

Independent Care Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language.

Independent Care Health Plan provides free aids and services to people with disabilities and people whose primary language is not English to communicate effectively with us, such as, qualified interpreters (including sign language) and written information in other formats (large print, audio, accessible electronic formats, braille, other formats) and languages. If you need these services contact Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. CST.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-777-4376 (TTY: 711).

Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-777-4376 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電。1-800-777-4376 (TTY: 711)。

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-777-4376 (TTY: 711).

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-777-4376 (телетайп: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-777-4376 (TTY: 711) 번으로 전화해 주십시오.

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-777-4376 (TTY: 711).

Wann du schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: Call 1-800-777-4376 (TTY: 711).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 711).

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-777-4376 (ATS: 711).

Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-777-4376 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-777-4376 (TTY: 711) पर कॉल करें।

Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-777-4376 (TTY: 711).

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-777-4376 (TTY: 711).

Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac 1-800-777-4376 (TTY: 711).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောဟသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။

Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-800-777-4376 (telefon za gluhe: 711).

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 1-800-777-4376 (هاتف نصي: 1-800-947-3529).



1-800-777-4376

TTY: 711

www.iCareHealthPlan.org

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### More Information

For more information about Self-Directed Supports, talk to your Care Team.

For more information about long-term care options available to you in your county, and about eligibility and enrollment, contact your local Aging & Disability Resource Center (ADRC).

A few counties are listed below. TTY users call 711:

- » Dane County: 608-240-7400 or 1-855-417-6892
- » Kenosha County: 1-800-472-8008
- » Milwaukee County: 414-289-6874
- » Racine County: 1-866-219-1043
- » Sauk County: 1-877-794-2372

Find an ADRC near you or get more information by visiting: [www.dhs.wisconsin.gov/adrc](http://www.dhs.wisconsin.gov/adrc)

Independent Care Health Plan (iCare), which insures iCare Family Care Partnership (HMO D-SNP), is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in iCare Family Care Partnership depends on iCare's contract renewal.

Questions? Call 1-800-777-4376 (TTY: 711) for more information.

## Self-Directed Supports

Make and take responsibility for your own decisions about how you want to live your life.



### We're here to support you.

Our customer service is available 24 hours a day, 7 days a week.

Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.



1-800-777-4376

TTY: 711

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iCare is a wholly-owned subsidiary of Humana.





## Self-Directed Supports

iCare Family Care Partnership members — both Medicaid only and Dual members (Medicaid and Medicare) — may arrange and purchase some long-term care supports and services for themselves through Self-Directed Supports (SDS).

SDS may offer a person a way to have more control. You make and take responsibility for your own decisions about how you want to live your life and receive support to achieve those outcomes.

With the help of your care team, you will establish your budget and stay within it. Your budget will be based on the amount of services necessary to support the outcomes identified in the assessment and planning process. At your request, you could receive monthly reports of services provided, costs and balance of budget.

Your Care Team will be there to support you, but you are at the center of your care plan, which means you can start, stop, or change your SDS plan at any time depending on what's right for you.

If you decide you want to change your SDS plan, contact your Care Team. If you want to stop self-directing, you will still have the support of the Family Care Partnership program.

## Guiding Principles of SDS

**Dignity and Respect:** The right to be treated with dignity and to be respected as individuals.

**Choice and Control:** The freedom to choose how, where and with whom you will live.

**Responsibility for Finances and Actions:** Use and arrange natural and formal supports safely and effectively. Funds must be used for supports and services that will help you achieve your outcomes.

## People Have a Choice About What Services They Self-Direct

Though mostly used for in-home care, SDS can also be used outside of the home for services such as transportation and personal care at your workplace. You can choose to self-direct some of your long-term care



services. For example, you could choose SDS that help you stay in your home or help you find and keep a job and use your Care Team to manage other services in your plan.

If you choose to get involved in self-directed supports, your Care Team will explain the variety of choices available to you, and work with you to assess your needs; determine the number of resources available to you; and keep track of whether you are staying within your available budget and meeting your needs for health, safety, and your outcomes.

## Steps Involved with SDS

**Creating a Member-Centered Plan:** You and your Care Team will help identify your desired outcomes and develop a service plan. All plans are member-centered, look to the future and address health and safety.

**Developing an Individual Budget:** The outcomes and service plan will guide you and your Care Team to establish a budget for the long-term care supports you have chosen to self-direct.

**Shopping and Arranging for Supports and Services:** You will decide the details of how, when and who provides what supports at an identified cost.

**Hiring and Paying Providers:** You may be the employer of support staff or may arrange supports through an agency as co-employer. Other services may be purchased from a community service agency.

**Monitoring Services and Budget:** You and your Care Team will routinely assess your care plan to make sure that you are meeting your health and safety needs and supporting your outcomes.

If you are over-budget, then you may lose access to SDS. If your SDS is stopped, the Care Team will explain what is expected before you regain SDS.

## Interested in the Self-Directed Supports Option?

Talk to your Care Team about SDS as an option for you. Your Care Team will assist you and provide you with information.

