



Anthem Blue Cross and Blue Shield | Serving
Hoosier Healthwise, Healthy Indiana Plan, Hoosier
Care Connect, and Indiana PathWays for Aging

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.



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 nurse practitioners 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.
- There are no changes to member benefits.
- Prescriptions written by providers not on lock-in panel will reject.

What is expected of the provider

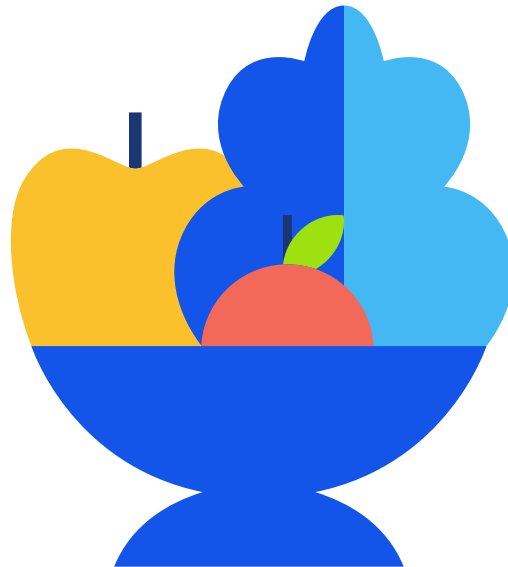
Providers with patients enrolled in RCP, are expected to:

- 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.

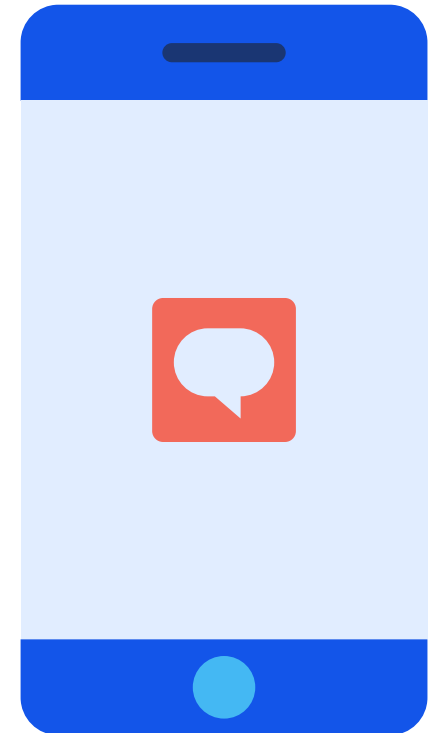
Why is RCP important?

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 **866-902-1690**, option 1.
- You can fax RCP at **866-387-2959**.
- Discuss your patient's panel or add to it.
- Call **844-533-1995** if you have patients who may benefit from behavioral health case management.





Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

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