



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.
- Obtaining 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.
- Pregnancy care.
- Family planning.
- Disease management.
- Emergency/urgent care.
- Dental and vision.
- And more!

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

- Cellphone with free minutes.
- Boys & Girls Club.
- Home-delivered meals (after hospital).
- Pregnancy tests.
- Hypoallergenic bedding.
- Dental hygiene kits.



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.



Have a question?

Reaching us is easy. You can do it 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 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 \$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 ID card

If you haven't already received your Anthem HHW ID card in the mail, you should receive 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 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 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.
- Click on **Your Account**.
- Click on **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 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 moms

Pregnant members are enrolled in the New Baby, New LifeSM 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**[®] (MyAdvocateHelps.com) and **Text4baby** (text4baby.org).



Have preventive care visits to stay healthy

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

Obtaining 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**.
- Click the directory link or the **Search Now** button to find providers.

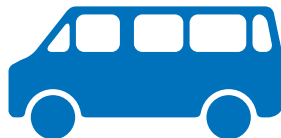
If you're not sure if your pharmacy is in the Anthem network, ask the pharmacist or call Pharmacy Member Services at 833-235-2023 (TTY 711) 24 hours a day, seven days a week. For the list of drugs covered under your pharmacy benefit (Preferred Drug List), visit **anthem.com/inmedicaid**.



Need a ride to the doctor?



Or an appointment related to your healthcare?
Call 844-772-6632 (TTY 888-238-9816).

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 our 24/7 NurseLine at 866-408-6131 (TTY 711) to talk to a nurse.

 Urgent care	 Emergencies
<ul style="list-style-type: none">• Cold, flu, sore throat• Earache• Vomiting, diarrhea• Common sprain• Minor broken bone• Minor cuts• Mild asthma/allergic reactions• Rash without fever	<ul style="list-style-type: none">• 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 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.
- 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.





Serving Hoosier Healthwise,
Healthy Indiana Plan and Hoosier Care Connect

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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