



Serving Hoosier Healthwise,  
Healthy Indiana Plan, and Hoosier Care Connect



# Hoosier Healthwise **Quick Start Guide**

# Welcome to Anthem, your healthcare company.

We'll help you with your Hoosier Healthwise (HHW) benefits and provide access to the care you need.

Your Quick Start Guide gives you the information you need to start using your healthcare. Inside, you'll find out about:

- Benefits you have with HHW.
- How to reach us.
- Receiving a member handbook and provider directory.
- Changing your doctor.
- Getting medicines and other care.

## Your HHW benefits

HHW offers many benefits to help keep you healthy.



These include:

- Doctor and specialist care.
- Hospital services.
- Lab tests and X-rays.
- Behavioral health care.
- Pregnancy care.
- Family planning services.
- Disease management.
- Emergency/urgent care.
- Dental and vision care.
- And more.

Plus, don't miss out on the extra benefits Anthem offers to HHW members, such as:

- School supplies and education resources.
- Membership to youth organizations like Boys & Girls Clubs.
- Healthy meals delivered to your home.
- Personal care essentials.
- Asthma relief.
- Tools you can use while pregnant.



Some extra benefits are limited to certain members. Call Member Services at **866-408-6131 (TTY 711)** for details.

For a full list of benefits, see the member handbook or visit [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).



## Have a question?

You can reach us online or over the phone.



- Log in to your account at **anthem.com/inmedicaid** or the Anthem Medicaid mobile app to send us a secure message or schedule a call back.
- Call Member Services at **866-408-6131 (TTY 711)** Monday through Friday from 8 a.m. to 8 p.m. Eastern time.

## Complete your Health Needs Screening and earn money.

The screening takes about 5 to 10 minutes and helps us make sure you have the care you need. If you do this in the first 90 days, we'll give you up to \$30 in gift cards as part of our Healthy Rewards program. Visit **anthem.com/HealthyRewards** for more details on earning money by staying healthy.



## Your member ID card

If you haven't already received your Anthem HHW ID card in the mail, you should receive it soon. Your member 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 drugstore.**

## 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 **HHW 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 Member Services at **866-408-6131 (TTY 711)**.

## Your dental and vision benefits

With HHW, members have dental and vision benefits. Dental benefits are managed by DentaQuest. Vision benefits are managed by Superior Vision. Go to [anthem.com/inmedicaid](https://www.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 **866-866-5641** (TTY **800-428-4833**).



## Want to change your PMP?

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

- Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).
- Select **Find a Doctor** to see PMPs who work with us.
- Log in to your account.
- Select **Your Account**.
- Select **Change PMP** to make changes.

Need help changing your PMP? Call us at **866-408-6131** (TTY **711**).



## Keep your child healthy with Hoosier HealthWatch

Hoosier HealthWatch offers special preventive care for children and young adults up to age 21. This care is called Early and Periodic Screening, Diagnostic and Treatment, or EPSDT, and provides children with the routine checkups and shots they need. You can set up EPSDT visits with your child's PMP, who will track their health and growth and also check for blood lead poisoning if needed.



## Programs for when you're expecting

Pregnant members are enrolled in the New Baby, New Life<sup>SM</sup> program. You'll receive information on taking care of yourself during pregnancy and preparing for your new baby. After giving birth, you'll receive information about caring for yourself and your newborn. We'll also set you up with a case manager if you need extra help. The program also offers:

- Rewards for going to your prenatal and postpartum appointments.
- Tips, appointment reminders, and videos at no cost through **My Advocate<sup>®</sup>** ([MyAdvocateHelps.com](https://www.MyAdvocateHelps.com)) and **Text4baby** ([text4baby.org](https://text4baby.org)).



## Preventive care visits can help you stay healthy

Preventive care is the kind of care you receive when you're *not* sick and includes things like annual checkups, mammograms, and shots. Schedule a checkup with your PMP within your first 60 days and then once a year after that.

## Getting your medicines

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

- Go to **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 network, ask the pharmacist or call Pharmacy Member Services at **833-235-2023 (TTY 711)** 24 hours a day, seven days a week. For the list of drugs covered under your pharmacy benefit (Preferred Drug List), visit **anthem.com/inmedicaid**.



## Need a ride to the doctor or an appointment related to your healthcare?

Call **844-772-6632 (TTY 888-238-9816)**, Monday through Friday from 8 a.m. to 8 p.m. Eastern time.

**You must call at least two (2) business days before your appointment.**



## Where should I go if I'm sick or hurt?

For most healthcare issues, you'll 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 emergency room (ER). If you're not sure, check the guide below or call 24/7 NurseLine at **866-408-6131 (TTY 711)** to talk to a nurse.



### 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

## Stay connected with our mobile app

Download Sydney Health, the free Anthem Medicaid app at the App Store® or Google Play™.



## Visit us online

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

- Change your PMP.
- Update your address (can also report a change at [fssabenefits.in.gov](https://www.fssabenefits.in.gov)).
- Find community resources and events.
- Find a doctor.
- View your member handbook or provider directory.

## Renew on time

To keep your healthcare benefits, you have to renew them every year on the anniversary date of when you joined Anthem. The state of Indiana and Anthem will send you reminders. Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) and choose **How to Renew** for step-by-step details.

## 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 receive 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.





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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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