

iCare's purpose is to measurably improve the health of our members. We understand that to achieve this it is essential to build and maintain relationships with high-quality providers.



## Issue 3 • 2020

Click on the links for the most commonly used [Provider pages](#) on the iCare website.

[Prior Authorization](#)

[Provider Documents](#)

[Provider Portal](#)

[Claims](#)

[Education](#)

[Programs](#)

## iCare Provider Add-on Payment Program

**Deadline Extended to December 31, 2020!** If you are not participating in the program, you now have more time to enroll. Earn up to \$200 in add-on payments for each qualifying Medicare Annual Wellness Visit (AWV)!

To help re-engage members in the wake of COVID-19, iCare is offering an add-on payment program. **Earn add-on payments** for each iCare Medicare Plan member completing a qualifying Medicare AWV **between July 1, 2020 and December 31, 2020!**

- **Earn a \$100 add-on payment** for each Medicare AWV — including virtual visits! — billed under HCPCS codes G0438 or G0439.
- **Earn another \$100 add-on payment** by submitting medical record documentation to iCare per qualifying Medicare AWV.
- All add-on payments are paid in addition to iCare's Medicare fee-for-service reimbursement.

- To help mitigate no-show rates, *iCare* members are incentivized to complete their annual wellness exam — they can earn a \$25 gift card for a face-to-face appointment and \$10 gift card for a telehealth visit.

Documentation must be sent via fax or e-mail to *iCare* within thirty (30) days of the date of the Medicare AWW. Each *iCare* Special Needs Medicare Advantage Plan member is eligible for one Medicare AWW per calendar year. For Add-on Payment Program details, [click here](#).

***iCare* strongly encourages you to reach out to your patients insured by us to schedule their AWW. If you need assistance with your outreach efforts please contact us.**

### **What's Next?**

After you visit the Add-on Payment Program details page on the *iCare* website and sign up for the program, you will be contacted by a Network Development Representative to complete your enrollment.

Questions about this add-on program? Contact the *iCare* Network Development Department at [netdev@icarehealthplan.org](mailto:netdev@icarehealthplan.org)

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## **Nurse Practitioners Wanted for In-Home Health Assessments — Contract Opportunities Available Now!**

Do you know a Nurse Practitioner (NP), or are you a NP, looking to build their practice, serve society's most vulnerable members, impact how health care is managed, and make a difference in our communities? Working with *iCare* can help NP's do all this and more.

*iCare* is growing our network. We're seeking to contract with NPs to conduct in-home health assessments, including past medical history, physical examinations, medication review and mental health screenings with *iCare*'s Medicaid and Medicare populations. Other duties are to perform immunizations and conduct other tests and screenings, as appropriate. You would also identify diagnoses to be use in care management and active medical management, and communicate your findings to *iCare*.

### **NPs can participate in the *iCare* Provider Payment Program!**

Refer to the previous article for program details.

**To learn more about *iCare* and why you should join our provider network, visit:**

<https://www.icarehealthplan.org/Join-Us.htm>

**To connect with us about joining *iCare*'s Provider Network, visit:**

<https://www.icarehealthplan.org/Join-Us/App-Credentialing.htm>

## Your Help is Needed with Vaccination Season

Every back-to-school and Flu season, *iCare* highlights the importance of vaccinations for people of all ages. The Centers for Disease Control and Prevention (CDC) created several helpful flyers to navigate common questions and concerns.

- [Infant Immunizations FAQ](#)
- [Adult Vaccines: Know What You Need](#)
- [Preparing for Questions Parents May Ask about Vaccines](#)

This year — especially considering the COVID-19 pandemic — *iCare* is taking a proactive approach to encourage flu vaccination of its members and you can help!

We know that your professional recommendation is the most important factor in member decisions on vaccinations. During the COVID-19 pandemic, decreasing the overall occurrence of respiratory illnesses is key to protect populations at risk, reduce burden on the healthcare system, and preserve other critical infrastructure. Thus, healthcare providers should use every opportunity during the influenza vaccination season to administer influenza vaccines to all eligible persons, including:

- **Essential workers:** Healthcare personnel, including nursing home, long-term care facility, and pharmacy staff, and other [critical infrastructure workforce](#).
- **Persons at increased risk for severe illness from COVID-19:** Including adults age 65 years and older, residents in a nursing home or long-term care facility, and persons of all ages with certain underlying medical conditions. Severe illness from COVID-19 has been observed to disproportionately affect members of certain [racial/ethnic minority groups](#).
- **Persons at high risk for influenza complications:** Including infants and young children, children with neurologic conditions, pregnant women, adults age 65 years and older, and other persons with certain underlying medical conditions.
- **Participation in the [Wisconsin Immunization Registry](#) (WIR)** is also necessary to document vaccine administration to the Department of Health. If a COVID vaccine becomes available, providers must be registered with WIR in order to administer the COVID vaccine.

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## COVID-19: Please Visit the *iCare* Website for Latest Updates

The *iCare* [website](#) has a central location to view updated information and announcements related to COVID-19. Please visit: <https://www.icarehealthplan.org/Blog/Blog-Articles/CV.htm>

*iCare* wants to partner with you to make sure our members know the best ways to stay protected from COVID-19. If your patients have access to the internet, please share with them, the following link: <https://www.icarehealthplan.org/Blog/Blog-Articles/COVID.htm>

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## **ACT 262: Forward Health Update for Behavioral Health Providers**

As a result of the 2017 Wisconsin Act 262, which made a number of changes to substance use disorder counseling statutes and administrative rules, ForwardHealth has revised provider specialties to reflect changes in the scopes of practice for certain behavioral health providers.

Effective August 1, 2020 licensed psychotherapists will be allowed to provide both mental health and substance use disorder treatment services.

[Read more](#) about Act 262 and the ForwardHealth update.

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## **iCare Clinical Practice Guidelines (CPGs)**

iCare is dedicated to enriching the quality of clinical care provided to our members by making our Clinical Practice Guidelines (CPGs) available to not only iCare staff, but to our valued providers. iCare's CPGs reflect current, peer-reviewed, and evidence-based practice recommendations created by national medical associations and/or health organizations and can be used to enhance the quality and consistency of care delivered to all patients.

Our CPGs represent an additional tool to help support you in treating members with chronic disease, providing preventative care, and facilitating provider-member interactions. Find iCare's CPGs on this [dedicated page](#) on our website.

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## **How to Look Up a Patient's Medicare Beneficiary Identifier (MBI)**

You may know that the Centers for Medicare and Medicaid Services (CMS) removed Social Security number-based Health Insurance Claim Numbers (HICNs) from Medicare cards and reissued Medicare cards with Medicare Beneficiary Identifiers (MBIs). As of January 1, 2020, CMS rejects transactions submitted by health plans using HICNs. But there's a new tool to look up a patient's MBI. [Open this document](#) to learn more about the tool, including instructions on how to use it.

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## **Electronic Visit Verification (EVV)**

EVV affects all personal care, supportive home care, and home health services paid for by Medicaid. This includes services authorized through Medicaid and BadgerCare Plus fee-for-service, health maintenance organizations (HMOs), long-term care managed care organizations (MCOs), and IRIS (Include, Respect, I Self-Direct).

EVV visit data will need to be collected for care provided under the following service codes: T1019, T1020, S5125, and S5126. For provider agencies that are not Medicaid-enrolled, you will need to request a unique provider agency ID.

[Electronic visit verification \(EVV\) training resources](#) are available to you. With these resources, you can:

- Find out your next steps, including how to obtain a unique provider agency ID.
- Sign up for the training you will need.
- Access training materials for administrative employees and workers.

Questions? Contact Wisconsin EVV Customer Care by [email](#) or by phone at 833-931-2035. Customer Care hours are as follows:

- Now through September 14, 2020: Monday – Friday, 8 a.m. – 5 p.m., CT
- Starting September 15, 2020: Monday – Friday, 7 a.m. – 6 p.m., CT

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## Clean Drinking Water = Healthier Communities

iCare partnered with Culligan to offer a water cooler and free drinking water to members who live in areas with higher-than-normal lead counts. The by-invitation-only program is for homes with pregnant women and/or children age six or younger. Participants get the water delivered right to their homes.

The [video](#) shares more details about the program and how iCare is extending one of our Core Values — Inspire Wellbeing — to our members and the communities we serve.

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## How to Contact Network Development & Contracting Department

For assistance with joining iCare's network, to check the status of a provider application and/or to request assistance from a Provider Contract Specialist, please e-mail [netdev@iCareHealthPlan.org](mailto:netdev@iCareHealthPlan.org)

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## Fraud, Waste, and Abuse

Do you suspect that someone is committing or has committed any form of Fraud, Waste or Abuse (FWA)? To report FWA directly or anonymously, please do one of the following:

- Fill out the [electronic form](#)
- Contact Customer Service at 1-800-777-4376
- Email: [compliance@iCareHealthPlan.org](mailto:compliance@iCareHealthPlan.org)

Learn more about [iCare's Compliance Program, which includes Fraud, Waste and Abuse information.](#)

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## Call for Provider Updates

Has any of your information changed? We strive to keep our records and our [provider directories](#) current not only to better serve our members, but also to remain compliant with DHS and CMS requirements. To update your information, please use the online forms on our website:

- The [Demographic Change Form](#) is for name, TIN, phone number or physical or billing address changes.
- The [Affiliation Change Form](#) is for adding or removing providers associated with a contracted provider group.

**Please note:** Organizations with delegated credentialing agreements should submit regular provider and facility rosters to [providerupdates@iCareHealthPlan.org](mailto:providerupdates@iCareHealthPlan.org).

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## Provider Reference Manuals

**iCare updated our Provider Reference Manuals.** These documents are a provider's primary resource to efficiently conduct transactions related to iCare members. Please download and save a copy for your reference. Future versions will be posted to our provider [web page](#) (scroll down half way on this page and click on the appropriate button), sent out through a Provider Bulletin (email blast), and also included in this e-newsletter.

[Family Care Partnership Manual](#)

[Medicare and Medicaid Manual](#)



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