



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 benefits. 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.

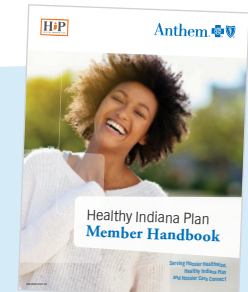
## Your HIP benefits

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 qualifying HIP members, such as:

- Fitness and exercise resources.
- Healthy meals delivered to your home.
- Personal care essentials.
- Community Resource Link.
- Job resources.
- Nonemergency transportation.
- And more.



Need a ride to the doctor?

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



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

## Choose HIP Plus to get 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 services.
- WW® (formerly 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 get 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 2022.

## Make a payment to your POWER Account

There are many ways to pay your POWER Account contribution:

- Automatic bank draft — Call Member Services to set up monthly payments.
- Our Sydney Health mobile app.
- 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 Blue Cross and Blue Shield, 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 member 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 (TTY 711)** today. Learn more at **[anthem.com/gethipplus](https://www.anthem.com/gethipplus)**.



## Have a question?

You can reach us online or over the phone.

- Log in to your account at [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid) or Sydney Health, our free mobile app, 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 care you need. If you do this in the first 90 days of enrollment, we'll give you up to \$30 in gift cards as part of our Healthy 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. 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 get it soon. Your member 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 *Member Resources* at the top and select **Member Materials**.
- Under *Member handbooks and startup guides*, choose **HIP Member Handbook**.



To find the online directory that lists our network providers:

- Go to [anthem.com/inmedicaid](https://www.anthem.com/inmedicaid).
- Choose **Find a Doctor**.
- Select 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](http://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](http://anthem.com/inmedicaid).
- Select **Find a Doctor** to see PMPs who work with us.
- Log in to your account.
- Select **View PMP**.
- Select **Add or 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, shots, and more. Schedule a checkup with your PMP within your first 60 days of enrollment, and then once a year after that.

## Getting your medicines

You can have prescriptions filled at pharmacies in your plan. To find a pharmacy in your plan:

- Go to [anthem.com/inmedicaid](http://anthem.com/inmedicaid).
- Select **Find a Doctor**.
- Choose the **Search Now** button to find a pharmacy.



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](http://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](http://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 emergency room (ER). If you're not sure, check the guide below or call 24/7 NurseLine at **866-408-6131 (TTY 711)** to talk to a nurse.

Urgent care	Emergency room
<ul style="list-style-type: none"> <li>• Cold, flu, sore throat</li> <li>• Earache</li> <li>• Vomiting, diarrhea</li> <li>• Common sprain</li> <li>• Minor broken bone</li> <li>• Minor cuts</li> <li>• Mild asthma/allergic reactions</li> <li>• Rash without fever</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain, difficulty breathing</li> <li>• Head and eye injuries</li> <li>• Uncontrolled bleeding and severe cuts</li> <li>• Coughing or vomiting blood</li> <li>• Bleeding during pregnancy</li> <li>• Baby under 8 weeks with fever</li> <li>• Rash with fever</li> </ul>

## Plan now for your care later

It's important for others to know what you want for your healthcare, especially if you are hurt badly, or become too sick to make your own decisions. That's where **advance directives** come in. An advance directive is a form you fill out and sign. You can get 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 at [anthem.com/inmedicaid](http://anthem.com/inmedicaid). You can also call Member Services for a copy.

## Visit us online

Go to [anthem.com/inmedicaid](http://anthem.com/inmedicaid) to:

- Change your PMP.
- Update your address (You can also report a change at [fssabenefits.in.gov](http://fssabenefits.in.gov).)
- 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](https://facebook.com/AnthemMedicaid)

## Renew on time

To keep your healthcare benefits, you'll need 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](http://anthem.com/inmedicaid) and select **How to Renew** for step-by-step details.

## Remember November



Each year, 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 calendar year. 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 our free Sydney Health mobile 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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