



## Right Choices Program

✉ Anthem Blue Cross and Blue Shield  
P.O. Box 61599  
Virginia Beach, VA 23466

☎ 866-902-1690, option 1

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



# Right Choices Program

Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

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

- Build a relationship with your PMP within the first 90 days.
- Update the Division of Family Resources (DFR), 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 member ID card every time you get care.



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); 833-412-4405 (Indiana PathWays for Aging); 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); 833-412-4405 (Indiana PathWays for Aging); TTY 711.

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

In the Right Choices Program (RCP), you'll have access to your own healthcare providers who will help you manage your overall healthcare needs. In addition to your personal team of one doctor, called a primary medical provider (PMP), and one pharmacy, you'll also have access to a case manager at Anthem. 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 healthcare services the right way to help you feel better.

## Why was I selected for the Right Choices Program?

Anthem 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 they will know about all your treatments and medicines.

## What do I do next?

After you get your Initial Notification letter, you have 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 PMP and one pharmacy.

If you don't notify us with your choices within 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 letter, you may only change your PMP one time while enrolled in the RCP.

## To tell the Anthem RCP Administrator your choices:

Call (toll free) **866-902-1690** and choose **option 1**.

OR

## Send a letter to:

Anthem RCP Administrator  
P.O. Box 61599  
Virginia Beach, VA 23466

If you're currently seeing a specialist, or you have an upcoming initial appointment with a specialist, you must tell your PMP so they 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, or 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 healthcare providers will review your case and decide if you should stay in the program.

## What happens if I use a provider that is not one of my RCP providers?

You should only use your RCP-approved providers. Using a provider that is not one of your RCP providers is considered a non-covered service. 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 non-covered IHCP 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 60 calendar days from the date of your notification letter to appeal in writing to Anthem at:

## Right Choices Program/Appeals

Anthem Blue Cross and Blue Shield  
P.O. Box 61599  
Virginia Beach, VA 23466

Be sure to include a copy of your Initial Notification letter with your appeal. Anthem will make a decision within 30 days. If you're not satisfied with Anthem's response, you may appeal to the State in writing to:

## Office of Administrative Law Proceedings

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 healthcare. If you have any questions about the Right Choices Program, please call **866-902-1690 (option 1)** and ask to speak to an RCP Administrator or your assigned case manager.

