



Serving Hoosier Healthwise,
Healthy Indiana Plan and Hoosier Care Connect



Hoosier Care Connect **Quick Start Guide**

Welcome to Anthem, your health care company!

We will help you with your Hoosier Care Connect (HCC) benefits so you receive the care you need.

Your *Quick Start Guide* gives you the information you need to start on your health goals. Inside, you'll find out about:

- Benefits and services.
- How to reach us.
- Finding a copy of your member handbook and provider directory.
- Changing your doctor.
- Obtaining medicines and other care.

Your HCC benefits

HCC offers many benefits to help keep you healthy.

These include:

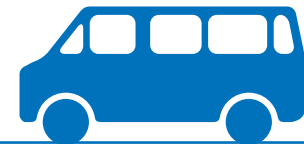
- Doctor and specialist care.
- Hospital services.
- Lab tests and X-rays.
- Behavioral health.
- Home health care.
- Family planning.
- Disease management.
- Emergency/urgent care.
- Dental and vision.
- Nonemergency transportation.



For a full list of benefits, you can find them in your member handbook on [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).

If you need a ride to the doctor or any appointment related to your health care, call 844-772-6632 (TTY 888-238-9816).

You must call at least two business days before your appointment.



Plus, Anthem offers no-cost added benefits to support you every day, such as:

- **\$75 in healthy lifestyle** aids like digital scales and diabetic supplies
- **\$75 in enhanced vision benefits**
- **\$50 in exercise equipment**
- **Gym memberships**, online exercise courses, and home fitness kits
- **\$100 in gas cards** for members in rural areas
- **WW®** (formerly Weight Watchers®) **membership**
- **Boys & Girls Club** memberships for ages 5 to 18
- **Free rides** to the doctor's office, and pharmacy visits after seeing the doctor, Women, Infants, and Children's office, and renewal appointments



Some extras are available through our Benefit Reward Hub at anthem.com/inmedicaid, and others by calling Member Services at 844-284-1797 (TTY 711). Limits may apply.

WW is a registered trademark of Weight Watchers International 2020.

Services that keep you in mind

HCC members with certain needs and conditions can also take advantage of these benefits through Anthem:

- Home visits — support for those with special needs.
- Medication therapy management — to improve the way you take your medicine.
- Bosma services — rehabilitation training for the blind and visually impaired.
- Telehealth services — for those with certain chronic diseases. Call 866-902-1690 to find out more.
- Suicide Prevention Outreach Team (SPOT) — Initiative for adolescents and young adults



Virtual doctor visits 24/7 at no cost to you.

Using LiveHealth Online, Anthem members can visit with a doctor or psychologist day or night through live video from a smartphone, tablet, or computer with a webcam. To access this option for care, you can download the free LiveHealth Online mobile app or go to livehealthonline.com. Choose **Sign Up** to create your LiveHealth Online account.



ages 12 to 26, who are at high risk for suicide or have made a suicide attempt.

We're here to help if you have questions.



You can reach us online or over the phone.

- Log in to your account at anthem.com/inmedicaid to send us a secure message or schedule a call back.
- Call Member Services at 844-284-1797 (TTY 711) Monday through Friday from 8 a.m. to 8 p.m. Eastern time.

Anthem wants to know you better.

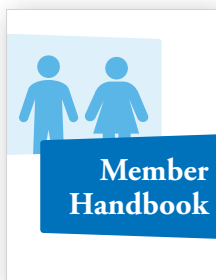
Complete your Health Needs Screening and earn money, too! The screening takes about 5 to 10 minutes and helps us make sure you receive the right care. If you do this in the first 90 days, you'll earn \$10 for store purchases as part of our Anthem Rewards program. Visit anthem.com/AnthemRewards for more details on earning money by staying healthy.



Your member handbook and provider directory

To view your member handbook online:

- Visit anthem.com/inmedicaid.
- Go to *Benefits* at the top and select **Member Materials**.
- Under *Member handbooks and startup guides*, choose **HCC member handbook**.



To find the online provider directory that lists our network providers:

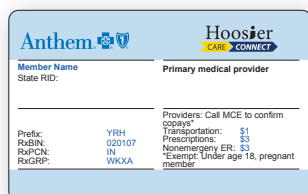
- Go to anthem.com/inmedicaid.
- Select **Find a Doctor**.
- Choose the directory link or the **Search Now** button to find providers.



To have a handbook or directory mailed to you, call 844-284-1797 (TTY 711).

Your member ID card

If you haven't already received your Anthem ID card in the mail, you should have it soon. Your ID card tells you when your benefits start, important phone numbers, and the name of your primary medical provider (PMP). **Be sure to bring your card with you whenever you go to the doctor or pharmacy.**



Your dental and vision benefits

With HCC, members have dental and vision benefits. Dental benefits are managed by DentaQuest. Vision benefits are managed by Superior Vision. Go to anthem.com/inmedicaid to learn more about these benefits. For questions about your dental or vision benefits, call:



- DentaQuest at 888-291-3762 (TTY 800-466-7566).
- Superior Vision at 877-478-7561 (TTY 800-428-4833).

How to change your doctor

You can choose from the large group of doctors who work with our plan. To change your PMP online:

- Go to anthem.com/inmedicaid.
- Select **Find a Doctor** to see PMPs who work with us.
- Log in to your account.
- Choose **Your Account**.
- Select **Change PMP** to make changes.



If you need help changing your PMP, call us at 844-284-1797 (TTY 711).

Preventive care can help you stay healthy

Preventive care is the kind of care you get when you're *not* sick, and includes annual checkups, mammograms, shots, and more. Schedule a checkup with your PMP within your first 90 days, and then once a year.

Care coordination services

You may have conditions that require special care and providers. Our care coordination services will help you meet your physical, behavioral, medical, and social needs. A case manager will help you:



- Figure out your care plan.
- Answer your questions.
- Secure a ride to the services you need.
- Coordinate with your doctors and support system.

If you think you need these services, call Member Services at 844-284-1797 (TTY 711).

Obtaining your medicines

You can have prescriptions filled at pharmacies in your plan. To find a pharmacy:

- Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).
- Select **Find a Doctor**.
- Choose the directory link or the **Search Now** button to find providers.



If you're not sure if your pharmacy is in the Anthem health plan, ask the pharmacist or call Pharmacy Member Services at 833-235-2024 (TTY 711) 24 hours a day, seven days a week. Some HCC members may have a \$3 copay for prescriptions. To learn more about copays and to see the list of drugs covered under your pharmacy benefit (Preferred Drug List), visit [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).



Where to go if you're sick or hurt

For most health care issues, you will see your PMP. You can go to an urgent care center for minor problems if your PMP's office is closed or if you need to see a doctor right away. But if it's a serious or life-threatening emergency, call 911 or go right to the ER. If you're not sure, check the guide below or call 24/7 NurseLine at 844-284-1797 (TTY 711) to talk to a nurse. This is not a comprehensive list.



Urgent care

- Cold, flu, sore throat
- Earache
- Vomiting, diarrhea
- Common sprain
- Minor broken bone
- Minor cuts
- Mild asthma/allergic reactions
- Rash without fever



Emergencies

- Chest pain, difficulty breathing
- Head and eye injuries
- Uncontrolled bleeding and severe cuts
- Coughing or vomiting blood
- Bleeding during pregnancy
- Baby under 8 weeks with fever
- Rash with fever

Plan now for your care later

It's important for others to know how you feel about your health care, especially if you get hurt badly or become too sick to voice your own opinions. That's where **advance directives** come in. An advance directive is a form you fill out and sign. You can get one from your PMP or by calling Member Services.

Stay connected with our mobile app

Download the free Anthem Medicaid app on the App Store® or Google Play™.

Visit us online

Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) to:

- Change your doctor.
- Update your address.
- Find a doctor.
- Find community resources and events.
- View your member handbook or provider directory.
- Learn more about your rights and responsibilities.

Follow us on:  [@facebook.com/AnthemMedicaid](https://www.facebook.com/AnthemMedicaid)

Renew on time

To keep your health care benefits, you may have to renew them periodically. Some HCC members have to renew every three years and will get a letter from the Social Security Administration. Other members may have to renew every year and will get a letter from the state of Indiana. If you get a letter about renewal, you must complete and return any requested information to stay enrolled in HCC. If you have questions about renewing your benefits, call Member Services at 844-284-1797 (TTY 711), and we will connect you with the right resources.



Our Notice of Privacy Practices

This notice tells you how we use and give out medical information about you. It also tells you how to get this information. The notice talks about privacy rules set by the Health Insurance Portability and Accountability Act (HIPAA) and your rights. It's in the member handbook, and online at [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid). You can also call Member Services for a free copy.





Do you need help with your healthcare, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); TTY 711.

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 844-284-1797 (Hoosier Care Connect); TTY 711.

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