



Earn rewards for healthy behaviors

Get insured. Get healthy. Get rewarded. Get More with MHS! Did you know about all the rewards you can earn with the MHS CentAccount Healthy Rewards program? You can earn rewards for completing a health needs assessment and staying up to date on preventive care. You can use your rewards at CVS, Walmart, Meijer, Rite Aid, Dollar General and Family Dollar to buy things like healthy groceries, baby and personal items as well as over the counter drugs like cough medicine and pain relief. HIP members can also use their rewards to pay their monthly POWER Account Contribution.

New this year! We have added these rewards:

- \$15** – For new members who create a secure portal account and use it to choose their doctor in the first 30 days of being an MHS member
- \$20** – For an annual dental visit (ages 1-20)
- \$20** – For enrolling with the Indiana Tobacco Quitline at **1-800-QUIT-NOW**

If you have never earned a reward, get started today! Call the CentAccount information line at **1-877-259-6959** or visit **mhsindiana.com/centaccount**.

Find out more about your pharmacy benefits

Did you know that you can review pharmacy benefit information on our website and the secure member portal? You can find a complete list of preferred medications, find a pharmacy, view copay amounts and see other important information. Check it out at **mhsindiana.com**. Choose your plan and click on Benefits and Services and then Pharmacy.



Do you get your regular diabetes tests?

If you have diabetes, the best thing you can do is work closely with your doctor. And schedule these tests at least once each year, or as recommended by your doctor:

- **The A1c (HbA1c) blood test** shows how well you have controlled your blood sugar over the past few months.
- **A LDL-C cholesterol blood test** measures the “bad” fats in your blood. The bad fats can cause heart disease.
- **A urine screening test** makes sure your kidneys are working well. Diabetes can lead to kidney failure.
- **A vision test** will check for signs of eye diseases that can occur with diabetes. This needs to be a retinal exam.
- People with diabetes should also have their feet checked at every exam.

Choose your MHS doctor right away

MHS cares about you having a successful medical home. That begins with choosing MHS doctors for you and your family. As an MHS member, you get to choose the doctor you want. He or she will help manage your healthcare, and help you get the services your family needs.

It's important that you choose the doctor you want within 30 days of becoming an MHS member. If you don't, MHS will choose a doctor for you.

How to choose your MHS doctor:

First, find a list of doctors in your area.

- Go online at mhsindiana.com/find-a-provider.
- Or call MHS Member Services at **1-877-647-4848** and ask for a list.

Next, pick your doctor from the list.

Last, tell us! You can tell us one of two ways:

- Choose your doctor through the Secure Member Portal at mhsindiana.com/login. New members can earn a reward for doing this!
- Call MHS Member Services at **1-877-647-4848**.

Afterwards, MHS will send you a letter confirming the doctor(s) you chose.

You can choose from the following types of MHS doctors:

- Family practice
- General practice
- Internal medicine
- OB-GYN
- Pediatrician
- Endocrinologist (HIP only)

JUST A THOUGHT...

Many times your doctor orders several blood tests at a time. For some tests your doctor will tell you not to eat or drink at least 8 hours before the test.

If so, it is good to get an early appointment or show up for your lab tests as early as possible in the morning. This way your tests will be right and will not need to be done again.

Dr. Eric A. Yancy

MHS Chief Medical Officer and practicing pediatrician



Helping children prepare to make healthcare decisions

Are you the parent of a tween or teenager? Time flies! Before you know it, your child will be 18 years old and officially an adult. While healthcare choices now are made by a parent or guardian, it is important to begin including your child in those decisions so they can be successful as adults. We want to be sure your child gets the care needed to stay healthy and be active in healthcare decisions.

Before turning 18, your child should:

- Be involved in health care decisions
- Be comfortable talking to the doctor
- Be able to schedule appointments and follow up care
- Understand any health conditions and how insurance works
- Know when to see the doctor, visit urgent care, or go to the emergency room

Talk with your child's doctor about ways to help your child manage his or her health. Doctors who only care for children will continue to provide care up to the ages of 18–21. If your child is now seeing a doctor who only cares for children, it is important to find a doctor who provides adult health care. Before your child takes full responsibility for their health, it is best to schedule an appointment with a new doctor who will meet their adult health care needs. This will give your child time to feel comfortable with a new provider and to make sure any health conditions are stable.

Some children may have special health care needs preventing them from taking full responsibility for their health. In those cases, it is important to ask the doctor's office for any paperwork to remain involved in the child's care after age 18.

If you need help in changing your child's doctor to an adult health care provider, please call Member Services at **1-877-647-4848**.

Viruses or bacteria: What's got you sick?

Antibiotics only treat bacterial infections. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Illness	Usual cause: virus	Usual cause: bacteria	Antibiotic Needed?
Cold/runny nose	•		No
Bronchitis/chest cold (in otherwise healthy children and adults)	•		No
Flu	•		No
Fluid in middle ear (otitis media with effusion)	•		No
Strep throat		•	Yes
Sore throat (except strep)	•		No
Urinary tract infection		•	Yes
Whooping cough		•	Yes

Reprinted from the *Get Smart: Know When Antibiotics Work* program by the Centers for Disease Control and Prevention. Visit cdc.gov/getsmart for more information.

MHS 24-Hour Nurse Advice Line is **here to help**

MHS wants all of its members to have a close working relationship with their primary care doctors. Your doctor is always the best source of advice on how to treat a problem. Your doctor can help you decide if you need to be seen urgently for treatment.

Sometimes you may have a question about a problem that has just come up. Or, you may be unsure if you need to go to the Emergency Room (ER) or if a problem can wait until your doctor's office is open. Sometimes visiting an Urgent Care or Walk-In Clinic is a good option.

MHS has a 24-hour nurse advice line that can help you decide where to go. If you call, a trained nurse will speak with you immediately or call you back in a short time. The nurse can help you decide how serious your problem is and get you the care you need. If the nurse tells you to go to the ER, then co-pays for non-emergent care will not apply to you. When in doubt if you should go to the ER or an Urgent Care clinic, call the 24-hour nurse advice line at **1-877-647-4848**.

Maximize your health

Do you know how to get the most out of your health coverage? MHS is here to help. Maximize Your Health is a free outreach education program focusing on MHS Healthy Indiana Plan (HIP) members. The program offers training on health and financial literacy. It is presented in partnership with the Indiana Minority Health Coalition and the MHS Family Education Network.

Topics include:

- Health literacy
- Understanding how health insurance works
- HIP and POWER account overview
- When and where to get care
- Financial savings through a successful medical home
- CentAccount program and how to earn rewards with MHS

Visit mhsindiana.com/maximize to learn more about this new program and see upcoming events.





Crisis text line offers free, confidential support—any day, any time

Sometimes it can feel too hard to talk about your problems. Sometimes you might feel like you can't talk to your friends, family or your doctor. If you are having a crisis and need someone to help, text **MHS** to Crisis Text Line at **741741**. A trained Crisis Counselor will work with you to look at your situation and find ways to help. It's free and completely anonymous. No one will know who you are. You can text any day, any time.



Know the dangers of lead exposure and how to avoid it

Did you know that the Centers for Disease Control and Prevention (CDC) estimates that almost 14,000 Hoosier children may have lead poisoning? Many more are exposed at lower levels as well.

Lead is a metal. It was once used in things like paint, china, and water pipes. Too much lead can make you, your children, and even your pets sick. Breathing, touching, or eating paint or dust containing lead is the most likely way of being exposed.

The main source for lead poisoning is lead paint in older homes. Many Hoosier homes were built before 1950. Raising and lowering windows turns lead paint into dust. That dust then goes everywhere. It can settle on objects that go in children's mouths. Children may also chew on lead paint because it can taste sweet.

Lead exposure causes injury to many parts of our bodies. This includes the brain and red blood cells. Also, problems occur with the kidney and heart. This can result in permanent damage. Lead exposure can also cause symptoms that you might not even be aware of such as:

- Stomach pain
- Irritability
- Headaches
- Poor appetite
- Sleep problems

The best way to detect lead poisoning is to get a blood level test at ages 1 and 2. Children should be tested up to age 7 if they were never screened or are at high risk. If your child has not had a blood level test please contact your doctor to schedule an appointment. Our Care Management team can help you schedule an appointment. They can also help you with setting up a ride to the appointment.

You can also do things at home to reduce lead's dangers. Wash your child's hands before they eat and go to sleep. Keep house surfaces and toys clean. If you notice paint chips, clean them up right away. Feed your children healthy meals. This includes meals high in iron, calcium and vitamin C.

Find out more in our lead education brochure at mhsindiana.com. Or, you can call MHS Care Management at **1-877-647-4848** ext. **20278**.

Watch out for high blood pressure

High blood pressure can cause serious problems in your heart, in your kidneys and in your eyes. A good level for blood pressure is less than 140/90 for most people, but ask your doctor what a good blood pressure level is for you. You can make a big difference by making little changes every day.

If you have high blood pressure, follow these tips:

- Take medicine just as your doctor tells you to.
- Make sure you see your doctor three to four times a year to have your blood pressure checked and talk about your diet, your medications and other things you can do to lower your blood pressure.
- Eat less fat and salt. Eat more fruits and vegetables.
- Ask your doctor what your weight should be.
- Get active every day.

Call MHS Member Services at **1-877-647-4848** if you need a paper copy of your member handbook, anything in this newsletter, or anything available on the MHS website at **mhsindiana.com**.



Transportation

MHS is excited to announce that now all HIP members get free unlimited transportation to and from doctor visits, the pharmacy after a doctor visit, Medicaid re-enrollment appointments, and certain MHS member events.

Hoosier Healthwise members also get free unlimited rides. Hoosier Care Connect members have transportation services, but will have a \$1 copay each way.

All members need to schedule a ride at least three business days (72 hours) before your doctor appointment.

You can reach MHS' transportation vendor through MHS Member Services at **1-877-647-4848** (TDD/TTY: **1-800-743-3333**). After you are directed to the member prompt, choose "transportation." You can speak to a live transportation representative between 8 a.m.-8 p.m. Monday through Friday. Transportation is scheduled through a message system after hours and on weekends. All messages are returned within one day. Learn more about your transportation benefits on our website.

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.

Published by Manifest © 2017. 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.



0417.MA.M.NL