



Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect



Healthy Indiana Plan **Quick Start Guide**

Welcome to Anthem, your healthcare company!

We'll help you with your Healthy Indiana Plan (HIP) 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 HIP.
- Your POWER Account.
- How to reach us.
- Changing your doctor.
- Receiving a member handbook and provider directory.
- Obtaining medicines and other care.

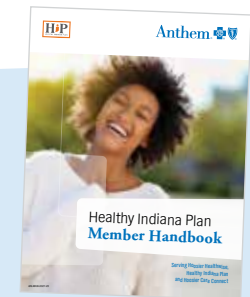
Your HIP benefits

HIP offers many benefits to help keep you healthy.

These include:

- Doctor, specialist, and hospital services.
- Lab tests and X-rays.
- Behavioral health.
- Family planning.
- Disease management.
- Emergency/urgent care.
- And more!

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



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

- Cellphone with free minutes.
- Home-delivered meals (after hospital).
- Pregnancy tests.
- Community Resource Link.
- Health and wellness magazines.
- Nonemergency transportation.
- And more!



Need a ride to the doctor?

Call **844-772-6632 (TTY 888-238-9816)**.



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

Choose HIP Plus to receive more benefits for less money

There are two major types of HIP: **HIP Basic** and **HIP Plus**. With HIP Plus, you receive the best value with more benefits and extras such as:

- Dental and vision care
- Chiropractic (back) services
- Enhanced pharmacy services
- WW® (Weight Watchers) (with a referral from your doctor)
- Gym membership (with a referral from your doctor)
- High school equivalency test assistance



HIP Plus can also cost less. See Your POWER Account for more details.

Your POWER Account

With HIP, every member has a Personal Wellness and Responsibility Account, called the **POWER Account**.

It has \$2,500 you can use to pay for your covered healthcare. If you use all the money in your POWER Account, Anthem begins paying for your care.


If you have HIP Basic, the state puts the entire \$2,500 in your POWER Account. But you pay copays of \$4 to \$8 each time you go to the doctor or receive prescriptions and \$75 for a hospital visit. These can add up quickly.

With HIP Plus, you don't have these copays. You just make a monthly payment to your POWER Account called a contribution. This can be as low as \$1 a month and may cost less than all of the copays.

WW is a registered trademark of Weight Watchers International 2020.

Make a payment to your POWER Account

There are many ways to pay your POWER Account contribution — and it's easy.

- Automatic bank draft — Call Member Services to set up monthly payments.
- Online through Anthem — Register at **[anthem.com/inmedicaid](https://www.anthem.com/inmedicaid)**.
- Mail — Send the invoice coupon with your check or money order to Anthem, P.O. Box 6431, Carol Stream, IL 60197. 
- Online through your bank — Your bank can help you sign up for their online bill pay services.
- MoneyGram — Find locations at **[moneygram.com](https://www.moneygram.com)**. To make a payment, bring your invoice with you and:
 - Your member ID number on your ID card.
 - Company Name: Anthem Healthy Indiana Plan.
 - Five-digit Receive Code: 15204.
- Telephone — Call Member Services to pay by credit card.
- Employer/nonprofit contributions — Your employer or a nonprofit group, like a church or foundation, can pay some or all of your contribution. They can pay online at **[anthem.com/Pay4HIP](https://www.anthem.com/Pay4HIP)**.

Don't have HIP Plus? There's still time.

If you have HIP Basic, you have 60 days from the day you joined Anthem to switch to HIP Plus. Thousands of Anthem members have made the switch — don't wait! Call **866-408-6131** today. Learn more at **[anthem.com/gethipplus](https://www.anthem.com/gethipplus)**.



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](https://www.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 right care. 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](https://www.anthem.com/AnthemRewards) for more details on earning money by staying healthy.



Other HIP programs

Pregnant members are enrolled in the HIP Maternity program with additional benefits for expecting moms. Other members with certain health conditions may be enrolled in HIP State Plans to help them with their healthcare needs. See the member handbook online to learn more.

Your member ID card

If you haven't already received your Anthem HIP 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](https://www.anthem.com/inmedicaid).
- Go to *Benefits* at the top and click on **Member Materials**.
- Under *Member handbooks and startup guides*, click **HIP Member Handbook**.



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

- Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).
- Click on **Find a Doctor**.
- Click 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 HIP Plus, 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 **866-866-5641 (TTY 800-428-4833)**.

*HIP Maternity, HIP State Plans and HIP Basic members who are pregnant or age 19 or 20 also receive dental and vision benefits.



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.
- 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)**.



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 **833-205-6007 (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.

Preventive care can save you money!

Preventive care doesn't cost you anything — it isn't taken out of your POWER Account. Plus, if you have money left in your POWER Account and you have preventive care, it can reduce your POWER Account payments. Visit anthem.com/inmedicaid to find out more.



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 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

Plan now for your care later

It's important for others to know how you feel about your healthcare, especially if you are 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 receive one from your PMP or by calling Member Services.

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 to **anthem.com/inmedicaid**. You can also call Member Services for a free copy.

Visit us online!

Go to **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.
- Pay or view your POWER Account.

 Follow us on: **facebook.com/AnthemMedicaid**

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** and click on **How to Renew** for step-by-step details.

Remember November!



Each year, from November 1 to December 15, is a time called the **Health Plan Selection Period**. During this time, you can choose the health insurance company you want for the upcoming year starting January 1. The good news is, if you want to stay with Anthem, you don't have to do anything. You'll automatically be signed up with Anthem again!

Stay connected with our mobile app

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



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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