

# MDwise Hoosier Alliance Resource Catalog

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## Health Literacy



### Health Literacy Guidelines

**Health Literacy** is a concern to everyone involved in health promotion and protection, disease prevention and early screening, health care maintenance, and policy making.

Committee on Health Literacy of the Institute of Medicine, 2004

*Ways you can help ...*

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*Because We Care*

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# Lead the way to improve health outcomes!

## AMA Definition of Health Literacy:



The ability to read and comprehend prescription bottles, appointment slips and other essential health-related materials required to successfully function as a patient.

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## **Impact of Limited Health Literacy**

### **What is the impact of limited or low health literacy?**

- Inability to follow instructions
- Exhibit less healthy behaviors
- Recall information incorrectly
- Misuse of the healthcare system
- Unable to articulate symptoms or length of illness
- Seek health care when disease is advanced
- May not understand when next appointment is
- Effects all socioeconomic groups
- Increased frequency of hospitalizations
- Poor or negative health outcomes

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## **Provider and Member Benefits**

**With your help members will reach the goal to become active participants in their own healthcare.**

### **Key Factors for Limited Health Literacy**

1. Elderly
2. Low Income
3. Unemployed
4. Non High School Graduate
5. Minority Ethnic Group
6. Recent Immigration (Non-English Speaking)
7. U.S. Born but English As A Second Language

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## **MDwise Hoosier Alliance Resources**

**Our Company is here to assist you with providing the best healthcare for members.  
It's all *because we care!***

### **Case Management/Disease Management**

888-961-3100 option 4

### **Claim Department Address:**

MDwise Hoosier Alliance  
P.O. Box 7303  
London, KY 40742

### **Claim Inquiries**

800-581-2488

### **Internal Provider Relations Representatives**

888-961-3100 option 2      Fax: 866-465-2985

### **MDwise Customer Service**

800-356-1204 or 317-630-2831

### **Medical Management & Prior Authorization**

888-961-3100 option 1      Fax: 888-465-5581

### **Pharmacy Prior Authorization**

800-558-1655      Fax: 888-465-5581

### **Quality Department**

888-961-3100 option 6

### **Transportation**

800-356-1204 or 317-630-2831

### **MDwise Behavioral Health Claims Address:**

P.O. Box 7303  
London, KY. 40742  
Behavioral Health Claims 800-581-2488 option 8  
Behavioral Health Authorization 888-961-3100

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## Resources

Resources to assess health literacy and patient understanding:

The Newest Vital Sign

<http://www.pfizerhealthliteracy.com/physicians-providers/newest-vital-sign.html>

Ask Me 3

<http://www.npsf.org/askme3/>

## Avoid Jargon

- Use plain language
- Select shorter words
- Explain the definition of words
- Slow down
- Repeat the message



To people with limited health literacy, medical words may sound like foreign words. Here are some examples:

- Tumor
- Hypertension
- Lesion
- Blood in stool
- Resection
- Fatigue



## Health Literacy

For more resources or tool kits contact your ROQ Specialist or Account Executive

MDwise Hoosier Alliance QM Department  
1-888-961-3100 ext. 37930