

Top 10 Tips

Get the most out of your benefits



1. Don't miss out on healthcare that is no cost to you!

Your primary care provider (PCP) cares for you throughout your life. They can:

- Conduct a physical exam (well visit) once a year.
- Talk with you about ways to stay healthy or reach your health goals.
- Make sure you have certain medical tests and vaccines for your age.
- Help you find and manage illnesses or chronic conditions like diabetes, asthma, and high blood pressure.
- Treat you for minor illnesses like an earache or stomach pain.
- Prescribe medications and help you manage them.
- Refer you to other specialized providers if you need one.

Your eyes and teeth are important parts of your overall health.

- Find a dentist and have a dental check-up at least once per year.
- Yearly vision exams can help you see well and prevent future eye problems.

Search for providers in our online directory at mhswi.com/find-a-doctor or call us at 1-888-713-6180. We can even help you make your appointment!



2. Complete your health screening.

We need to ask you questions about your health and life to make sure you get the care you need. This may be done over the phone or through an online survey at mhswi.com/health-screening. It's important you answer these questions so we can serve you better.

3. Earn rewards for healthy behaviors.

You can earn rewards dollars for doing healthy activities like completing annual well child visits and getting important screenings and vaccines. Learn more about the My Health Pays rewards program at mhswi.com/rewards.



my health pays
REWARDS

4. Discover your health, vision, and dental benefits.

- Learn more about all your health plan benefits. Plus, check out all the extras you receive as our member. View the Member Handbook at mhswi.com/member-handbook
- Ask for an interpreter and documents written in your choice of language or format. There is no cost to you for these services. Learn more at mhswi.com/diversity-resources



Or scan this code with your phone's camera.



6. Pregnant? Let us know right away.



Our members are our top priority, even the ones who have not been born yet. We have special programs for pregnant members that focus on achieving a healthy pregnancy and safe delivery. They are free to you!

And, **you can earn \$25 in My Health Pays rewards dollars** for letting us know about your pregnancy during your first trimester. You can earn \$25 more for completing your postpartum visit on time. Learn more at mhswi.com/rewards.

7. Explore what you can do in the Member Portal.

You can do many things in the Member Portal like view or change your provider, update your demographic information, check on claims, and send us a message. To use the secure Member Portal:

- Log in to your account on the secure Member Portal at mhswi.com/login.
- If you do not have a Member Portal account, you can create one.
 - Go to mhswi.com/login
 - Select “Member” or “Caregiver” under the “I am a” dropdown
 - Select “Medicaid” under the “My plan is” dropdown
 - Select “Create new account” and follow the steps



Call us at 1-888-713-6180 if you need help setting up your account.

8. Help us help you! Update your contact information

We have programs and services to help you manage chronic conditions like diabetes and asthma or COPD. Our team can work with you to create a personal care plan and coordinate care with your providers. Our case managers, member advocates, and special program managers may need to reach you. Make sure we have your current contact information, such as name, address, phone number, and email. You can make changes to your personal information in the Member Portal at mhswi.com/login or call us at 1-888-713-6180.

9. Find help for more than just your health needs.

We know it’s hard to focus on your health when food, housing, and transportation needs may be your top concerns. We can connect you with free or low-cost resources in your area. You can also search for resources on your own at mhswi.findhelp.com.



10. Know where to go for care when you’re sick or hurt.

Emergency rooms should be used for serious injuries or illnesses. If you are sick or hurt, call your provider’s office first. They can tell you what to do if you need medical help. You can also call the MHS Health nurse advice line at 1-800-280-2348 (TTY: 711). This is a free, 24/7 service where a nurse can answer your health questions or help you find an urgent care center near you. **Go to the emergency room right away or call 911 if you think your life or someone else’s life may be in danger.**