earn reward dollars for healthy behaviors such as getting an annual physical and flu shot
- Members should use an In-Network provider
- Balances expire and cards are closed after the member leaves the plan
- Reward dollars can be used to pay premiums, deductibles and copays
- All earned rewards are loaded onto the My Health Pays card automatically and cards arrive about 2 weeks from the time the wellness visit claim is paid or other first activity is completed

Outreach & Education

MHS is always working to meet our members where they live. We are creating, supporting and sponsoring various events and activities to engage with the communities we serve. If you have an event you would like MHS to attend or support please send a email with the event information to communications@mhsindiana.com.

MHS wants to provide you with tools and resources to educate your clients and communities on the insurance options available to them. We have developed order forms that you can fill out and we'll send you educational materials, at no charge.

- Ambetter Order Form
- Medicaid Products Order Form

Community Outreach

Navigators



Healthcare
Providers



Faith Based
Organizations



Multicultural
Organizations



Advocacy
Organizations

Schools &
Educational
Institutions



Sponsorships



Community
Organizations





Contact Information

Managed Health Services

1099 N. Meridian Street, Suite 400, Indianapolis, IN 46204
1-877-647-4848 • mhsindiana.com

Today's Presenter

Stephen Downing Jr., Manager of Community Relations, sdowning@mhsindiana.com,
1-317-684-9478 Ext. 20133

MHS Member Services are available Monday through Friday, 8 a.m. to 8 p.m. at
1-877-647-4848

Nurse advice line is available 24/7 at 1-877-647-4848.

Ambetter representatives are available 7 days a week from 8 a.m. to 5 p.m. at
1-877-687-1182

Hearing impaired members should call the Indiana Relay Service at 1-800-743-3333.
This number can be used anywhere in Indiana

Our staff is bilingual in English and Spanish. Interpretation services are available for other languages.