



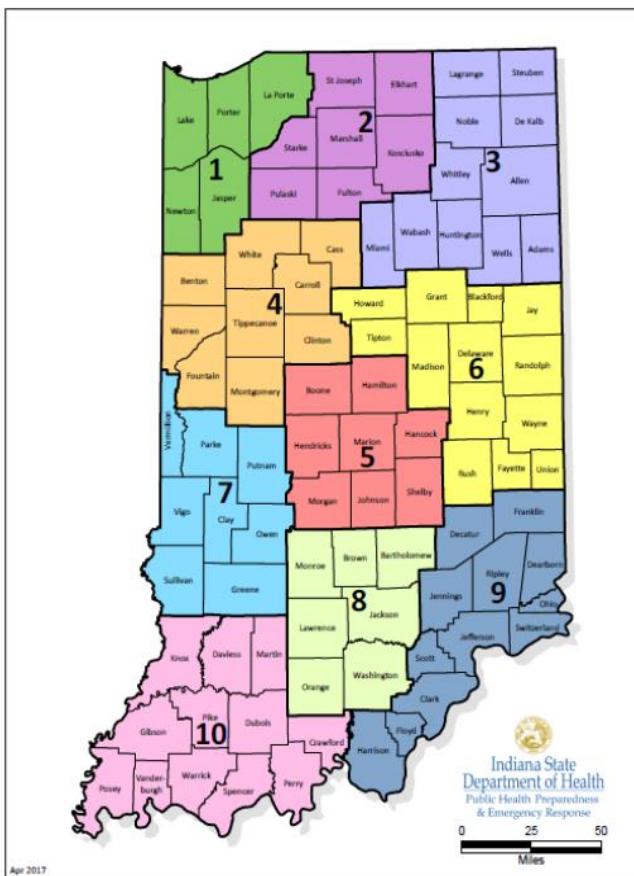
FREQUENTLY ASKED QUESTIONS

Indiana Medicaid and Immigration

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The following map illustrates the designated regions of coverage for our team of Licensed Indiana Insurance Navigators. Please contact the Navigator in your respective region for assistance.



Resources and Legal Assistance

Indiana Legal Services, Inc.

www.indianalegalservices.org/

Neighborhood Christian Legal Clinic - Immigrant Justice Program

<https://www.nclegalclinic.org/immigrant-justice-program>

Indianapolis: 317-429-4131

Fort Wayne: 260-459-8972 ext 311

Catholic Charities Indianapolis - Immigration Legal Services

www.archindy.org/cc/indianapolis/index.html

Indianapolis: 317-236-1500

32 counties in Central/Southeast Indiana

LaPlaza- Connecting Latina families to health and social services

www.laplazaindy.org

Indianapolis: 317-890-3292

El Amigo Centro de Recursos

Email: info@servicioselamigo.com

Indianapolis: 317-420-8899

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Program Director/Indiana Navigator

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Email: tdarling@indianarha.org

ILS Office Contact Numbers

Bloomington:
(812) 339-7668
1-800-822-4774

Hammond:
(219) 853-2360

Columbus:
(812) 372-6918
1-866-644-6407

Indianapolis:
(317) 631-9410
1-800-869-0212

Evansville:
(812) 426-1295
1-800-852-3477

Lafayette:
(765) 423-5327
1-800-382-7581

Fort Wayne:
(260) 424-9155
1-888-442-8600

New Albany:
(812) 945-4123
1-800-892-2776

Gary:
(219) 886-3161
1-888-255-5104

South Bend:
(574) 234-8121
1-800-288-8121

What is Medicaid?

Medicaid is a program jointly funded by the state and Federal governments, and offers free or low-cost health insurance to low-income adults, children, parents, caretakers, pregnant women, aged, blind, and disabled. There are a variety of Indiana Health Coverage Programs (IHCP) available through Medicaid. Because each of these programs serve unique populations, different eligibility factors may apply.

I am not a U.S. Citizen, may I still qualify for Medicaid?

Individuals who are not citizens of the United States may qualify for assistance based on their status granted by the U.S. Citizenship and Immigration Services. Listed below are the “qualified” immigrants as defined in federal law:

1. Lawful Permanent Resident under the Immigration and Naturalization Act (INA).
2. Asylees under Section 208 of the INA.
3. Refugees under Section 207 of the INA.
4. Parolees under Section 212(d)(2) of the INA if paroled for at least one year.
5. Persons whose deportation is withheld under Section 243(h) of the INA.
6. Conditional entrants under Section 203(a)(7) of the INA in effect prior to April 1, 1980.
7. Cuban and Haitian entrants.
8. Amerasians admitted pursuant to Section 584 of P.L. 100-202 and amended by P.L. 100-461.

I am a Lawful Permanent Residence, when am I eligible for full Medicaid coverage?

Lawful Permanent Residents who were residing in the U.S. prior to 8/22/96 are eligible for full Medicaid coverage. However, LPRs who enter the U.S. on and after 8/22/96 are eligible for emergency coverage only for 5 years unless they are honorably discharged U.S. veterans or in active duty in the U.S. military. Lawful Permanent Residents should present USCIS Form I-551 as documentation of their immigration status.

I have fled from a Communist/Communist-dominated country, the Middle East or I am refugee of a natural catastrophe. Can I apply for Medicaid?

Individuals with this status can be eligible for full Medicaid coverage. Verification is established by viewing USCIS Form I-94, Arrival-Departure Record, bearing the stamped legend "Refugee - CONDITIONAL ENTRY." Refugees usually adjust to Lawful Permanent Resident status after 12 months in the U.S.

I am a Cuban or Haitian Entrant, am I eligible for Medicaid?

Cuban and Haitian entrants, as defined in Section 501(e) of the Refugee Education Assistance Act of 1980, can be eligible for full coverage Medicaid.

Can a non-citizen pregnant woman apply for Hoosier Healthwise or Healthy Indiana Plan?

To be eligible for an IHCP program, individuals must be a United States Citizen, United States non-citizen national, or have qualified immigration status (Example: five years lawful permanent residency). Our team of licensed Indiana navigators can assist those with questions or uncertainty regarding immigration status.

For non-citizens whose immigration status does not meet the requirements to obtain health coverage through an IHCP, one can apply for limited service coverage. In October of 2019, IHCP added a new package to expand benefits for qualifying immigrants: “Package B-Emergency Services Only Coverage with Pregnancy Coverage.” Package B will cover prenatal and postpartum services in addition to emergency services only, which includes labor and delivery.

I lack immigration documentation or I cannot verify my immigration status, what are my Medicaid options?

Individuals who lack documentation or cannot verify their status can only be eligible for Emergency Medicaid coverage only.

1. It is important to remember that the eligibility restrictions and prohibitions apply only to the applicant's immigration status, not other family members.
2. If they do not verify immigration status within the 90-day timeframe from notice to provide immigration status was sent and the immigration status is not electronically verified within 95-days from when the form was sent, then the eligibility must be changed to emergency services only.

Certain visitors and non-immigrants, as described below, may be eligible for emergency Medicaid coverage. They must meet all eligibility requirements except the factor of citizenship/immigration status and Social Security numbers.

These non-citizens would have the following types of documentation:

- I-94, Arrival - Departure Record
- I-185, Canadian Border Crossing Card
- SW-434, Mexican Border Visitor's Permit
- I-186, Non-Resident Alien Mexican Border Crossing Card
- I-95A, Crewman's Landing Permit
- I-184, Crewman's Landing Permit and Identification Card.

I only qualify for Emergency Services, what all am I eligible for under this category?

Emergency services are defined as services required for a medical condition (including labor and delivery) manifesting itself by acute symptoms (including severe pain) serious enough that the absence of immediate medical attention could reasonably be expected to result in serious jeopardy to the individual's health, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

Important Things to Remember

Under no circumstances, are immigrants who lack immigration documentation or whose immigration status cannot be verified, who are applying for or receiving traditional Medicaid or Hoosier Healthwise, to be reported by the Division of Family and Children to the U.S. Citizenship and Immigration Service (USCIS). This also applies to family members of such applicants.

- If you do not speak English, that is okay. We have the ability to conduct 3-way calls with an interpretation service company that provides translations for over 20 languages.
- Eligibility requirements for programs can and do change. The information provided above is current as of the date this document was produced.
- Our navigators will consider each person's unique situation on a case-by-case basis. Extenuating circumstances may require additional research and/or documentation beyond what is traditionally requested.
- A Managed Care Entity (MCE) such as MHS, MDWise, etc., needs to be chosen by HHW members. Important factors to consider when choosing an MCE include provider networks, special programs, and enhanced services offered by the MCE. See the "Hoosier Healthwise Plan Summary" at the end of this document for details.
- If in doubt or unsure, please call us for assistance in finding the best solution for your clients.

Eligible Supporting Documents & Forms for Medicaid/CHIP Enrollment in Indiana	
Type	Documents
Proof of Identity	Social Security Card <ul style="list-style-type: none"> For new baby, application form can be used Valid Driver's License Student Photo ID
Proof of US Citizenship	Legal birth certificate <ul style="list-style-type: none"> For new baby, application form can be used Certificate of Naturalization Certificate of Citizenship US passport (with no restrictions)
Proof of Income	30-90 days of work or training Benefits received in last 30 days <ul style="list-style-type: none"> Social Security, SNAP, SSDI, veterans benefits, child support Most recent tax return Family and tax relationship information
Proof of Immigration Status	Permanent resident card <ul style="list-style-type: none"> I-551 "green card" or permanent visa Employment Authorization Card (EAD) <ul style="list-style-type: none"> I-766 red card, with 9-digit "A" number Documentation from Citizenship & Immigration Services <ul style="list-style-type: none"> When in doubt, provide whatever they have for inclusion with application.
Authorized Representative for Health Coverage form	"AR" – signed by client and navigator, included with other required documents
Authorization for Release of Case Status Information form	"Release" – signed by client and navigator, included with other required documents

- **Can bring to in-person appointments;**
- **Can fax to navigator at 877-299-2520;**
- **Can upload to designated URL provided by navigator; or**
- **The client can deliver to local DFR office (in person, US Mail or fax).**



Hoosier Healthwise Health Plan Summary

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Contact Information

Member Services: 866-408-6131
Pharmacy: 866-408-6131
Hospitals: www.anthem.com
Provider Services: 866-408-6132
Specialists – Other Providers: 866-408-6132
TTY/TDD: 866-408-7188

Hours of Operation

8 a.m. to 8 p.m. Monday–Friday
For non-urgent calls, you can leave a message after hours.

Nurse on-call

24 hours/day – 7 days/week: 866-800-8780
TTY/TDD: 800-368-4424

Ride Services

844-772-6632 (TTY 866-288-3133) Anthem Hoosier Health-wise covers unlimited rides non-emergency rides up to 50 miles each way to covered services each year.

Website:

www.anthem.com

Co-Pays

Package C: Ambulance – \$10 Drugs \$3 generic/\$10 brand-name
Package P: No copays

Case Management Services

We help you get the right health care services at the right time.



Contact Information

Member Services: 844-607-2829
Pharmacy: 844-607-2829
Hospitals: 844-607-2829
Provider Services: 844-607-2829
Specialists – Other Providers: 844-607-2829
TTY/TDD: 800-743-3333

Hours of Operation

8 a.m. to 8 p.m. Eastern Time, Monday–Friday
For non-urgent calls, you can leave a message after hours.

Nurse on-call

24 hours/day – 7 days/week: 844-206-5947

Ride Services

1-800-508-7230
TTY/TDD: 1-844-607-2829
Hoosier Healthwise covers 20 one-way rides to doctor visits each year.

Website

www.CareSource.com

Co-pays

Package C: Ambulance – \$10 Drugs \$3 generic/\$10 brand-name
Package P: No copays

Case Management Services

We help you get the right health care services at the right time.



Contact Information

Member Services: 877-647-4848
Pharmacy: 877-647-4848
Hospitals: www.mhsindiana.com
Provider Services: 877-647-4848
Specialists – Other Providers: 877-647-4848
TTY/TDD: 800-743-3333

Hours of Operation:

Member and Provider Services:
8 a.m. to 8 p.m. Eastern Time, Monday–Friday

Referrals and Authorizations:

8 a.m. to 5 p.m., closed for lunch from Noon to 1 p.m.
Eastern Time

MHS Disease Management:

8:30 a.m. to 5 p.m. Eastern Time. After hours, you can leave a message.

Nurse on-call

24 hours/day – 7 days/week: 877-647-4848

Ride Services

877-647-4848
TTY/TDD: 800-743-3333
Free unlimited transportation to doctor/dental/vision visits, WIC appointments, pharmacy after a doctor visit and Medicaid re-enrollment visits. CHIP members receive emergency transportation services only.

Website

www.mhsindiana.com

Co-pays

Package C: Ambulance – \$10 drugs,
\$3 generic/\$10 brand-name
Package P: No copays

Case Management Services

We help you get the right health care services at the right time. Earn My Health Pays® rewards for participating.



Contact Information

Member Services: 800-356-1204 or 317-630-2831
Pharmacy: 800-356-1204 or 317-630-2831
Hospitals: www.mdwise.org
Provider Services: 800-356-1204 or 317-630-2831
Specialists – Other Providers: 800-356-1204 TTY/TDD: 800-743-3333 or 317-630-2831

Hours of Operation:

8 a.m. to 8 p.m. Eastern Time, Monday–Friday
For non-urgent calls, you can leave a message after hours. We will return your call the next business day.

Nurse on-call

24 hours / day – 7 days / week: 800-356-1204 Option 4

Ride Services

800-356-1204 or 317-630-2831
TTY/TDD: 800-743-3333
Hoosier Healthwise covers 20 one-way rides to doctor visits each year.

Website

www.mdwise.org

Co-pays

Package C: Ambulance – \$10 Drugs \$3 generic/\$10 brand-name
Package P: No copays

Case Management Services

We help you get the right health care services at the right time.

Please see the back of this page for more plan benefits □



Health Management Programs

Asthma, attention deficit hyperactivity disorder (ADHD), autism spectrum disorder, bipolar disorder, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary artery disease (CAD), diabetes, hepatitis C, HIV/AIDS, hypertension, major depressive disorder, schizophrenia, substance abuse disorder (SUD), pregnancy and more

Educational Programs and Enhanced Services

Anthem rewards earn gift cards when you complete a health survey and certain preventive care visits.

Blue Ticket to Health Team up with the Indianapolis Colts and Anthem to get your well visit and win prizes.

New Baby New Life Rewards and support for pregnant members.

Boys and Girls Club memberships at no cost for ages 5-18 in grades K-12.

Allergy relief bedding or air filter At no cost with a case manager referral.

Health and wellness magazines at no cost.

Quitline – Kick the smoking habit programs to help you quit for good, including the Indiana Quitline (1-800-QUIT-NOW)

SafeLink cell phone with free smartphone, 1000 minutes a month, free data, unlimited texting, plus one-time bonus of 200 minutes.

Personal hygiene kits at no cost for youth or adults.

Pregnancy tests at no cost for members who consult with a pharmacist at select pharmacies.

Community health workers in-person help.

Home delivered meals after you have surgery or have a baby in the NICU

Secure member websites features a member portal, free health library, and benefits, wellness, and information to help you find a doctor.

Email, texts and app options to keep you updated on member, educational, health and community outreach information.



Health Management Programs

Asthma, attention deficit hyperactivity disorder (ADHD), autism spectrum disorder, behavioral health management, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, depression, diabetes, hepatitis C, HIV/AIDS, hypertension and hyperlipidemia, pediatric and adolescent disease management, pregnancy

CareSource Life Services Assistance with training skills, job counseling and placement to aid employment efforts (JobConnect). Includes rides to and from JobConnect coaching and training sessions.

Online wellness and disease management programs Instructional programs on a variety of topics

Women and Infants health care management program includes enhanced services and programs below:

Quit for Two helps you stop smoking during and after pregnancy, with incentives

Baby Basics monthly-month guide to a healthy pregnancy.

Babies First member rewards program that encourages timely prenatal, postpartum and well-baby care.

Every Little Step prenatal, postpartum and toddler gift boxes that include education materials and various samples.

Care4Moms Free mobile phone application (app) to help pregnant women learn about pregnancy, choose an OB-GYN, and connect to a 24-hour nurse advice line. When you answer a few easy questions, the app becomes a personal healthy pregnancy tool.

Text4Babies members get up to three weekly text messages, tailored to where you are in your pregnancy.

Free pregnancy tests Free pregnancy tests for members who consult with a pharmacist.

Medication therapy management Complete medication reviews so pharmacists can use your profile and history to help you get the right treatment.

Free Boys and Girls Club memberships (ages 6-18)

Free Girl Scout memberships (grades K-8)



Health Management Programs

Asthma, attention deficit hyperactivity disorder (ADHD), autism spectrum disorder, behavioral health or depression, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary artery disease, depression, diabetes, hepatitis C, HIV/AIDS, hypertension, major depressive disorder, schizophrenia, substance abuse disorder (SUD), pregnancy and more

Educational Programs and Enhanced Services

My Health Pays® Rewards your healthy choices by earning rewards that can be used to help pay for everyday items at Walmart®, utilities, transportation, telecommunications (cell phone bill), childcare services, education and rent. *"This card may not be used to buy alcohol, tobacco or firearms products."*

Indiana Quitline gives you free tools to stop using tobacco as well as earn My Health Pays® rewards for participation. Learn about ways to quit through our joint social media campaign on Facebook, Twitter and our blog.

Start Smart for Your Baby® and Special Deliveries connects pregnant members with an OB nurse care manager to help members have healthy pregnancies and earn additional My Health Pays® Rewards.

First Year of Life matches new moms with a nurse care manager to answer questions and help make sure babies are growing to be healthy and strong.

Children with Special Needs program offers a dedicated team of MHS doctors, nurses, social workers and care coordinators, specializing in the healthcare needs of children.

Healthy Kids Club is a free educational program for kids 12 and under. It features a personalized membership card and monthly e-newsletters with healthy recipes and fun activities.

Connections Plus® and SafeLink programs gives you a cell phone with free minutes and unlimited texting.

Website and secure member portal Complete the Health Needs Screening, see benefit information, choose a doctor or send a secure message to get questions answered quickly.



Health Management Programs

Asthma, attention deficit hyperactivity disorder (ADHD), autism spectrum disorder, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, depression, diabetes, hepatitis C, HIV/AIDS, hypertension, post-traumatic stress disorder (PTSD), pregnancy, schizophrenia, tobacco cessation

Educational Programs and Enhanced Services

SMOKE-free helps you stop smoking or chewing tobacco.

WEIGHTwise helps you lose or gain weight, or stay at a healthy weight.

HELPlink helps answer your questions about health, school, community services, and family problems.

WELLNESSchats offers events to help you learn about good health.

BLUEBELLEbeginnings gives you important information about pregnancy and motherhood and a free gift for your baby.

MS. BLUEBELLE's club for kids offers special activities and mailings to help your kids make healthy choices.

TEENconnect helps pre-teens and teens get more involved in being healthy.

MDwise Rewards program gives you points and rewards for activities such as getting your yearly physical.

myMDwise member portal lets you view your account information online.

Health survey Help us help you. Complete a survey at MDwise.org or call us.

Special programs Help you and your family stay healthy.