



## MHS cares about quality

**MHS has a program called Quality Improvement (QI).** Our QI program is designed to improve quality of care, member safety and quality of service. QI helps ensure that we are always making our programs and services better in response to patient satisfaction surveys. We listen and respond to member concerns and complaints.

The program includes a medical director, a QI director and a QI committee. The goal is to improve the health of our members. We do this by looking at the quality and safety of the care and services we provide, such as:

- Medical care
- Behavioral (mental health) care
- Vision care
- Preventive care
- Emergency care
- Primary care
- Specialty care
- Hospital care

*If you would like to know more about our quality goals, the annual QI Program Description is on our website. We also post report cards where you can see how MHS scored. If you'd like a printed copy of these materials, call MHS Member Services.*

### How we make decisions about our members' care

Utilization management is how we make decisions about paying for care and services. Choices are made based on:

- What is covered
- If the service is medically needed
- If the service is right for you at this time

We use information from many doctors to make these decisions. MHS does not reward doctors or staff for saying no to care. To learn more, call MHS Utilization Management. Call **1-877-647-4848** from 8 a.m. to 5 p.m. Monday through Friday.

## The importance of follow-up after a psychiatric admission

Being admitted to the hospital for depression, substance abuse or any other behavioral health condition can be scary and confusing. As part of a member's treatment while in the hospital, the staff there should immediately begin planning for discharge. These plans could include an appointment with a therapist, a psychiatrist or a nurse practitioner who specializes in behavioral health conditions.

It is important that members receive regular and timely therapy after they have been hospitalized for a behavioral health disorder. Having a visit scheduled within seven days after discharge is best. This is to be sure that our members have a smooth transition back home, work or school. Having an appointment with a therapist or psychiatrist within seven days also helps make sure that progress made during the hospital stay is not lost.

*If you are in need of additional resources or help with scheduling a follow-up appointment, we have behavioral health case managers happy to help! Call us at 1-877-647-4848, ext. 57116.*



## Your appeal rights

**You can ask MHS** to reconsider any decision about your care, services, benefits or your relationship with MHS. This includes decisions in which MHS:

- Denies the care requested
- Decreases the amount of care
- Ends care that had already been approved
- Denies payment for care

This process is called an appeal. It is explained in the denial letter sent to you and your doctor. It is also explained in the Member Handbook posted on the MHS

website. After receiving the letter, you have 33 days to appeal the decision and ask MHS to investigate and review your information. You can also ask for an independent external review by a healthcare professional who does not work for MHS. You can ask for this type of review at any time during the appeal process.

We are here to help. Contact MHS Member Services at **1-877-647-4848** or online at **www.MHSIndiana.com** for help writing your appeal. Language assistance is also available.

### CHECKING IN WITH DR. YANCY

You do not need to get approval from your doctor or from MHS for annual women's checkups, such as a Pap test, chlamydia test or mammogram.

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



# Access your health, on your schedule

Register for a portal account today at [www.MHSIndiana.com](http://www.MHSIndiana.com).

You can do the following:

- See your health information online, 24/7
- Complete your health needs screening (earn rewards!)
- View all family members' information under one account
- Choose or change each family member's doctor
- Contact MHS Member Services
- See if you're up to date on your preventive care (earn rewards for annual visits!)
- See your prescription history, get drug prices and find a pharmacy

If you need help registering, please call the portal helpline at **1-866-912-0327**. You can call from 8 a.m. to 5 p.m. Monday through Friday. You can find more helpful tools at [www.MHSIndiana.com](http://www.MHSIndiana.com):

- Find a doctor, hospital or other service provider
- MHS' Health Library with over 4,000 health topics, available in English and Spanish
- Member materials, such as a copy of your handbook



## Always carry your member ID card

Your member ID number is what links you to your healthcare benefits. It is printed on the front of your member ID card. Always keep your card on you. Show it every time you get care at a doctor's office or go to the pharmacy. Learn more at [www.MHSIndiana.com/id](http://www.MHSIndiana.com/id).

## Member survey

**Every year, MHS sends our members a survey** to see how happy you are about our service. Your answers help us make our services better.

Results for 2016 show that most MHS members:

- Like their MHS doctors and specialists
- Believe their doctors listen to them
- Feel they get the care they need
- Feel they get good customer service from MHS

We would like to thank those members who got a survey, filled it out, sent it in and told us what they think. Our next survey will go out in March. If you get a survey, please fill it out! We value your opinions.

MANAGED HEALTH SERVICES  
1099 North Meridian Street  
Suite 400  
Indianapolis, IN 46204-1041  
**1-877-647-4848**  
**www.MHSIndiana.com**

PSRST STD  
U.S. POSTAGE  
PAID  
Stevens Point, WI  
Permit #422

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 from 8 a.m. to 8 p.m. Monday through Friday at 1-877-647-4848 (TTY/TDD 1-800-743-3333). Learn more at MHSIndiana.com.

Published by Manifest © 2016. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. The information in this publication is intended to complement—not take the place of—the recommendations of your healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.



0117.MA.M.NL.1

# How long is too long to wait?

**MHS wants you to get care when you need it.** We are working hard to build a network of providers that works for you, and our network keeps growing. But sometimes you will still need to wait to see a provider. We use the state's standards for appointment wait times. Please call MHS Member Services if you have a question or concern about the appointment wait time at your doctor's office. Here is how long it should take to get an appointment with your doctor:

- Routine visits for adults (checkups, shots): within three months
- Routine visits for children (checkups, shots): within one month
- Urgent visits (very sick): within 24 hours
- Non-urgent visits (a small problem): within 72 hours
- Wait time in the waiting room: one hour or less

## WE PROTECT YOUR PERSONAL INFORMATION

MHS has privacy and security processes to protect your oral, written and electronic health information. It is your right and our responsibility. You can read the complete Privacy Notice in your Member Handbook or on our website. If you would like a printed copy, please contact Member Services. You can ask for a copy to be mailed to you.

## Get smart: Know when antibiotics work

If you have just filled a prescription for an antibiotic, **READ THIS IMPORTANT INFORMATION:**

- Take it exactly as your medical expert tells you.
- Do not skip doses.
- Do not share it with others.
- Finish the prescription even if you feel better.
- Do not save it for later.

Why is this checklist so important? Using an antibiotic the wrong way can make infections stronger and harder to treat. You can prevent this problem by getting smart about antibiotics. Take antibiotics the right way. For more information, call **1-800-CDC-INFO** or visit **www.cdc.gov/getsmart/community**.

Do you know your  
MemberConnections®  
representative?

**MemberConnections** is an outreach team of MHS staff who can help you understand your health coverage and other community resources. They can provide educational services in your home or over the phone. They will help you build a relationship with your doctor, understand your benefits and get care as quickly as possible.

MemberConnections can help with transportation, food, shelter or other health programs. The team also plans fun events like MHS Baby Showers and Healthy Celebrations. You can call **1-877-647-4848** and ask to talk with a MemberConnections staff member.



## Meet Marie Anaya-Cross

Marie is a MemberConnections representative who has been with MHS for 16 years. She is based in MHS' Merrillville office and serves members in the northern part of the state.

### **What is your favorite part about your job?**

There are many favorite parts of my job! I love helping members get the services they need. For example, if they need transportation to an appointment, we offer unlimited rides to and from provider visits, so I can assist them in scheduling a ride.

Members may need clothing, food or help with their gas bill—we can refer members to the services in their community and get them the help they need. What makes my job rewarding is when members call back and say thank you and that they were able to utilize the referrals.

We host Healthy Celebrations, where members are seen by their provider. Afterward, they get to enjoy snacks, receive a goody bag and play games. To see the

smiles on their faces is a big plus. Educating members at events is a rewarding experience because they don't always realize all the great programs MHS offers.

### **What are you working on now?**

Today I'm going to an enrollment event at Gary City Hall to help attendees learn more about health insurance programs and how to sign up. I'm currently scheduling Community Influencer meetings, Healthy Celebrations, Baby Showers and community presentations.

### **What do you wish members knew about your job?**

I wish our members and providers knew how valuable MemberConnections are and how we truly care about their needs, questions and concerns. We are here for them, and we want to help!

### **What do you like to do outside of work?**

I am a mother of six beautiful children and have 10 grandchildren and two great-grandchildren. Any free time I may have, I spend with my family and close friends.



## MHS Health Library

Do you have questions about your symptoms or how to take your medication, or want to know more about a health condition? Visit the online MHS Health Library at [www.MHSIndiana.com/health](http://www.MHSIndiana.com/health). The MHS Health Library can help you learn more about your medical needs or questions. More than 4,000 health topics are covered in both English and Spanish. By helping you stay educated about your health, we help you stay in control of your health.

## We can help you better **manage your health**

MHS has several Case Management programs that can add to the quality of your care and help to improve your health. Our Case Management team of nurses, social workers and behavioral health specialists will work with you and your doctor and caregiver. MHS case managers are here to:

- Explain your benefits
- Help you find doctors and other healthcare providers
- Help you get services covered by your plan, such as medical equipment or home healthcare
- Find resources in your community

Case Management is not required, but it is a covered health benefit. Interested? You or your caregiver can get additional information or start the referral process by calling **1-877-647-4848** and asking for Case Management.



## Quit using tobacco— and earn rewards

The Indiana Tobacco Quitline is a free phone-based counseling service that helps smokers quit. You will get coaching, resources and support from a trained quit coach. You can call **1-800-QUIT-NOW (1-800-784-8669)** or ask your doctor to refer you. Plus, you will earn \$20 in CentAccount rewards for signing up!

As an MHS member, you also qualify for aids to help you quit, such as nicotine gum, lozenges and patches. Talk with your doctor about getting a prescription.

If you smoke and are pregnant, it's not too late to quit. Quitting now can make a big difference in your baby's life. The Quitline has a special program just to help pregnant women. Call **1-800-QUIT-NOW**.