



Fighting the Opioid Epidemic: Recovery Website Helps Hoosiers

Substance use disorder is a disease. Those who struggle with addiction need resources and community support. The state has a great website that can help. It's called **Next Level Recovery**.

The website has information about **prevention, education, treatment options** and **how parents can protect their kids**.

The website even offers a geolocation feature. The tool can tell you what treatment services are available close to you in real time.

The site is a partnership between the state, OpenBeds software and Indiana 2-1-1. For more information, visit **Next Level Recovery Indiana**.



If You're in HIP and Pregnant, Let Us Know!

As a pregnant Healthy Indiana Plan (HIP) member, you no longer need to pay your contributions or co-pays. You also get special pregnancy benefits. These extra benefits make it easier to see your doctor, so you can get important prenatal (pregnancy) care. These benefits include transportation to and from your doctor visits, chiropractic services, and Medicaid Rehabilitation Option (MRO) services. You can learn more about these additional benefits in your member handbook.



Illnesses from Mosquito, Tick & Flea Bites on the Rise

Warmer weather means lots of time outdoors enjoying sunshine and fresh air. Whether you spend your time hiking, by the pool or eating outside on the patio, you need to protect yourself. The CDC says disease cases from mosquito, tick and flea bites more than tripled in the U.S. in recent years. More than 640,000 cases were reported between 2004 and 2016. The CDC says nine new types of germs were spread by bites from mosquitoes and ticks during this time.

Some of the diseases that have made people sick include **Zika**, **West Nile**, **Lyme** and **Chikungunya**.

The CDC says mosquitoes and ticks are increasing in number and moving into new areas. Overseas travel is more common. A traveler can be infected with a disease like Zika in one country, and then unknowingly transport it home. As a result, more people are at risk of infection.

There are many ways you can protect yourself. Check out these recommendations from the CDC:

- Use an Environmental Protection Agency-registered insect repellent.
- Wear long-sleeved shirts and long pants.
- Treat items, such as boots, pants, socks, and tents, with permethrin or use permethrin-treated clothing and gear.
- Take steps to control ticks and fleas on pets.
- Find and remove ticks daily from family and pets.
- Take steps to control mosquitoes, ticks, and fleas inside and outside your home.

You can learn more at cdc.gov.



Complete Your Health Needs Screening and Get Rewards!

Did you know there are several ways for MHS members to complete their Health Needs Screening?

MHS members can take their Health Needs Screening at a Walmart pharmacy kiosk. It takes 15 minutes to complete the screening and members can earn up to \$30 in CentAccount rewards. You can use your rewards to buy baby care items, healthy groceries and personal care items.

If you make the trip to Walmart and complete your Health Needs Screening at the kiosk, you get rewards right away. So, after you're done, you can use them to shop!

Here's how it works:

- 1 Go to a Walmart pharmacy kiosk.
- 2 Scan the QR code on the back of your CentAccount rewards card at the kiosk.
- 3 Choose **Health Needs Screening** under the list of Current Programs.
- 4 Answer the questions about your health. This will help us tailor the care you need.
- 5 Your rewards will be immediately loaded to your card once you're done.

All new MHS members will get a new CentAccount card to use at the kiosk.

Can't make it to a kiosk? You can take your Health Needs Screening by logging in to your member portal account or by calling MHS Member Services at 1-877-647-4848.



CHECKING IN WITH DR. YANCY

Are you pregnant? To ensure you receive all the health benefits you need to have a healthy pregnancy, let MHS or the Department of Family Resources (DFR) know you are pregnant right away. MHS has care programs to help you through your pregnancy. Sign up for the MHS Member Portal and fill out the Member Notification of Pregnancy Form. By completing this form, you can get a gift for your baby from MHS.

We can also help you after your pregnancy in our First Year of Life program. The MHS First Year of Life Program is designed to help guide members through all the medical milestones needed to keep their babies healthy and thriving. Join this free program and we can help you. We will provide you with a Pediatric Nurse who can be your main point of contact and will work with you for the first year of your baby's life.

Dr. Eric A. Yancy
MHS Chief Medical Officer and practicing pediatrician



Choose the Providers That Are Right for You

Are you looking for a doctor? We can help!

The Find A Provider page on the MHS website has a list of all the providers in our network. Plus, you can see important information to help you choose the best doctor for you.

Here's what you can find on the Find A Provider search:

- Name, address, phone numbers
- Office hours
- Professional qualifications
- Specialty
- Board certification status
- Languages the doctor speaks

Want to know more?

If you want to know about your doctor's education, like where they went to medical school or did their residency, you can check the Healthgrades or Physician Compare websites on our [Find A Provider](#) page.

MTM For Members

You may be called by a pharmacist to talk about your medications. This service is called **Medication Therapy Management (MTM)**. MTM is a chance for you to talk about the drugs you are taking and make sure you are getting the best and safest care. If you are called, we want you to participate! This service is for Hoosier Care Connect and Healthy Indiana Plan (HIP) Plus members.

If you already had MTM, you may receive a survey. Please take a few minutes to complete the satisfaction survey so we can make sure the service is as helpful as possible.

MHS in **Your Backyard**



MHS participates in and hosts more than 500 community events and presentations around the state every year! Our community outreach efforts have always been at the core of who we are. This time of year, MHS gives out more than 5,000 backpacks filled with school supplies that were donated by MHS staff!

Find out when MHS will be in your community.

Visit mhsindiana.com/events.

In addition to being at many community events, MHS helps create events with different partners, including a family-friendly event called The Balanced Child.

Kids can be under a lot of stress these days! It can be hard to know how to help. At The Balanced Child events, we will:

- Discuss the importance of well-child visits and preventive care
- Learn about having a successful medical home
- Talk about the signs and symptoms of depression and anxiety in children
- Teach coping skills and relaxation techniques
- Provide referrals for behavioral health services

Then, we will end with a fun yoga class for kids. This will help promote healthy physical activity. It will also help kids see the connection between mind and body.

Be sure to check the events calendar for dates and times.

Your Privacy is Important

You have rights to decide who can see your medical records (“privacy rights”). You can find more information about your privacy under the Health Insurance Portability and Accountability Act (HIPAA) in your MHS member handbook. You can find a copy of your current member handbook online at mhsindiana.com/handbook.

What Is A Medical Home?

We want all our members to have a medical home. This means having a relationship with a doctor you trust. This is the first place you go for all your care; preventive, sick and emergency. This doctor understands and knows your medical history. Need help finding a doctor? Call us at 1-877-647-4848 and we can help find a doctor you can trust near you.





Below is a guide about when your child should be visiting their primary doctor for a well-child visit.

WELL-CHILD VISIT SCHEDULE

- ✓ 3-5 days
- ✓ 1 month
- ✓ 2 months
- ✓ 4 months
- ✓ 6 months
- ✓ 9 months
- ✓ 12 months
- ✓ 15 months
- ✓ 18 months
- ✓ Every year age 24 months to 20 years

Did you know?

A sports physical or a school physical is not always the same as a **well-child visit.**

School sports physicals can screen for major problems, such as cardiac issues, but they can't replace an annual visit with your child's pediatrician or family physician. Back-to-school time is full of community health fairs and sports physical events. Your child might have recently had a school physical, sports physical or a daycare physical at one of these types of events. If your child did not see their primary doctor for the physical, you still should call your child's family doctor to schedule a well-child visit. Your well-child exam is more than just a physical. Your primary doctor knows your child's medical history and will be better able to answer any questions that you might have.

This is also the perfect opportunity to get younger children in for their well-child exam. Schedule a well-child visit for younger siblings at the same time as school-age children. Your doctor will talk to you about what you can do to help your child get ready for kindergarten. Take advantage of the opportunity to ask questions and learn from your child's doctor - a trusted source.

Did you know you can earn CentAccount Rewards when you take your child for a well-child visit?

- You can earn up to \$60 total (\$10/visit) for well-child visits for children 0-15 months old.
- You can earn \$20 for well-child visits for children 16 months and older.

Be prepared! Make the most of your time with the doctor. Bring the following with you to your child's appointment:

- Complete list of medications, vitamins or supplements that your child is taking
- Any immunization records you have
- A list of questions or concerns that you would like to talk to the doctor about

For more information on immunizations your child needs, check out the [Immunization Schedule for Children 0-6 Years Old](#) and [Immunization Schedule for Children 7-18 Years Old](#).



Stay Connected to Your Care with the MyMHS Mobile App

MHS wants to help you take charge of your health – no matter where you are.

We know that our members are busy. The free MyMHS mobile app gives you access to your member information, anytime, anywhere! Forgot to bring your MHS ID card to an appointment? Need to find the nearest urgent care clinic? Want to check your CentAccount rewards card balance before you shop? No problem! MyMHS has you covered.

The MyMHS mobile app puts these tools at your fingertips:

- ID Card – View your MHS ID card and show to your provider when you get care.
- CentAccount Healthy Rewards – See rewards earned and your card balance.
- Find a Provider – Use the map to find a doctor, hospital or urgent care clinic close to you. You can even use the Find a Provider feature without logging into the app.
- Health Alerts – Stay up-to-date on doctor's visits and screenings. See your health alerts and gaps in care.
- Call Your Doctor – Call your primary medical provider (PMP) with one touch.
- Contact MHS – Call Member Services or the MHS free 24-hour nurse advice line with one touch.
- Benefits – View your plan information. Find out more about benefits and covered services.

Access your MHS info, even on the go, with the free, easy-to-use MyMHS app. Search for 'MHS Indiana' in the App Store® or in Google Play™. Download the app today and stay connected to your care!

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HIP Members – Pay Your POWER Account Contribution with Your CentAccount Rewards!

HIP Members can now pay their monthly POWER Account contribution with CentAccount Healthy Rewards!

Call Member Services at 1-877-647-4848 to make a payment with rewards today! Learn more at mhsindiana.com/members/hip.



Get Smart: Know When Antibiotics Work

A Guide For Parents - Questions And Answers

RUNNY NOSE (with green or yellow mucus)

Your child has a runny nose. This is a normal part of what happens during the common cold and as it gets better. Here are some facts about colds and runny noses.

What causes a runny nose during a cold?

When germs that cause colds first infect the nose and sinuses, the nose makes clear mucus. This helps wash the germs from the nose and sinuses. After two or three days, the body's immune cells fight back, changing the mucus to a white or yellow color. As the bacteria that live in the nose grow back, they may also be found in the mucus, which changes the mucus to a greenish color. This is normal and does not mean your child needs an antibiotic.

What should I do?

- The best treatment is to wait and watch your child. Runny nose, cough, and symptoms like fever, headache, and muscle aches may be bothersome, but antibiotics will not make them go away any faster.
- Some people find that using a cool mist vaporizer or saltwater nose drops makes their child feel better.

Are antibiotics ever needed for a runny nose?

Antibiotics are needed only if your healthcare provider tells you that your child has sinusitis. Your child's healthcare provider may prescribe other medicine or give you tips to help with a cold's other symptoms like fever and cough, but antibiotics are not needed to treat the runny nose.

Why not try antibiotics now?

Taking antibiotics when they are not needed can be harmful. Each time people take antibiotics, they are more likely to carry resistant germs in their noses and throats. These resistant germs cannot be killed by common antibiotics. Your child may need more costly antibiotics, antibiotics given by a needle, or may even need to be in the hospital to get antibiotics. Since a runny nose almost always gets better on its own, it is better to wait and take antibiotics only when they are needed.

For more information, visit cdc.gov/getsmart.

Signs of Suicide

Suicide has been in the headlines this year with the deaths of a famous fashion designer and a celebrity chef. It has people talking about depression and why it's important to encourage others to talk about how they're feeling and reach out for help.

The CDC says suicide rates have increased in nearly every state across the U.S. from 1999 to 2016. Suicide is the 10th leading cause of death. Health officials hope to raise awareness. World Suicide Prevention Day is September 10 and Mental Illness Awareness Week is the first week of October.

The CDC says several factors can contribute to suicide:

- Relationship problems or loss
- Substance misuse
- Physical health problems
- Job, money, legal or housing stress

The MHS Crisis Text Line can help. If you are struggling and need support, text MHS to 741741. It is a free and confidential text line. Trained crisis counselors are available 24 hours a day, 7 days a week.

MHS also offers behavioral health services. If you want to speak to someone about our programs, call MHS at 1-877-647-4848.





Statement of Non-Discrimination

Managed Health Services (MHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MHS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact MHS at 1-877-647-4848 (TTY/TDD 1-800-743-3333).

If you believe that MHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Grievance and Appeals Coordinator, PO Box 441567, Indianapolis, IN 46244, 1-877-647-4848 (TTY/TDD 1-800-743-3333), Fax 1-866-714-7993. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, MHS is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

We hope you enjoyed our latest issue of *Healthy Moves*! You can find this and past issues on our website at mhsindiana.com. Or, you can call Member Services and ask for a copy to be mailed to you.

If you need this or any other information in another language or format, or have any problems reading or understanding this information, please call MHS Member Services Monday through Friday from 8 a.m. to 8 p.m. at 1-877-647-4848 (TTY/TDD 1-800-743-3333). Learn more at mhsindiana.com.

Spanish:	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de MHS, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Chinese:	如果您，或是您正在協助的對象，有關於 MHS 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 1-877-647-4848 (TTY/TDD 1-800-743-3333)。
German:	Falls Sie oder jemand, dem Sie helfen, Fragen zu MHS hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-877-647-4848 (TTY/TDD 1-800-743-3333) an.
Pennsylvania Dutch:	Vann du, adda ebbah's du am helpha bisht, ennichi questions hott veyyich MHS, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. Fa shvetza mitt ebbah diveyya, kaw! 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Burmese:	သင် သို့မဟုတ် သင်မှကူညီနေသူတစ်ဦးတို့တွင် MHS အကြောင်း မေးစရာများရှိပါက အခမဲ့အကူအညီ ရယူပိုင်ခွင့်နှင့် သင်၏ဘာသာစကားဖြင့် အချက်အလက်များကို အခမဲ့ရယူပိုင်ခွင့် ရှိပါသည်။ စကားပြန်တစ်ဦးနှင့် စကားပြောဆိုရန် 1-877-647-4848 (TTY/TDD 1-800-743-3333) ကို ဖုန်းဆက်ပါ။
Arabic:	إذا كان لديك أو لدى شخص تساعد أسئلة حول MHS، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحديث مع مترجم اتصل بـ 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Korean:	만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 MHS 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-647-4848 (TTY/TDD 1-800-743-3333)로 전화하십시오.
Vietnamese:	Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về MHS, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-877-647-4848 (TTY/TDD 1-800-743-3333).
French:	Si vous-même ou une personne que vous aidez avez des questions à propos d'MHS, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Japanese:	MHS について何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、1-877-647-4848 (TTY/TDD 1-800-743-3333) までお電話ください。
Dutch:	Als u of iemand die u helpt vragen heeft over MHS, hebt u recht op gratis hulp en informatie in uw taal. Bel 1-877 647-4848 (TTY/TDD (teksttelefoon) 1-800 743-3333) om met een tolk te spreken.
Tagalog:	Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa MHS, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Russian:	В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования MHS вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону 1-877-647-4848 (TTY/TDD 1-800-743-3333).
Punjabi:	ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਤੁਹਾਡੀ ਮਦਦ ਲੈ ਰਹੇ ਕਸਿ ਵਿਅਕਤੀ ਦੇ ਮਨ ਵਿਚ MHS ਦੇ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ. ਤਾਂ ਤੁਹਾ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮੁਫਤ ਮਦਦ ਲੈਣ ਦਾ ਪੂਰਾ ਹੱਕ ਹੈ। ਦੁਬਾਰੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-877-647-4848 (TTY/TDD 1-800-743-3333) 'ਤੇ ਕਾਲ ਕਰੋ।
Hindi:	आप या जिसकी आप मदद कर रहे हैं उनके , MHS के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी परामत करने का अधिकार है। किसी दुभाषिये से बात करने के लिए 1-877-647-4848 (TTY/TDD 1-800-743-3333) पर कॉल करें।