



Healthier Together:
Building Stronger Communities Through Outreach

2024 IHCP Works Annual Seminar

Presented by: Amy Kerr

Providing health coverage to Indiana families since 1994

Agenda

- Who Is MDwise?
- Community Outreach
- MDwise Rewards
- Member Programs
- MDwise Events
- Resources



MDwise Mission and Vision

Who Are We?

MDwise is your provider-led, local, Indiana-based nonprofit health care company. Our parent organization, McLaren Health Care, is a nonprofit integrated health system that believes all Indiana families should have access to high-quality health care regardless of income.

What Is the MDwise Mission?

MDwise provides high-quality, affordable health care services and improves the well-being of our members by bringing together exceptional employees, community leaders and health care professionals.

What Is the MDwise Vision?

MDwise strives to be the most influential, trusted choice in health plans by doing what is best for the communities we serve.

MDwise Values



Trust

We trust each other and act with integrity. We are authentic, empowered to act and communicate openly with candor and caring. We make decisions for the greater good. We earn the trust of those we serve through transparency and accountability. We are dependable – a promise made is a promise kept.



Innovation

We continuously improve to be easier to do business with. We challenge the status quo, generate ideas, collaborate, value diversity and demonstrate agility. We are courageous, learn from experience and adjust quickly.



Excellence

We make sound decisions and deliver quality programs with precision. We are subject matter experts and perform at our full potential by working as a team.



Stewardship

We are mission-driven. We are entrusted as stewards of a company that serves members, associates, customers, business partners and our community. We care deeply about each other and all stakeholders. We are privileged to take care of our members and treat every dollar as if it were our own. We are efficient, set priorities and ensure our processes add value to enhance the member experience.



Leadership

We are industry thought leaders and advocates. We take initiative, are accountable for results and empower those around us to be their best. We roll up our sleeves and dig in to help. We lead by example.

Community Outreach



Community Outreach Overview

- Community outreach is a strategic approach that we use to engage with and support the communities we serve. This not only helps build trust and loyalty but also fosters a positive social impact.



Community Engagement Specialists

Who are we?

- We are a team of six (6) individuals with dedicated regions in the state. The team is led by Rachel Maxey, the Community Engagement Manager.

What do we do?

- Educate Members
- Partner on Community Events
- Engage with Providers and Members
- Host MDwise Events



Community Partners

Statewide Partners

WIC
WorkOne
Indiana Department of Health
Indiana Immunization Coalition

Central

Minority Health Coalition
Good Samaritan Network of Hamilton County
Healthy Families
Indiana Latino Expo
United Way of Central Indiana

[Helping Neighbors Improving Health- Community Partners](#)

Additional Community Partners

Northwest	Northeast
<p>Covering Kids and Families Gary Neighborhood Services Community Healthnet Edgewater Health</p>	<p>United Way Wells County Boys & Girls Club Muncie Broadway Christian Parish Elkhart County Hispanic Health Coalition Elkhart County Minority Health Coalition Brightpoint</p>
Southwest	Southeast
<p>Catholic Charities Terre Haute Little Lambs of Evansville PACE Community Action Agency Vanderburg School Corporation</p>	<p>ICAP- Interlocal Community Action Program Meridian Health Services Healthy Families Scott County Health Department</p>

Ways We Partner

Table Days

- Providers Offices
- Resource Table
- Informational Flyers
- Benefit Education

Wellness Chats

- Educate members on wellness benefits and member rewards

Educational Workshops

- Partner with providers' offices to educate members on benefits and health screenings

More Ways We Partner

Volunteer Initiatives

- Food Pantry
- Fairs
- Shelters

Back on Track School Events

- Vaccines
- School supplies
- Incentives

Sponsorships/ Partnerships

- Hospitals
- Doctor offices
- Non-profits
- Community Based Organizations

Health and Wellness Programs

- YMCA

How To Partner With Us

- If you are interested in partnering with MDwise for your community event, need MDwise materials or would like to connect with the community engagement representative in your region, please email the team at communityengagement@mdwise.org.

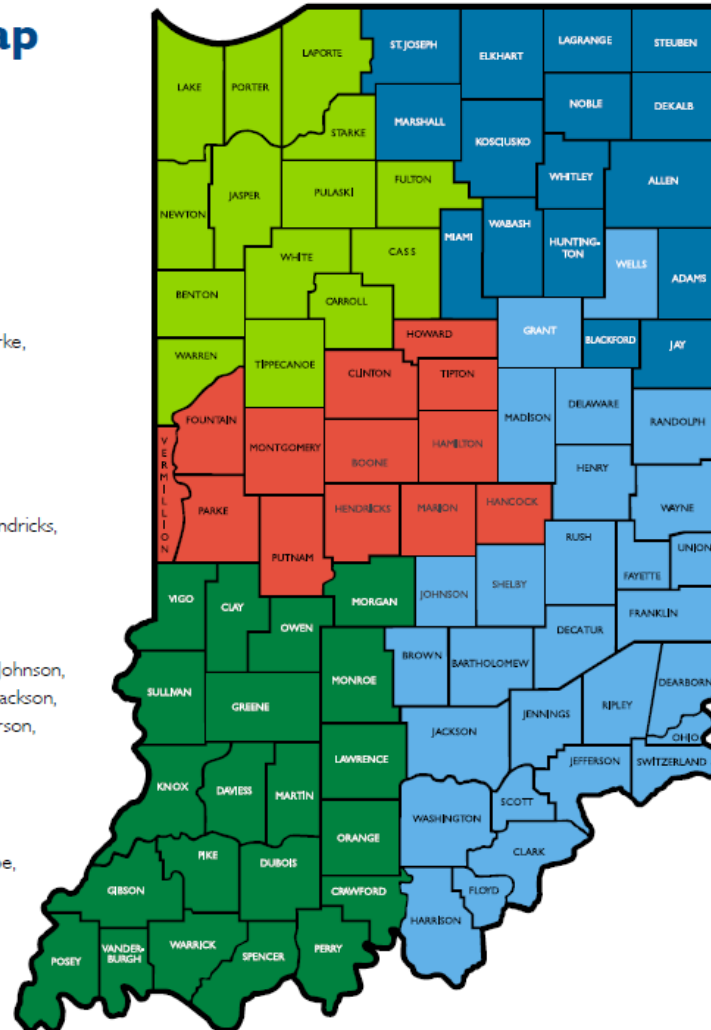


Community Outreach Map

➤ Find resources and contact information under the Events tab on our website. [Events](#) | [MDwise](#)

Community Outreach Map

- Celia Reyes** | creyes@mdwise.org
Northeast Region: St. Joseph, Elkhart, Lagrange, Steuben, Marshall, Kosciusko, Noble, Dekalb, Whitley, Allen, Miami, Wabash, Huntington, Adams, Blackford, Jay.
- Autumn Slaughter** | aslaughter@mdwise.org
Northwest Region: Lake, Porter, Laporte, Newton, Jasper, Pulaski, Starke, Fulton, Benton, White, Cass, Warren, Tippecanoe, Carroll.
- Mia Turner** | mturner@mdwise.org
Freida Quarles | fquarles@mdwise.org
Central Region: Fountain, Montgomery, Vermillion, Parke, Putnam, Hendricks, Howard, Tipton, Hamilton, Marion.
- Marla Asberry** | masberry@mdwise.org
East/southeast Region: Madison, Delaware, Randolph, Henry, Wayne, Johnson, Shelby, Rush, Fayette, Union, Franklin, Decatur, Bartholomew, Brown, Jackson, Jennings, Ripley, Dearborn, Ohio, Switzerland, Washington, Scott, Jefferson, Clark, Floyd, Harrison, Grant, Wells.
- Amy Alexander** | aalexander@mdwise.org
Southwest Region: Vigo, Clay, Owen, Morgan, Sullivan, Greene, Monroe, Knox, Daviess, Martin, Lawrence, Orange, Crawford, Perry, Spencer, Dubois, Pike, Gibson, Posey, Vanderburgh, Warrick, Spencer, Perry.



DR-05-2024-12828/HHW-HIPP0775 (5/24)

Community Events



BACK on TRACK HEALTH FAIR

Free Kids Activities!

Free Meal!

Get your kids up to date on shots to keep them healthy. Ages 4-18.

Free School Supplies!

Free Lead Testing!

Wednesday, May 8, 4-7 p.m.

Sheridan Elementary School
24795 Hinsley Road
Sheridan, IN 46069

Use Code **IN18861** to register for the vaccine event by scanning QR code on right hand side or going to this website: <https://patients.vaccare.com/registration/>

Learn more or get transportation help at MDwise.org/BackOnTrack or 800-356-1204



TeamSmile
To Provide Children in Need With a Life-Changing Dental Experience Through The Power of Sports.

You have moved away from the TeamSmile website. This is the site TeamSmile uses to register for upcoming events.

TeamSmile and the Fort Wayne Tin Caps

When: Thursday, June 13, 2024
8:00 AM

Location: Parkview Field, 1305 Easting St, Fort Wayne, IN 46802

Phone: 317.233.1822

Registration: 3.3.2024-03/23/2024

Registration

- Colgate Team Members - Volunteers that are from Colgate ONLY
- Dental Assistant
- Dental Assistant Student
- Dental Faculty - Faculty that will be attending to supervise their students.
- Dental Students - D1, D2, D3, D4 students
- Dental Roles Include: Exams, X-Ray Review, Treatment
- General Volunteers

TeamSmile is excited to meet each of you at George Fox University on Friday, September 27! Without the help of generous volunteers, our programs would not be possible.

Please complete the [Volunteer Liability Waiver](#).

MDwise Rewards



MDwise Rewards Overview

- Every MDwise member can earn their own points!
- Members are automatically enrolled.
- Members can earn gift cards for things like groceries, gas, clothing and gym memberships to get needed care.
- [MDwise.org/mdwiserewards](https://www.mdwise.org/mdwiserewards)



Getting Started

How to sign up for the myMDwise Member Portal

- Members will need their member ID card and email address
- Go to MDwise.org/myMDwise and click “Log into myMDwise”
- Members will be guided through the process

Download the App

- Members can manage their health care on the go with the myMDwise mobile app
- Go to your phone’s app store, then search for “MDwise” and download

Member Login

Username

Password

Submit

[Create Member Account](#)

[Forgot your username or password?](#)



How HIP Members Can Earn Rewards Points

Action	How often	Number of Points	Details
Join myMDwise at MDwise.org/myMDwise	1 time	10 Points	This allows us to communicate with you online. You must provide an email address.
Flu Shot	1 time each year	10 points	Adults should get a flu shot every year. Talk to your doctor about getting your annual flu shot.
Annual Physical Exam	1 time each year	20 points	Ages 18+. Call your doctor's office to schedule this important exam once a year.



- Read about all the ways to earn points on our website:
- [MDwiseREWARDS | Healthy Indiana Plan | MDwise](#)

Member Rewards – Healthy Indiana Plan

Reward Options

If you have Earned	Amount of Gift Card	Gift Card Choices
10 Points	\$10	Subway AMC Movie Theatres
25 Points	\$25	Kroger, Walgreens Target, Amazon
50 Points	\$50	Kroger Grocery* Kohl's
75 Points	\$75	Choose three \$25 gift cards or a \$50 and \$25 gift card
100 Points	\$100	Choose two \$50 gift cards or a combination to equal \$100

➤ Find this information and the rules at this link: [HIP Rewards Flyer](#)

How HHW Members Can Earn Reward Points

Action	How often	Number of Points	Details
Join myMDwise at MDwise.org/myMDwise	1 time	10 Points	This allows us to communicate with you online. You must provide an email address.
Flu Shot	1 time each year	10 points	All persons 6 months and older should get a flu shot every season. Talk to your doctor about getting your annual flu shot.
Well-child exams	7 visits in the first year of life	10 points each visit	Newborn members: Schedule visits at 2-5 days, 1, 2, 4, 6, 9 and 12 months.
Lead Test (6 months-2 years)	3 visits between the 1 st and 2 nd birthday	10 points each visit	Completing first test between ages 6 months-2 years: Talk to your doctor about getting this important test at age 1 and age 2.



- Read about all the ways to earn points on our website:
- [MDwiseREWARDS for Hoosier Healthwise | MDwise](#)

Member Rewards – Hoosier Healthwise

Reward Options

If you have Earned	Amount of Gift Card	Gift Card Choices
10 Points	\$10	Subway AMC Movie Theatres
25 Points	\$25	Kroger, Walgreens Target, Amazon
50 Points	\$50	Kroger Grocery* Kohl's
75 Points	\$75	Choose three \$25 gift cards or a \$50 and \$25 gift card
100 Points	\$100	Choose 4 \$25 or two \$50 gift cards or any combination to equal \$100

➤ Find this information and the rules at this link: [Hoosier Healthwise Rewards Flyer](#)

Member Programs



What Programs Do We Offer?

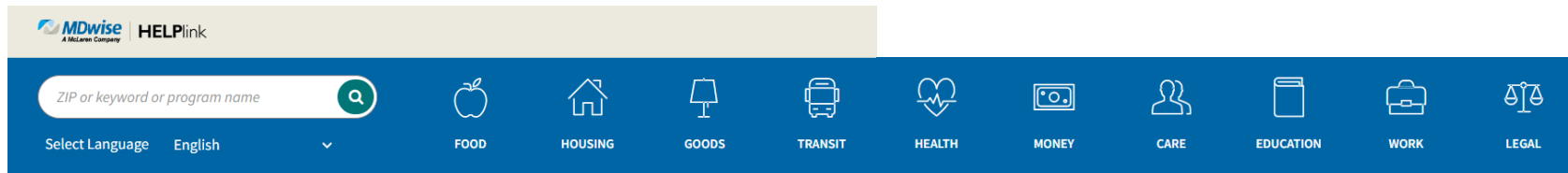
- MDwise offers special programs to help members stay healthy. Below are some of the programs we offer to our members.



HELPlink



- [HELPlink](#) is an MDwise program that connects members to various organizations in their community. You will find partners in the areas of :
 - Education
 - Finding a Job and Job Training
 - Child Care
 - Housing and Utilities
 - Food
 - Pregnancy
 - And many more at the link [MDwise Get Help](#)



Highlighting a Few Member Programs

SAVEwise

- Provides members with exclusive perks!
 - Local Coupons
 - eTickets
 - Movie Showtimes
 - Holiday Offers

RENTwise

- Provides rental assistance to MDwise members who are at risk of eviction.

DRIVEwise

- Helps members who have lapsed, suspended or revoked Indiana driver's licenses and need help with reinstatement costs.

More Member Programs

RIDEwise

- For some members, MDwise covers transportation to doctor, dental and clinic appointments. Schedule transportation at (800) 356-1204.

WORKwise

- Members receive employment training services in partnership with Midwest Urban Strategies.
 - Job Interview Training
 - Resume Writing Skills
 - Education
 - Skills Tests and more

NURSEon-call



- Members have access to a Registered Nurse 24/7 by calling (800) 356-1204 or by filling out the [form online](#).
- We also offer a library of over 100 videos to watch for your medical reference.

NURSEon-call Online Form

If you have a health or medical question, please complete the form below.

For general information about a health care topic, please use the email option. A nurse will evaluate your request and send an email reply with relevant information within 24 hours. This email service is not intended to diagnose or treat any disease.

If you would like to speak to a nurse about a specific medical question, please use the phone option. A nurse will call you back at the number specified.

If you are experiencing a medical emergency, please dial 911. Always consult with your physician about your individual health care needs and treatment options.

Health Info Request Form

E-mail Health Info Request
 Phone Callback Request

First Name:

Last Name:

Date of Birth:

E-mail Address:

Gender: Male Female

What is your question for the nurse?

MDwise Events



Upcoming Events

- Upcoming Events

- Use the link above to search for local events that you, too, can be a part of and help better the lives of our members and your patients.

THU
24
OCT
2024

Fall Health Fair - Washington High School

4:00 PM - 6:00 PM
Washington, IN 47501

[Learn More >](#)

SAT
26
OCT
2024

The Minority Health Coalition Community Day

10:00 AM - 2:00 PM
4501 East 32nd Street
Indianapolis, IN 46218

[Learn More >](#)

THU
31
OCT
2024

MDwise Celebration Days at the Indianapolis Zoo- Halloween (Zoo Boo)

10-7pm
1200 W. Washington St.
Indianapolis, IN 46222

[Learn More >](#)

FRI
01
NOV
2024

Lincoln Hills Resource Fair

10:00 AM - 2:00 PM
Tell City, IN

[Learn More >](#)

TUE
12
NOV
2024

Rise Above It - Self-Care – It Starts With YOU!

5:00 AM - 8:30 AM
8112 N 200 W
Fortville, IN 46040

[Learn More >](#)

WED
04
DEC
2024

MDwise Celebration Days at the Indianapolis Zoo- Wildlife Conservation day

10:00 AM - 5:00 PM
1200 W. Washington St.
Indianapolis, IN 46222

[Learn More >](#)

Member Advisory Committee Meetings

- Held virtually and in person by the MDwise member advocates
- Made up of members and community partners
- Share feedback on the health plan to improve services
- Answer our questions and get your questions answered
- These are held across the state on a quarterly basis
- We ask that the member register for the meeting using this link: [Registration Form](#)
- Find the meetings linked here: [Events](#)

Member Success Story



RENTwise Impact by the Numbers

- **RENTwise**

- May 2024

- 8 Members
 - 5 RENTwise checks totaling \$9,531.42

- June 2024

- 6 Members
 - 6 RENTwise checks totaling \$6,725.54

Member Success Story Through RENTwise

- **RENTwise**

- Member lost their job
- Three (3) people in the household: the member and two (2) children
- Asked the Trustee office and their church
- MDwise provided \$2,700.00 to the member

Member Success Story #2

- Member initially called about RENTwise
- She was in her 3rd trimester of pregnancy
- Language and Transportation barriers
- MDwise Care Managers stepped in:
 - Assisted with scheduling an OB/GYN appointment
 - Assisted with transportation to the appointment
 - Assisted in ordering a breast pump
 - Provided Education and Resources



Resources

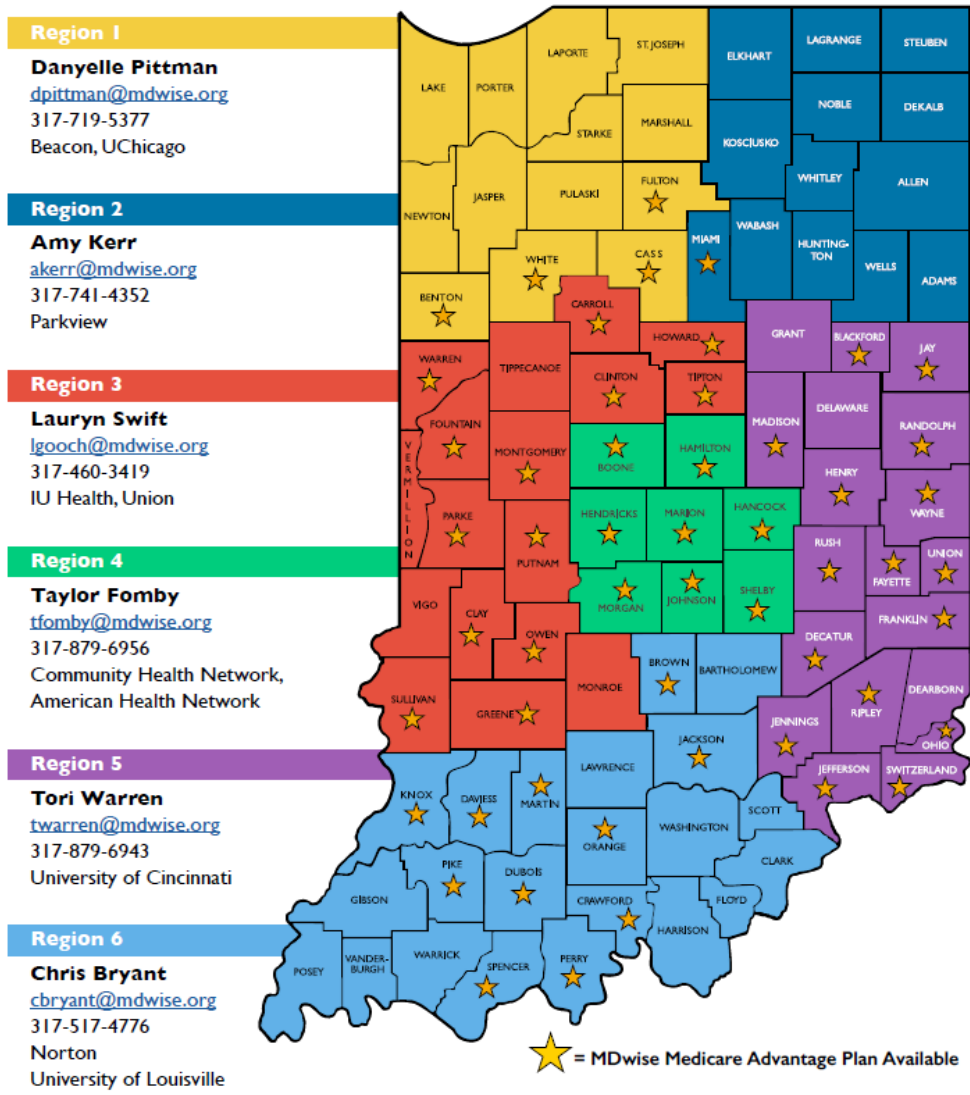


Links and Resources

- [MDwise Website](#)
- [MDwise Provider Manual](#)
- [MDwise Member Manual](#)
- [myMDwise Portal](#)
- [MDwise Rewards](#)
- [MDwise Contact Information](#)
 - [Quick Contact Guide](#)
 - [Provider Relations Territory Map](#)
- [MDwise Events Page](#)
- **MDwise Customer Service: (800) 356-1204**



MDwise Provider Relations Team



MDwise Provider Relations Team (cont)

PROVIDER GROUP REPRESENTATIVES

Tonya Trout

ttrout@mdwise.org

317-766-0505

Provider Groups

Ascension St.Vincent
Franciscan Alliance
Home Health and Hospice
Skilled Nursing Facilities (SNFs)

LaToya Robertson

lrobertson@mdwise.org

317-552-8420

Provider Groups

Federally Qualified Health Centers (FQHCs)
Rural Health Center (RHCs)
Community Mental Health Centers (CMHCs)
Eskenazi Health

LeAnne Ramsey

lramsey@mdwise.org

317-460-4697

Provider Groups

DME and HME
Laboratory Services
Dialysis Clinics
ABA Providers
Out of State Providers

PROVIDER RELATIONS LEADERSHIP

Amanda Deaton

Provider Relations Supervisor

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317-914-5953

Josh Burger

Director of Provider Relations

jburger@mdwise.org

317-460-4510

QUESTIONS?

