



Anthem Blue Cross and Blue Shield  
Serving Hoosier Healthwise, Healthy Indiana Plan  
and Hoosier Care Connect

# Welcome to the Right Choices Program



# What is the Right Choices Program?

The Right Choices Program (RCP) is Indiana Medicaid's restricted card program. It is for Medicaid recipients who may need assistance learning how to properly use their health insurance.

Serving Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect

**Anthem** 

## Working together to get patients on the right track

**You have a patient who has been enrolled in the Right Choices Program.**

This program is for Indiana Medicaid recipients who may need assistance learning how to properly use their health insurance.


**Some reasons individuals are selected for the program include:**

- Numerous emergency room visits for nonemergency care.
- Filling medications too closely together.
- Having multiple pharmacies.
- Having multiple prescribers with overlap.

**The goal of the Right Choices Program is to get patients comfortable with:**

- One primary medical provider coordinating health care.
- One pharmacy where they fill their prescriptions.

**One locked-in panel means you can be assured patients are following your plan of coordinated care.**



**About the Right Choices Program:**

- Your patient will be enrolled in the program for two years.
- If the member has specialists or procedures outside of the lock-in panel, you must approve them and add them to the patient's Right Choices Program panel with the state.
- Anthem Blue Cross and Blue Shield has a team to help you. Give us a call at **1-866-902-1690, option 1** to discuss your patient's panel or add to it. You can also fax requests to **1-866-387-2959**.
- Each Right Choices Program member has a nurse case manager who will write a care plan, help the member coordinate their needs and counsel them on practicing better behaviors. They will also be in contact with your office regularly to ask for input.

Together, we can help your patient feel comfortable in a medical home, reduce unwanted behaviors and become a more responsible user of their medical benefits. If you have questions about the Right Choices Program, call us at **1-866-902-1690, option 1**.

Call for free translation/Llame para una traducción sin costo:

- **1-866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan)
- **1-844-284-1797** (Hoosier Care Connect)
- TTY 711

[www.anthem.com/inmedicaiddoc](http://www.anthem.com/inmedicaiddoc)

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# Why was your patient selected for RCP?

Patients selected for RCP are identified through algorithm-based clinical reviews performed by registered nurses.

RCP inclusion may be the result of member behaviors such as:

- Numerous emergency room visits for nonemergent care
- Doctor shopping
- Filling prescriptions too closely together
- Using multiple pharmacies or prescribers

# The goal of RCP

Right care, right time, right place:

- One PMP to coordinate care
  - One pharmacy to fill all of their prescriptions
  - Approval for added specialists or ER physicians
- One lock-in panel means you can be assured patients are following your plan of coordinated care.

# Important things to know

- Each member has an RN case manager (CM) to coordinate care and to counsel on best practices.
- RCP staff may contact your office periodically for input regarding a plan of care.
- Patients are enrolled in RCP for two years.
- Specialists (including registered nurses and physician assistants) will need to be referred by the patient's PMP **and** with verbal/written notification of approval to be added to the lock-in panel.
- Prescriptions written by providers not on lock-in panel will reject.
- There are no changes to member benefits.

# What is expected of the provider

Providers with patients enrolled in RCP, are expected to:

- Check Indiana Health Coverage Programs member eligibility and confirm RCP status.
- Ensure all providers providing care to their patient are properly referred and added to the lock-in panel.

Any claims (office visits, prescriptions, etc.) filed under a non-lock-in provider will be denied.

# Why is RCP important?

RCP will help your patients feel comfortable in a medical home and reduce unwanted behaviors so they may become a more responsible user of their medical benefits.

# Contact RCP

- You can call RCP at **1-866-902-1690, option 1.**
- You can fax RCP at **1-866-387-2959.**
- Discuss your patient's panel or add to it.
- Secure voicemail for detailed messages.
- If you have patients who may benefit from behavioral health case management, you can call:
  - **1-866-408-6132** (Hoosier Healthwise)
  - **1-844-533-1995** (Healthy Indiana Plan)
  - **1-844-284-1798** (Hoosier Care Connect)





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