



# 2024 IHCP Roadshow

## Let's Connect!

*Providing health coverage to Indiana families since 1994*

# Agenda

- Who is MDwise
- MProvider Connect
- Quality Initiatives
- Health Equity
- Upcoming Changes
- Resources



# Mission and Vision

## Who are we?

MDwise is your 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.





# MProvider Connect

# Website Landing Page

Link: [MProvider Connect \(mdwise.org\)](https://mdwise.org)

## MProvider Connect

---

The MProvider Connect tool allows registered providers to enroll or request provider demographic updates to our MDwise Provider Enrollment team.

Included are the following online features:

- Request a new provider contract
- Enroll new providers (PMPs, Specialists, Facilities, etc)
- Update existing provider information
- Terminate/disenroll providers
- Track status of requests online

[Login to MProvider Connect >](#)

## Create a New Account

Providers must complete the sign-up process to gain access. Users are required to create individual accounts. More information coming.

[Sign-up guide](#)

# Continuous Improvement

- Coming in Q2 2024, the ability for users to pull provider rosters

**MProvider  
CONNECT**

Create an Account

Username

Password

Log in

[Forgot your password?](#)



# Quality Initiatives



# One Page Tip Sheets

- By collaborating, we can improve health outcomes for your patients, our members. These MDwise tip sheets provide best practices that can optimize HEDIS scores and identify opportunities to improve patient care.

## HEDIS and Quality Initiatives

### Quality Education Flyers

Adults' Access to Preventive/Ambulatory Health Services (AAP)  
Asthma Medication Ratio (AMR)  
Attachment A: (PND-E) Standardized Depression Screening Assessments  
Breast Cancer Screening (BCS-E)  
Cervical Cancer Screening (CCS, CCS-E)  
Child and Adolescent Well-Child Visits (WCV)  
Childhood Immunization Status (CIS, CIS-E)  
Colorectal Cancer Screening (COL-E)  
Follow-Up After Emergency Department Visit for Substance Use (FUA)  
Follow-Up After Emergency Department Visit for Substance Use pg. 2 (FUA)  
Health Needs Screenings (HNS)  
Lead Screening in Children (LSC)  
Oral Evaluation, Dental Services (OED)  
Prenatal and Postpartum Care (PPC)  
Prenatal Depression Screening and Follow-Up (PND-E)  
Well-Child Visits in the First 30 Months of Life (W30)

- [Quality | MDwise](#)

# Tip Sheet Example

## Breast Cancer Screening (BCS-E)

By collaborating, we can improve health outcomes for your patients, our members. This MDwise tip sheet provides best practices and tips that can optimize HEDIS scores and identify opportunities to improve patient care.

### What Is the Measure?

The percentage of members 50–74 years of age who were recommended for routine breast cancer screening and had one (1) or more mammograms any time on or between October 1, two (2) years prior to the measurement period and the end of the measurement period.



### Summary of 2023 Changes:

BCS is a retired measure and has been replaced with BCS-E.



### IHCP-Covered Codes to Identify BCS-E:

Description	Codes
Breast Cancer Screening	CPT: 77061-77063, 77065-77067

### Earn incentive dollars when your members meet this measure!

For example, a panel of 500 members = \$375/month [Physician Pay for Value \(mdwise.org\)](https://www.mdwise.org)

### How to Improve Your Quality Score:

- Ensure that an order for a mammogram is given at well-woman exams for women 50-74 years of age.
- All types and methods of mammograms (screening, diagnostic, film, digital or digital breast tomosynthesis) meet the numerator compliance. Do not count biopsies, breast ultrasounds or MRIs.
- Refer patients to local mammography imaging centers. Follow up to confirm completion.
- Schedule mobile mammography events at clinics or during health fairs, etc.
- Educate patients on the importance of routine screening (at least once every 24 months). Remind patients that preventive screenings are covered under health care reform. Depending on risk factors, mammograms may be completed more often.
- Discuss possible concerns or fears patients may have about the screening.
- Develop standing orders with automated referrals (if applicable) for members 50-74 years of age.
- Discuss the importance of breast cancer screenings and ensure members are up-to-date with their annual mammograms.
- Note the date of the mammogram with proof of completion in the medical record to confirm that the screening was ordered and completed. Discuss the results or findings with the patient.

# Azara Implementation

- MDwise has recently entered into an agreement between Azara and Indiana Primary Healthcare Association (IPHCA).
- Azara is a Population Health Management solution.
- What does this mean?
  - Allows the sharing of clinical and claims data in a bi-directional way with participating health centers
  - Better clinical workflows
  - Quality improvement
    - Patient care enhancements
    - Better insight to HEDIS data





# Health Equity

# Health Equity Resources

- At MDwise, we strive to ensure compassionate and culturally tailored care for everyone. Visit our website to access new resources.
- We encourage all provider offices to take Cultural and Linguistically Appropriate Services (CLAS) training designed to help providers understand unique patient needs and provide culturally competent care.

## Training and Culturally and Linguistically Appropriate Services (CLAS) Resources for Providers

At MDwise, we are committed to ensuring that our providers have the necessary tools and knowledge to effectively meet the diverse cultural needs of our members. To support this commitment, we strongly encourage all our providers to participate in our annual CLAS (Culturally and Linguistically Appropriate Services) training and attestation. This training equips our providers with the essential skills and cultural competence required to deliver high-quality care that respects and responds to the unique backgrounds and values of those we serve.

[Take the training here >](#)

- MedlinePlus written [medical education materials](#) translated into multiple languages on a variety of health topics from A to Z.
- [U.S. Department of Health and Human Services Tools on Think Cultural Health](#)
- Video examples of [how to work with an interpreter](#) (YouTube)
- Office guide to communicating with limited English proficient patients through [American Medical Association](#)
- [Health Disparities and Inequalities Reports](#)
- [Centers for Disease Control and Prevention \(CDC\) - Health Equity](#)
- [Centers for Disease Control and Prevention \(CDC\) - LGBTQ+ Youth Health Disparities](#)
- [Gender Health Care Disparities](#)
- [Teach-back Method](#) - Institute for Healthcare Improvement
- [The SHARE Approach](#) - Health Literacy and Shared Decision Making: A reference Guide for Health Care Providers
- [IUPUI ECHO Center](#)
- [Harvard Medical School Health Disparities Resources for Providers](#)



# CLAS Attestation

After your office has completed the CLAS training module, please read, sign and email this Attestation (one per office location) to [providerservices@mdwise.org](mailto:providerservices@mdwise.org).

I acknowledge that I have completed the Culturally and Linguistically Appropriate Services CLAS for Providers training offered by MDwise. I confirm that I have acquired the knowledge and skills necessary to deliver culturally competent and linguistically appropriate healthcare services to diverse patient populations.

Office Name: \_\_\_\_\_

Group NPI#: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature

Date Completed

Provider Name: \_\_\_\_\_ NPI#: \_\_\_\_\_

Provider Name: \_\_\_\_\_ NPI#: \_\_\_\_\_

Provider Name: \_\_\_\_\_ NPI#: \_\_\_\_\_

Submitting this attestation form tells MDwise your office is culturally competent, and we track and monitor this in our system. This cultural competency will also be displayed on our Provider Directory for members to see.



# What's on the Horizon

# Member Programs

- MDwise offers several free programs for our members.
- Our programs are designed to help members stay healthy. Below are some of the programs we offer to all our members.



# Cost-Share Restart

- Cost sharing is set to resume 7/1/2024.
- MDwise is actively working on our communication plans to our impacted members.
- IHCP Website Link: [Indiana Medicaid: Members: Cost-Share Restart](#)
- Cost Share IHCP FAQ Link: [Indiana Medicaid: Members: Medicaid Coverage Protections Q & A's](#)
  - See “Cost sharing” section

## Jump to section

1. [Medicaid Coverage Protections](#)
2. [Nursing facilities](#)

3. [Cost sharing](#)
4. [CMS waivers](#)

# Provider Feedback

- We want to hear from you!
- Annual Provider Survey
  - Recently sent out – Did you respond?
  - Here is a link: [MDwise Annual Provider Survey](#)
- Feedback is important to us so be on the lookout for additional options to provide us feedback on our website.
- Be candid, let us know what we do well and how we can improve. MDwise is here to be your partner!





# Resources

# Links and Resources

[MDwise Website](#)

[MDwise Prior Authorization Portal](#)

[MDwise Provider Manual](#)

[MDwise Contact Information](#)

- Quick Contact Guide
- Provider Relations Territory Map

[MProvider Connect](#)

[IHCP Bulletins and Provider Modules](#)

**MDwise Claims: Provider Customer Service Unit**

- 1-833-654-9192

**MDwise Customer Service**

- 1-800-356-1204

# Provider Relations Territory Map

## Region 1

**Danyelle Pittman**  
[dpittman@mdwise.org](mailto:dpittman@mdwise.org)  
 317-719-5377

## Region 2

**Amy Kerr**  
[akerr@mdwise.org](mailto:akerr@mdwise.org)  
 317-741-4352

## Region 3

**Lauryn Swift**  
[lgooch@mdwise.org](mailto:lgooch@mdwise.org)  
 317-460-3419

## Region 4

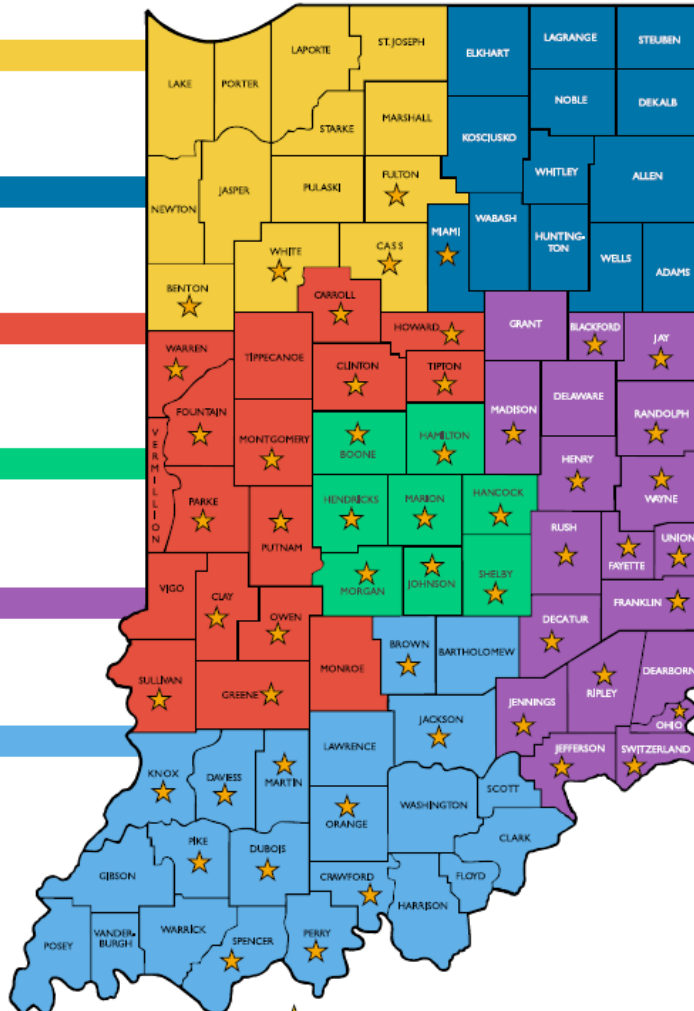
**Amanda Deaton**  
[adeaton@mdwise.org](mailto:adeaton@mdwise.org)  
 317-914-5953

## Region 5

**LeAnne Ramsey**  
[lr Ramsey@mdwise.org](mailto:lr Ramsey@mdwise.org)  
 317-460-4697

## Region 6

**Chris Bryant**  
[cbryant@mdwise.org](mailto:cbryant@mdwise.org)  
 317-517-4776



★ = MDwise Medicare Advantage Plan Available

## PROVIDER GROUP REPRESENTATIVES

### Tonya Trout

[ttrout@mdwise.org](mailto:ttrout@mdwise.org)  
 317-766-0505

### Provider Groups

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

### LaToya Robertson

[lrobertson@mdwise.org](mailto:lrobertson@mdwise.org)  
 317-552-8420

### Provider Groups

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

### Amanda Deaton

[adeaton@mdwise.org](mailto:adeaton@mdwise.org)  
 317-914-5953

### Provider Groups

DME and HME  
 Laboratory Services  
 Dialysis Clinics  
 American Health Network  
 Out of State Providers

## PROVIDER RELATIONS LEADERSHIP

### Josh Burger

Director of Provider Relations  
[jburger@mdwise.org](mailto:jburger@mdwise.org)  
 317-460-4510

# QUESTIONS?



**Thank  
you!**