

As a Right Choices Program member, you have the responsibility to:



- Build a relationship with your new Anthem PMP within the first 90 days
- Update your caseworker, Anthem, and your PMP when you change your address or telephone number so we can continue to get benefit updates to you
- Provide information (as much as possible) needed by Anthem and our providers so they can properly care for you
- Keep all scheduled appointments; be on time for those appointments, and cancel 24 hours in advance if you can't make an appointment
- Understand your health problems to the best of your ability and work with your doctors to develop treatment goals you both agree on as much as possible
- Follow plans and instructions for care that you agreed to with your Anthem doctor and get all care from your PMP, except for referrals made by your PMP and self-referral services
- Show your Hoosier Health card every time you get care



Right Choices Program
Anthem Blue Cross and Blue Shield
P.O. Box 6144
Indianapolis, IN 46206-6144

1-866-902-1690, option 3
www.anthem.com/inmedicaid

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Right Choices Program



Serving Hoosier Healthwise,
Healthy Indiana Plan and Hoosier Care Connect

Call for free translation/Llame para una traducción sin costo: 1-866-408-6131 (Hoosier Healthwise, Healthy Indiana Plan); 1-844-284-1797 (Hoosier Care Connect); TTY 711.

You have been selected to participate in the Right Choices Program (RCP).

In the Right Choices Program, you'll have access to your own health care providers who will help you manage your overall health care needs. In addition to your personal team of one doctor, called a primary medical provider (PMP), one pharmacy and one hospital, you'll also have access to a case manager at Anthem Blue Cross and Blue Shield. A pharmacist, doctor or social worker at Anthem may also participate in your care plan. This team of experts will be working with you to help you use your health care services the right way to help you feel better.

Why was I selected for the Right Choices Program?

Anthem Blue Cross and Blue Shield wants you to be as healthy as possible. One of the best ways to help you do this is to make sure you have just one PMP. If you have one PMP, your doctor can help take better care of you because he or she will know about all your treatments and medicines.

What do I do next?

After you get your Initial Notification letter, you have ten (10) calendar days to choose your RCP providers. You must notify the RCP Administrator at Anthem, either by phone or in writing, of your choice of one (1) PMP, one (1) pharmacy and one (1) hospital. The hospital

must be one where your PMP has privileges to practice and one that your PMP prefers to use for your care. If you don't notify us with your choices within ten (10) calendar days, your providers will be chosen for you based on your past provider relationships. If you don't respond to your Initial Notification, you may only change your PMP one (1) time while enrolled in the RCP.

To tell the Anthem RCP Administrator your choices:

Call (toll free)

1-866-902-1690 and
choose option 3

OR

Send a letter to:

Anthem RCP Administrator
P.O. Box 6144
Indianapolis, IN 46206-6144



If you're currently seeing a specialist, or you have an upcoming initial appointment with a specialist, you must tell your PMP so that he or she can make a referral to the specialist and send a copy of the referral to the RCP Administrator. You don't need a referral for behavioral health, dental, podiatry, ophthalmology/optometry care and waiver services unless you'll be getting prescriptions from a pharmacy.

How do I get out of the Right Choices Program?

If you've followed your treatment plans, you may be removed from the RCP. Your health care providers will review your case and decide if you should stay in the program.

What happens if I use unauthorized services?

Your provider must always tell you before providing a service that is not covered by Indiana Health Coverage Programs (IHCP). If you are informed up front that Medicaid will not pay for services, you may be asked to sign a waiver for those particular services on that particular day, and you may be responsible for those charges.

What if I disagree with being chosen for the Right Choices Program?

If you disagree, you have 30 calendar days from the date of this letter to appeal in writing to Anthem at:

Anthem
Right Choices Program/Appeals
Anthem Blue Cross and Blue Shield
P.O. Box 6144
Indianapolis, IN 46206-6144

Be sure to include a copy of your Initial Notification letter with your appeal. If you're not satisfied with Anthem's response, you may appeal in writing to:

FSSA Hearings and Appeals Section, MS-04
Indiana Family and Social
Services Administration
402 W. Washington St., Room E-034
Indianapolis, IN 46204-2773

We think this is an important benefit that will help you better manage your health care. If you have any questions about the Right Choices Program, please call 1-866-902-1690 (option 3) and ask to speak to an RCP Administrator or your assigned case manager.