



In This Issue

Provider Appreciation	1-2
2021 MDwise Quality Summary.....	3
HIP POWER Account Contribution and Copayments.....	3
Patient-Centered Medical Home	4
Vision Eligibility Form.....	4
2021 Recommended Immunizations	
Children Birth – 6 Years Old.....	5-6
Children 7 - 18 Years Old.....	7-8
Pay For Outcomes.....	9

ProviderLink

2022



Provider Appreciation

MDwise would like to thank each of our providers for taking care of our members with respect and compassion. Thank you so much for doing what you do!

Provider Access Guidelines

In accordance with Office of Medicaid Policy and Planning (OMPP) policy and NCQA standards, MDwise establishes standards and monitors performance to help ensure MDwise members receive timely and clinically appropriate access to providers and covered services. For example, an initial appointment for a member, who is not a pregnant adult, should be within three months from the date the member requests the appointment.

MDwise also follows the OMPP-outlined timeframes for provider follow-up to members. For emergencies and urgent situations, members must be able to reach their Primary Medical Provider (PMP) or designee by phone within 30 minutes, 24 hours a day, 7 days a week. The designee can be a person, or instructions for the member to call 911 if they believe they are experiencing a medical emergency. For non-urgent routine telephone messages, a return call must be made to the member within one working day.

For more information on these access requirements, visit the [Quality page](#) on our website.

Behavioral Health Provider Access Standards

Our behavioral health providers are held to similar access standards as medical providers. Behavioral health care services include mental health and substance abuse services.



You may have heard that Hoosier Care Connect is having a plan selection period. This does not affect patients that have Hoosier Healthwise or HIP health coverage.



MDwise members in these programs don't need to take any action.



Provider Appreciation (continued)

MDwise Hoosier Healthwise and Healthy Indiana Plan

Behavioral health providers should adhere to the following time frames:

- Non-life-threatening Emergency Care within six hours.
- Urgent Care provided within 48 hours.
- Routine Office Visits within 10 working days.
- Provisional access/after-hours care available 24 hours a day.

MDwise performs audits each year per the guidelines established by the State of Indiana, CMS and NCQA. Steps are taken to work with any provider that does not meet access, and performance improvement plans are implemented. Services provided via telemedicine are often useful in meeting these requirements during the public health crisis. If you haven't tried telemedicine, MDwise suggests adding it to your continuum of treatment options. If you have questions regarding behavioral health access standards, reach out to MDwise Provider Relations.



Medically Frail

Medically Frail is a program that may qualify HIP members for enhanced State Plan benefits if they meet specific criteria established by the state involving:

- Complex medical conditions.
- Disabling behavioral health disorders.
- Chronic substance abuse diagnoses.
- Social Security Disability.
- Impairment of specific activities of daily living.

Most members who qualify as Medically Frail are identified automatically through claims processing. Others are identified by a designated team that examines medical and pharmacy records, member interviews, and claims review. State Plan benefits of a Medically Frail designation include:

- Expanded therapy limits.
- MRO services.
- Non-emergency transportation.
- Vision and dental coverage.

Providers may refer members to the MDwise Medically Frail program for assessment or members can self-refer by contacting MDwise customer service at 800-356-1204. For frequently asked questions access the [FAQ Link](#). For the referral form, access the [Referral Form Link](#).



2021 MDwise Quality Program Summary

Areas in which MDwise improved (Measurement Year 2020):

- Lead screening in children.
- Medication management for children and adults with asthma.
- Children needing childhood immunizations.
- Getting children and adults in for follow up after Emergency Room visit or hospitalization for mental illness, alcohol and other substance use.

For children, MDwise is still working to make improvements in 2021:

- Children and adolescents getting well visits and immunizations.
- All babies having a test for lead poisoning at 12 months of age and again at 24 months.
- Children having an annual dental visit.
- Eligible children or adolescents receiving the COVID-19 vaccination.

For adults, MDwise is also working to improve in the following areas in 2021:

- All members, especially pregnant women, quitting tobacco use.
- Getting in for well care and the health screenings they need every year.
- Getting a follow-up appointment within 7 days of a mental health inpatient hospital stay or Emergency Room visit for alcohol and other substance use.

- Members using the Emergency Room wisely.
- Diabetic members getting the tests they need and keeping healthy blood sugar levels and blood pressure.
- Pregnancy care and care after pregnancy in a timely manner.
- Ensure all pregnant women receive a standard screening for depression both during pregnancy and postpartum.
- Eligible adults receiving the COVID-19 vaccination.

MDwise remains committed to improving the quality of care for Hoosiers and the provider experience by supporting the following:

- Quality metrics for reporting.
- A quality focus during provider visits.
- Toolkits to support reporting quality metrics.

HIP POWER Account Contribution and Copayments



Your patients are not responsible for their copays or POWER Account payments during the COVID-19 pandemic. They will receive a 60-day notice before their payments or copays are due.



Patient-Centered Medical Home (PCMH)

The Agency for Healthcare Research and Quality (AHRQ) defines a medical home not simply as a place but as a model of the organization of primary care that delivers the core functions of primary health care.

Five Attributes of a PCMH:

- **Comprehensive Care:** A team focus to meet physical and mental health needs.
- **Patient-Centered:** A respectful approach to include values, norms, cultural and personal preferences at the center of patient care.
- **Coordinated Care:** Connecting caregivers to ensure a broad and collaborative approach to patient care.



- **Accessible Services:** Getting care at the right place, right time and at the right cadence to meet patients' needs and preferences.
- **Quality and Safety:** Continuing to improve on quality and safety by using evidence-based medicine and decision support.

AHRQ's PCMH Resource Center includes free tools, white papers and resource guides about implementing PCMH.

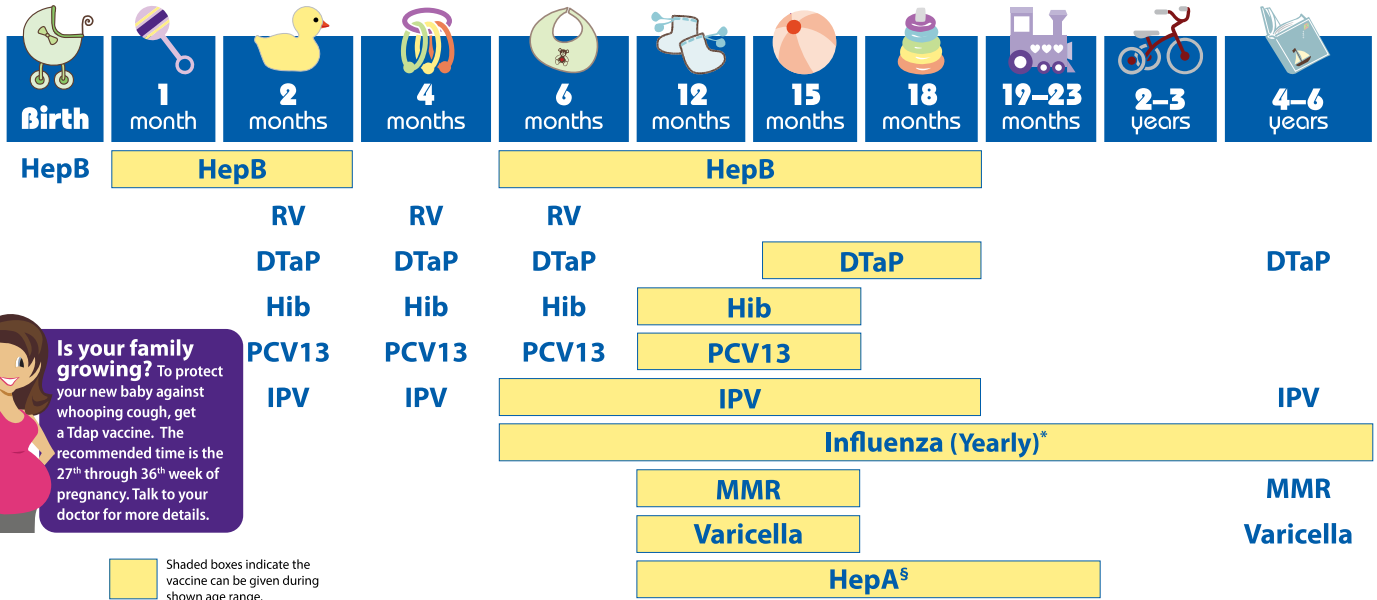
Want to do a deep dive into implementing PCMH? Check out <https://pcmh.ahrq.gov/page/primary-care-practice-facilitation-curriculum>

Source: <https://pcmh.ahrq.gov/page/defining-pcmh>

Vision Eligibility Form

Vision eligibility forms can now be processed via email. You can email the request forms to visioneligibility@mdwise.org. Please allow up to two business days for response. Your responses will be worked on in the order they were received. To avoid duplicate requests, please allow up to the maximum days for response. If you have not received a response, contact our MDwise Customer Service team at **800-356-1204**.

2021 Recommended Immunizations for Children from Birth Through 6 Years Old



Is your family growing? To protect your new baby against whooping cough, get a Tdap vaccine. The recommended time is the 27th through 36th week of pregnancy. Talk to your doctor for more details.

NOTE:
If your child misses a shot, you don't need to start over. Just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

FOOTNOTES:
* Two doses given at least four weeks apart are recommended for children age 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.
§ Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the first dose. All children and adolescents over 24 months of age who have not been vaccinated should also receive 2 doses of HepA vaccine.
If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.

See back page for more information on vaccine-preventable diseases and the vaccines that prevent them.

For more information, call toll-free **1-800-CDC-INFO** (1-800-232-4636) or visit www.cdc.gov/vaccines/parents



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention



American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™

Vaccine-Preventable Diseases and the Vaccines that Prevent Them

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
Chickenpox	Varicella vaccine protects against chickenpox.	Air, direct contact	Rash, tiredness, headache, fever	Infected blisters, bleeding disorders, encephalitis (brain swelling), pneumonia (infection in the lungs)
Diphtheria	DTaP* vaccine protects against diphtheria.	Air, direct contact	Sore throat, mild fever, weakness, swollen glands in neck	Swelling of the heart muscle, heart failure, coma, paralysis, death
Hib	Hib vaccine protects against <i>Haemophilus influenzae</i> type b.	Air, direct contact	May be no symptoms unless bacteria enter the blood	Meningitis (infection of the covering around the brain and spinal cord), intellectual disability, epiglottitis (life-threatening infection that can block the windpipe and lead to serious breathing problems), pneumonia (infection in the lungs), death
Hepatitis A	HepA vaccine protects against hepatitis A.	Direct contact, contaminated food or water	May be no symptoms, fever, stomach pain, loss of appetite, fatigue, vomiting, jaundice (yellowing of skin and eyes), dark urine	Liver failure, arthralgia (joint pain), kidney, pancreatic and blood disorders
Hepatitis B	HepB vaccine protects against hepatitis B.	Contact with blood or body fluids	May be no symptoms, fever, headache, weakness, vomiting, jaundice (yellowing of skin and eyes), joint pain	Chronic liver infection, liver failure, liver cancer
Influenza (Flu)	Flu vaccine protects against influenza.	Air, direct contact	Fever, muscle pain, sore throat, cough, extreme fatigue	Pneumonia (infection in the lungs)
Measles	MMR** vaccine protects against measles.	Air, direct contact	Rash, fever, cough, runny nose, pink eye	Encephalitis (brain swelling), pneumonia (infection in the lungs), death
Mumps	MMR** vaccine protects against mumps.	Air, direct contact	Swollen salivary glands (under the jaw), fever, headache, tiredness, muscle pain	Meningitis (infection of the covering around the brain and spinal cord), encephalitis (brain swelling), inflammation of testicles or ovaries, deafness
Pertussis	DTaP* vaccine protects against pertussis (whooping cough).	Air, direct contact	Severe cough, runny nose, apnea (a pause in breathing in infants)	Pneumonia (infection in the lungs), death
Polio	IPV vaccine protects against polio.	Air, direct contact, through the mouth	May be no symptoms, sore throat, fever, nausea, headache	Paralysis, death
Pneumococcal	PCV13 vaccine protects against pneumococcus.	Air, direct contact	May be no symptoms, pneumonia (infection in the lungs)	Bacteremia (blood infection), meningitis (infection of the covering around the brain and spinal cord), death
Rotavirus	RV vaccine protects against rotavirus.	Through the mouth	Diarrhea, fever, vomiting	Severe diarrhea, dehydration
Rubella	MMR** vaccine protects against rubella.	Air, direct contact	Sometimes rash, fever, swollen lymph nodes	Very serious in pregnant women—can lead to miscarriage, stillbirth, premature delivery, birth defects
Tetanus	DTaP* vaccine protects against tetanus.	Exposure through cuts in skin	Stiffness in neck and abdominal muscles, difficulty swallowing, muscle spasms, fever	Broken bones, breathing difficulty, death

* DTaP combines protection against diphtheria, tetanus, and pertussis.

** MMR combines protection against measles, mumps, and rubella.

Last updated February 2021 • CS322257-A


INFORMATION FOR PARENTS


2021 Recommended Immunizations for Children 7–18 Years Old


Talk to your child’s doctor or nurse about the vaccines recommended for their age. COVID-19 vaccination is recommended for some adolescents.


	Flu Influenza	Tdap Tetanus, diphtheria, pertussis	HPV Human papillomavirus	Meningococcal		Pneumococcal	Hepatitis B	Hepatitis A	Polio	MMR Measles, mumps, rubella	Chickenpox Varicella
				MenACWY	MenB						
7-8 Years	Green	Orange		Purple		Purple	Orange	Orange	Orange	Orange	Orange
9-10 Years	Green	Orange	Green/Blue	Purple	Purple	Purple	Orange	Orange	Orange	Orange	Orange
11-12 Years	Green	Orange	Green	Green	Purple	Purple	Orange	Orange	Orange	Orange	Orange
13-15 Years	Green	Orange	Orange	Orange	Purple	Purple	Orange	Orange	Orange	Orange	Orange
16-18 Years	Green	Orange	Orange	Orange	Purple/Blue	Purple	Orange	Orange	Orange	Orange	Orange

More information: Everyone 6 months and older should get a flu vaccine every year. All 11- through 12-year olds should get one shot of Tdap. All 11- through 12-year olds should get a 2-shot series of HPV vaccine. A 3-shot series is needed for those with weakened immune systems and those who start the series at 15 years or older. All 11- through 12-year olds should get one shot of meningococcal conjugate (MenACWY). A booster shot is recommended at age 16. Teens 16–18 years old may be vaccinated with a serogroup B meningococcal (MenB) vaccine.

 These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.

 These shaded boxes indicate the vaccine should be given if a child is catching up on missed vaccines.

 These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases. See vaccine-specific recommendations at www.cdc.gov/vaccines/hcp/acip-recs/.

 This shaded box indicates children not at increased risk may get the vaccine if they wish after speaking to a provider.



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

American Academy of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

AAFP
AMERICAN ACADEMY OF FAMILY PHYSICIANS

Vaccine-Preventable Diseases and the Vaccines that Prevent Them

Disease	Vaccine	Disease spread by	Disease symptoms	Disease complications
Chickenpox	Varicella vaccine protects against chickenpox.	Air, direct contact	Rash, tiredness, headache, fever	Infected blisters, bleeding disorders, encephalitis (brain swelling), pneumonia (infection in the lungs)
Diphtheria	Tdap* and Td** vaccines protect against diphtheria.	Air, direct contact	Sore throat, mild fever, weakness, swollen glands in neck	Swelling of the heart muscle, heart failure, coma, paralysis, death
Hepatitis A	HepA vaccine protects against hepatitis A.	Direct contact, contaminated food or water	May be no symptoms, fever, stomach pain, loss of appetite, fatigue, vomiting, jaundice (yellowing of skin and eyes), dark urine	Liver failure, arthralgia (joint pain), kidney, pancreatic and blood disorders
Hepatitis B	HepB vaccine protects against hepatitis B.	Contact with blood or body fluids	May be no symptoms, fever, headache, weakness, vomiting, jaundice (yellowing of skin and eyes), joint pain	Chronic liver infection, liver failure, liver cancer
Human Papillomavirus	HPV vaccine protects against human papillomavirus.	Direct skin contact	May be no symptoms, genital warts	Cervical, vaginal, vulvar, penile, anal, oropharyngeal cancers
Influenza (Flu)	Flu vaccine protects against influenza.	Air, direct contact	Fever, muscle pain, sore throat, cough, extreme fatigue	Pneumonia (infection in the lungs)
Measles	MMR*** vaccine protects against measles.	Air, direct contact	Rash, fever, cough, runny nose, pink eye	Encephalitis (brain swelling), pneumonia (infection in the lungs), death
Meningococcal Disease	MenACWY and MenB vaccines protect against meningococcal disease.	Air, direct contact	Sudden onset of fever, headache, and stiff neck, dark purple rash	Loss of limb, deafness, nervous system disorders, developmental disabilities, seizure disorder, stroke, death
Mumps	MMR*** vaccine protects against mumps.	Air, direct contact	Swollen salivary glands (under the jaw), fever, headache, tiredness, muscle pain	Meningitis (infection of the covering around the brain and spinal cord), encephalitis (brain swelling), inflammation of testicles or ovaries, deafness
Pertussis	Tdap* vaccine protects against pertussis.	Air, direct contact	Severe cough, runny nose, apnea (a pause in breathing in infants)	Pneumonia (infection in the lungs), death
Pneumococcal Disease	Pneumococcal vaccine protects against pneumococcal disease.	Air, direct contact	May be no symptoms, pneumonia (infection in the lungs)	Bacteremia (blood infection), meningitis (infection of the covering around the brain and spinal cord), death
Polio	Polio vaccine protects against polio.	Air, direct contact, through the mouth	May be no symptoms, sore throat, fever, nausea, headache	Paralysis, death
Rubella	MMR*** vaccine protects against rubella.	Air, direct contact	Sometimes rash, fever, swollen lymph nodes	Very serious in pregnant women—can lead to miscarriage, stillbirth, premature delivery, birth defects
Tetanus	Tdap* and Td** vaccines protect against tetanus.	Exposure through cuts on skin	Stiffness in neck and abdominal muscles, difficulty swallowing, muscle spasms, fever	Broken bones, breathing difficulty, death

*Tdap combines protection against diphtheria, tetanus, and pertussis.

**Td combines protection against diphtheria and tetanus.

***MMR combines protection against measles, mumps, and rubella.

If you have any questions about your child's vaccines, talk to your child's doctor or nurse.

Last updated on February 2021 • CS322257-B

Pay for Outcomes

Physician Pay for Value (P4V) Program

MDwise is committed to providing high quality, cost-effective health care to our members. By establishing our P4V Program, MDwise will maintain a strong partnership with our PMPs, resulting in improved quality and access to health care services. The goal of the program is to improve access and health outcomes for all members.

Effective January 1, 2019, the MDwise Pay for Outcomes (P4O) Program was replaced with the MDwise Pay for Value (P4V) Program.

MDwise is preparing payments to eligible provider groups for their performance in 2019. The awards for 2020 performance recognized eligible provider groups who performed well on these key measures:

- Well-Child (W34)
- Behavioral Health (FUH)
- Timeliness of Prenatal Care (PPC)
- Pharmacy (GDR-BH)
- Ambulatory Care (AMB)
- Preventive Care (AAP)
- Postpartum (PPC)



Availability of Utilization Management Criteria

MDwise is an NCQA-accredited organization and complies with all NCQA Utilization Management (UM) standards including UM 2 regarding criteria availability. Please remember that if you receive notification of an adverse decision, which includes the determination to deny, modify or reduce the services for which you requested authorization, you may request the clinical guideline or criteria that was applied to make the decision by calling the Medical Management department. The Medical Management staff will work with you to provide you with the guideline or criteria in the method that is most acceptable via fax, email, phone or mail.



1-800-356-1204 or 317-630-2831

Hoosier Healthwise and HIP

MDwise.org/providers



Visit MDwise.org/providers for additional information and tools for providers.



Connect with us!



facebook.com/MDwise



linkedin.com/company/MDwise-inc-



twitter.com/MDwiseInc



[@MDwiseInc](https://instagram.com/@MDwiseInc)