



## **iCare Family Care Partnership (HMO D-SNP) 2024 Program Information**

We want iCare Family Care Partnership (FCP) members to remain healthy, independent, and connected with family, friends, and community. We support our member's choice.

In addition to the medical benefits offered in the FCP program, we may also help our members connect to available resources in their community.

**This booklet explains what you need to know about FCP in 2024. Open it up to learn more! ➔**



1555 N. RiverCenter Dr. • Ste. 206 • Milwaukee, WI 53212

Customer Service: 1-800-777-4376 • TTY: 711

[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

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.

iCare is a wholly-owned subsidiary of Humana.





## **Who is *iCare*?**

Independent Care Health Plan (*iCare*) is a managed care organization that offers Medicaid and Medicare health plans. In 2021, *iCare* became a wholly-owned subsidiary of Humana.

## **What is *iCare* Family Care Partnership (HMO D-SNP)?**

*iCare* Family Care Partnership (FCP) is a health and Long-Term Care (LTC) program that fully integrates all aspects of health care for frail older adults and individuals who have physical, intellectual or developmental disabilities.

Our goal is to assist you with remaining in your home, whenever possible, and maintaining your independence while still getting the care and support you need. Services include health outreach, home health and personal care, treatment information and follow-up, assistance in choosing providers, plus much more. Plan benefits may include health (primary and acute care), prescription drugs and LTC services.

Not every member is eligible for or will need to use the programs and services listed in this booklet. Your Care Team will work with you to determine what is best for your needs. A complete listing of *iCare* Family

Care Partnership (HMO D-SNP) benefits and services are in the Evidence of Coverage and/or your Partnership Medicaid-only Member Handbook. To get a copy of these documents, call Customer Service at 1-800-777-4376 or visit <https://www.iCareHealthPlan.org/>

Member choice is a focus of *iCare* Family Care Partnership (HMO D-SNP). *iCare* makes every effort to honor member preferences of how, when, and where services are delivered. *iCare* FCP is funded by state and federal tax dollars. To participate in *iCare* FCP an individual must:

- » Be financially eligible for Wisconsin Medicaid.
- » Be enrolled in the Family Care Partnership program with *iCare* as your Managed Care Organization (MCO).
- » Be enrolled in Medicare Parts A and B.
- » Be functionally eligible as determined by the State of Wisconsin Adult Long-Term Care Functional Screen.
- » Live in Dane, Kenosha, Milwaukee, Racine, or Sauk Counties.
- » Have a physical or developmental disability (18 years of age or older) or be a frail elderly adult 65 years of age or older.

## **Benefits and Services**

The following are some examples of LTC services, based on member's needs, provided through *iCare* Family Care Partnership (HMO D-SNP):

- » Service coordination/care management
- » Home health or personal care
- » Supportive Home Care (cleaning, cooking, laundry services, etc.)
- » Transportation
- » Adult day services
- » Respite care
- » Home modifications

Health care services covered by FCP, based on member's needs, include but are not limited to:

- » Hospice and palliative care
- » Physical, speech or occupational therapy
- » Wheelchairs and/or other mobility equipment
- » Pain management
- » Physician services, including primary care and specialists
- » Lab work and diagnostic testing
- » Emergency care (emergency department and urgent care) and hospitalization
- » Dialysis
- » Prescriptions
- » Dental, vision and podiatry
- » Mental health or drug/alcohol treatment

iCare FCP Care Teams help members stay healthy and independent by working with public and private health and social service partners. They help coordinate member access to meet your goals and outcomes.

## Care Management

At iCare, we know that many people with illness or injury want to stay independent and in their own home while being provided with the services they need. This help can range from a monthly visit to daily care and include services such as meals, transportation, personal care, and other care practices for general health and well-being.

iCare FCP members are assigned a Care Team that will help you coordinate these services. They can also help connect you to additional resources called social services. Social services include health care, welfare (food and housing) and counseling.

Examples of supports and services that FCP staff can assist with:

- » Communication aids/interpreter
- » Improvements to the home to make it safe and accessible
- » Food resources like home delivery programs
- » Community connections to minimize social isolation

If you feel as though you need extra support, your Care Team may be able to help.





## Take Care of Your Health

Getting regular preventive care — like checkups, screenings and immunizations — may help prevent disease and help your doctor identify health problems early when they may be more treatable.

There are different types of preventive care services, we listed a few here.

**Talk with your doctor about what is right for your health care needs. Ask them what other screenings and tests are right for you and when you should complete them.**

For more information about the benefits covered by *iCare* Family Care Partnership (HMO D-SNP), ask your Care Coach, call *iCare* Customer Service, or refer to your Evidence of Coverage.

**Annual Wellness Visit (AWV).** A yearly appointment with your primary care provider (PCP) to create or update a personalized prevention plan. This plan may help prevent illness based on your current health and risk factors. Keep in mind that the AWV is not a head-to-toe physical. Also, this service is like, but separate from, the one-time Welcome to Medicare preventive visit. If you need assistance with scheduling your Annual Wellness Visit, contact your Care Coach.

**Mental Health Services.** For people that have a behavioral health needs like anxiety, depression, bipolar, schizophrenia and other mental illness, it can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope. We're here to help. We will offer care management services so you can get the treatment and follow up care your need. We will support you through your recovery.

**Colorectal Cancer Screening.** This preventive measure is recommended for people once they reach age 50. Colonoscopies are standard for this screening; however, alternative testing may be an option for you. Talk to your doctor to learn more.

**Breast Cancer Screening.** Mammograms are x-rays of the breasts to look for cancer. Most of the time women survive breast cancer if it is found and treated early enough. Talk to your doctor about how often you should get a mammogram.

**Diabetic Retinal Exam.** Diabetic retinal exams can occur at the office of your ophthalmologist, optometrist, or primary health care provider. The exam is quick and comfortable. It is recommended that all patients living with diabetes have a retinal exam at least once per year. If diabetic retinopathy is identified, your physician will discuss next steps with you, including a potential referral to an eye specialist, as needed.

**Blood Pressure Test.** A blood pressure test may be done as a part of a routine health checkup or as a screening for high blood pressure (hypertension). Some people use home monitors to check their blood pressure at home. Blood pressure screening is an important part of general health care. How often you should get your blood pressure checked depends on your age and overall health.

**Flu Shot.** Getting a flu vaccine each season is especially important for older adults and people with chronic conditions. Why? Influenza (flu) vaccines protect against the most common flu viruses of the season. And if you do get the flu, symptoms are usually not as severe.

Most vaccines are shots (given with a needle) in the arm but sometimes a nasal spray is an option. Ask your provider or pharmacist which vaccine is best for you. Flu vaccines are free with your health insurance. You can get a flu vaccine at your provider office or pharmacy.

For more information, talk with your provider, pharmacy or go to <https://www.cdc.gov/flu/prevent/flushot.htm>. You can also call iCare Customer Service for help at 1-800-777-4376 (TTY: 711).

# Self-Directed Supports

Members can arrange, direct, and purchase some LTC supports and services for themselves through Self-Directed Supports (SDS). SDS may offer a person a way to have more control over their services and supports to achieve their independent lifestyle and long-term health goals.

The SDS option means you make your own decisions about how you want to live your life and receive support to achieve those outcomes. You take responsibility for personal decisions and actions, including establishing your own budget and staying within it. Your Care Team will be there to support you.

There are many services you can choose to self-direct; some are listed below:

- » Help with laundry or other household chores
- » Snow shoveling and lawn care
- » Transportation
- » Grocery shopping and other errands
- » Cooking
- » Bathing and/or dressing
- » Employment support

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 plan, contact your Care Team. If you want to stop self-directing, you will still have the support of the FCP program. Talk to your Care Team about SDS as an option for you.

## Guiding Principles of SDS

Dignity  
and  
Respect



Choice  
and  
Control



Responsibility  
for Finances  
and Actions



## 24/7 Nurse Line — 1-800-679-9874

Staying healthy starts by asking questions and getting up-to-date information. When members need answers the Nurse Advice Line will be there 24 hours a day, 7 days a week. Call 1-800-679-9874.





## **Advance Directives/Wellness and Health Care Planning Benefit**

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. The legal documents that you can use to give your directions in advance in these situations are called “Advance Directives.”

***i*Care Family Care Partnership (HMO D-SNP) members have access to an online advance care planning resource through our Wellness and Health Care Planning (WHP) benefit called Five Wishes.** To get started, visit [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org), click on “Family Care Partnership” then on the “Five Wishes” button at the top of the page. You can also call your Care Team or *i*Care Customer Service at 1-800-777-4376.

Participation in any programs that include Healthcare Planning or Advance Care Planning are voluntary and you are free to decline the services at any time.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether you have signed an advance directive.

Read more about Advance Directives in your Evidence of Coverage or EOC. The EOC is on the *i*Care web site ([www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)) or you can call Customer Service to request a hard copy at 1-800-777-4376. Or ask your Care Team to mail you a copy of our Advance Directives brochure.

## Transportation

If you need a ride to health care related services (examples include to the pharmacy, a doctor's appointment, therapy, and/or lab work), transportation services **may be included** with *iCare* Family Care Partnership (HMO D-SNP).

**Not all members qualify.** Please call your Care Team with questions and to see if you are eligible for transportation services. Your Care Team will discuss with you what is included in your care plan like how many rides you can take and what places you can go to.

### **If you're eligible for transportation, this is how it works.**

Call Ride Health at 1-855-929-0790 (TTY: 711), 24 hours a day, 7 days a week, including holidays.

For emergencies, please call 911. Transportation services are strictly for non-emergency medical and health-related uses.

Members are encouraged to have a friend or family member ride with them to and from the emergency room, outpatient surgery or an inpatient hospital admission.

Transportation drivers are not expected to assist members whose abilities may be lessened due to illness, injury, or treatment.

Questions? Call your Care Team. You can also call *iCare* Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

### **What to expect when a ride is scheduled.**

The day a ride is scheduled you will receive a notification that a ride has been scheduled for you, which will include the date and time of the appointment, pick-up address, and drop-off address.

24 hours before your appointment you will receive an automated call or text message reminding you of your scheduled appointment and its details. You will have the opportunity to cancel this ride through the phone prompts.

### **What to expect the day of your appointment:**

- » **One-hour before your appointment.** You will receive an automated call or text message reminding you of your scheduled appointment and its details. You will have the opportunity to cancel this ride through the prompts.
- » **A few minutes before your appointment.** You will receive an



**If transportation is included in your care plan, to schedule a ride call 1-855-929-0790 (TTY: 711), 24/7 including holidays.**

automated call or text message informing you of your driver's name, phone number, vehicle make, model, color, and license plate number, as well as the estimated time of arrival. You will have the opportunity to cancel this ride.

- » **When your driver has arrived.** You will receive an automated call or text message informing you of their arrival and that they are waiting outside. You will have the opportunity to cancel this ride while your driver is waiting.
- » **If a driver has been waiting for five minutes or more.** You will receive a call or text message notifying you that the driver is waiting. If a driver decides to cancel, you will receive a prompt to confirm that you still need a ride. If so, another ride will be coordinated for you.



# Healthy Options allowance and *iCare* Spending Account Card

***iCare* Family Care Partnership (HMO D-SNP) members have more options to help you live fully with the \$150/month Healthy Options allowance using the *iCare* Spending Account Card!**

Your Healthy Options allowance\* linked to your new *iCare* Spending Account Card\* helps you buy the things you need. Your card provides more flexibility to use it towards what you think is important. You can use all the money to purchase from one category or spend some on each one. It is up to YOU!



***iCare***  
INDEPENDENT CARE HEALTH PLAN

**Spending Account Card**

4000 1234 5678 9010  
GOOD THRU 00/00

CARDHOLDER NAME

Do not throw away this card

DEBIT  
**VISA**

## Healthy Options allowance

Use your Healthy Options allowance to buy products like healthy foods, OTC, personal supplies, and to help with bills like utilities, rent, mortgage and more. See pages 13 and 14 for the categories and a listing of a few of the many eligible items and services.

- » You get \$150.00 every month. Shop with it in-store and online starting 1/1/2024.
- » Your allowance rolls over each month and expires 12/31/2024 or if you disenroll from the plan. It cannot be combined with other benefit allowances. Limitations and restrictions may apply.
- » Members will be responsible for any out-of-pocket costs over the available iCare Spending Account Card balance.

## iCare Spending Account Card

The iCare Spending Account Card is as easy to use, but you **must activate your card** to start using it. The Card will be mailed to new members.

To get started, visit [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare), download the Healthy Benefits+ mobile app, or call 1-855-256-4620 (TTY: 711) anytime.

**Once your card is activated, you can shop for:**

**Items such as food, OTC, home and personal care supplies, and more:**

- » In-store at in-network retailers, such as Walgreens, Walmart, Pick 'n Save, Metro Market, Piggly Wiggly, and Woodman's. Other in-network retailers may be available. Visit the Store Finder at [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare) to find local participating stores.
- » Online at participating retailers, including Walmart.com. Sign in or create a profile at [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare). Once you are signed in, you can easily browse approved products and services.
- » For eligible bill pay services, in-store, online, or by phone.
- » For eligible pest control and non-medical transportation service providers.
- » Use the store locator, check your balance and see the terms and conditions, go to [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare) or call 1-866-757-1964 (TTY: 711) anytime.

Please do not throw away your card and keep it safe.

iCare is not responsible for funds lost due to lost or stolen cards.

Limitations and restrictions may apply.

## Bill pay services:

Bill payment will be withdrawn on the date you select. The documented home address with *iCare* Family Care Partnership (HMO D-SNP) must match the service address where you currently reside. *iCare* is not responsible for any fees or loss of service associated with past due payments and may not include all utility companies. Service fee may apply.

- » You can pay your eligible utility bills at your local Walmart Customer Service desk or money center.
- » Sign in or create a profile at [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare). Click on the Bill Pay page and complete your payment. You can also pay your bill directly on your service provider's web site if they accept Visa.
- » To pay your utility bill, call 1-866-757-1964 (TTY: 711). Have your bill ready. The customer service representative will need to know your date of birth and ZIP code.

## For pest control and non-medical transportation:

Use your card where the primary business is pest control or non-medical transportation. Swipe your card with the service provider or use the 16-digit card number and 3-digit CVV online (ex: Uber, Lyft app). If your current *iCare* Spending Account balance cannot cover entire charge, please be sure to have alternate payment ready.



## Questions?

Visit [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare)

Download the Healthy Benefits+ mobile app





Call 1-866-757-1964 (TTY: 711) anytime.



## What can I buy with my Healthy Options allowance?

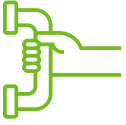
Please note: As an iCare Family Care Partnership (HMO D-SNP) member, some of the items listed below and on page 14 may be included under your Partnership Medicaid Benefit Package covered by the State of Wisconsin. Please ask your Care Coach for more information.

This is not an all-inclusive list. Please visit [HealthyBenefitsPlus.com/iCare](https://HealthyBenefitsPlus.com/iCare), download the Healthy Benefits+ mobile app or call 1-866-757-1964 for more information.

Category	Product or Service Examples
 <b>Over-the-Counter (OTC)</b>	<ul style="list-style-type: none"><li>» Vitamins</li><li>» Digestive health</li><li>» Personal care products</li><li>» Allergy, cold, and flu</li><li>» Pain relief</li><li>» Pill box organizer</li></ul>
 <b>Healthy Foods</b>	<ul style="list-style-type: none"><li>» Breads and tortillas</li><li>» Coffee, tea, and juice</li><li>» Dairy products and eggs</li><li>» Produce, meals, and vegetables</li><li>» Meat and seafood</li><li>» Baking goods, canned goods, and pasta</li><li>» Fresh fruits and vegetables and packaged salads</li></ul>
 <b>General Supports for Living</b>	<ul style="list-style-type: none"><li>» Rent/mortgage</li><li>» Utilities and government services such as electric, sanitation, water, and sewer</li><li>» Internet and Telecom</li></ul>
 <b>Disaster Recovery</b>	<ul style="list-style-type: none"><li>» Water</li><li>» First aid</li><li>» Band aids</li></ul>

## Category

## Product or Service Examples



### Assistive Devices

- » Grab bars
- » Raised toilet seats
- » Low vision aids
- » Reaching aids
- » Bedroom safety aids



### Pest Control

- » Extermination services available at any retailer or service provider that accepts Visa.



### Pet Care & Supplies

- » Pet food
- » Pet toys
- » Litter
- » Flea shampoo



### Nonmedical Transportation

- » Public transportation
  - » Uber, Lyft and/or Taxi
- Available at any retailer or service provider that accepts Visa.



### Home and Personal Care Supplies

- » Essential Paper Products: Paper towels, napkins, paper plates, toilet paper, facial tissue (Kleenex), and paper cups
- » Essential Cleaning Supplies: Bathroom, kitchen and dust cleaner/wipes, laundry and dishwasher detergent, and dish soap
- » Essential Personal Wellness Care: Personal soap, shampoo, conditioner, body wash/facial cleanser, and dental care
- » Essential Air Quality & Water Filtration: Indoor HVAC filters, water filter pitcher/ faucet attachment, fan, air conditioner, space heater, and humidifier





## Added Vision Benefits

For *iCare* Family Care Partnership (HMO D-SNP) plan members, our added vision benefit includes \$400 year for:

- » Contact lenses.
- » One (1) set of eyeglasses (lenses and/or frames).
- » Fitting for eyeglasses (lenses and frames).

Plus \$50/year for a routine eye exam.

And a \$0 co-pay for the routine eye exam.

This benefit is per calendar year and cannot be combined with your Medicaid benefit. There may be limits on how much the plan will provide. For more information about your benefits, please refer to your Evidence of Coverage or call your Care Team. You can also call *iCare* Customer Service at 1-800-777-4376 (TTY: 711).

National Vision Administrators (NVA) is the network you will use for your vision services. You must use them for your added vision benefit. If you have a vision network question or need help finding a provider, call NVA Customer Service at 1-888-287-0116 (TTY: 711).

You can also use the “Find a Provider” search tool on the *iCare* web site at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org).

## Added Dental Benefits

*iCare* Family Care Partnership (HMO D-SNP) includes added preventive and comprehensive dental benefits. This benefit has a \$4,000 maximum coverage limit per calendar year. You must use dentists and dental specialists in the *iCare* dental network, DentaQuest.

There may be limits on how much the plan will provide so we encourage you to read your plan documents. Ask your Care Team or call Customer Service for information on these documents, which include the Evidence of Coverage and/or the Summary of Benefits. They can also be found on the *iCare* web site at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org).



## **\$0 Co-pay for Preventive Care**

- » Oral Exams: Up to three per calendar year, includes emergency diagnostic exam up to one per year, and periodic oral exam up to two per year.
- » Prophylaxis (Cleaning): Up to six per calendar year, includes periodontal maintenance up to four per year and prophylaxis (cleaning) up to two per year.
- » Fluoride Treatment: Up to two per calendar year.
- » Dental X-rays: Include bitewing x-rays and intraoral x-rays up to one set per year, and panoramic film or diagnostic x-rays up to one every 5 years.

## **\$0 Co-pay for Comprehensive Care**

- » Non-routine Services: Two visits included every year.
- » Diagnostic Services: One visit included every 3 years.
- » Restorative Services: Include fillings up to unlimited per year, re-cementation of crown and re-cementation of dentures up to one every 5 years, crown up to one per tooth per lifetime.
- » Endodontics: Include root canal and root canal retreatment up to one per tooth per lifetime.
- » Periodontics: Include scaling and root planing (deep cleaning) up to one per quadrant every 3 years, scaling for moderate inflammation up to one every 3 years.
- » Extractions: Surgical extractions are covered; unlimited per year.
- » Prosthodontics, Other Oral/Maxillofacial Surgery, Other Services: Includes partial dentures and complete dentures up to one set every 5 years. Denture adjustment, denture relines, denture repair, denture rebase, and tissue conditioning up to one per year. Occlusal adjustments up to one every 3 years. Oral surgery up to two per year. Bridges up to one every 5 years.

For more details about your dental benefits, please ask your Care Team or call Customer Service.

If you have dental network questions or need help selecting a dental provider, you can ask iCare's Customer Service or DentaQuest's Customer Service Department at 1-800-508-6758 (TTY: 711).

## Part D Prescription Drug Coverage

Following is a brief description of *iCare* Family Care Partnership (HMO D-SNP) Part D Prescription Drug Coverage. Refer to the Plan's Evidence of Coverage or Summary of Benefits for more information.

### **\$0 Rx Drug Co-Pays**

Coverage may include \$0 co-pays for all Medicare covered Part D prescription drugs on *iCare's* Medicare formulary, for all tiers, and through all drug stages for members who receive "Extra Help" for prescription drug costs (All *iCare* Family Care Partnership (HMO D-SNP) members receive "Extra Help"). Part D Prescription drugs on Tiers 1 through 4 are a \$0 co-pay at a 1-month or 3-month supply. Tier 5 (Specialty Drugs) is a \$0 co-pay and limited to a 30-day supply.

### **Verify, Fill and Find a Pharmacy**

To see if *iCare* covers your medications, review the Drug List (Comprehensive Formulary) by visiting [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) or ask your *iCare* Care Team or Customer Service. If your drug is not on the Formulary, it may not be covered, but there will likely be an alternative drug that treats the same condition.

There are many local pharmacies in the plan's network. Members need to use a network pharmacy, or the plan may not pay for prescriptions, except in an emergency.

To locate a pharmacy, visit [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) and use the "Find a Provider" search tool, view the Provider/Pharmacy Directory, or call Customer Service.



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 (HMO D-SNP) depends on *iCare*'s contract renewal.

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

This plan is available to anyone who has both medical assistance from the State and Medicare and is functionally eligible as determined by the State Long-Term Care Functional Screen. For more information about long-term care options available to you contact the Aging & Disability Resource Centers. The Resource Center can also assist you with information about eligibility and enrollment.

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 through Friday, 8:30 a.m. to 5:00 p.m. CST.

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.

+Allowances roll over monthly but expire 12/31/2024 or if a member disenrolls from the plan. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

\*The *iCare* Spending Account Card is redeemable for specific goods and services at select merchants and cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid or other federal healthcare programs, alcohol, tobacco, e-cigarettes, firearms or ammunition, candy, electronics, toys, seasonal items or jewelry and is not redeemable for cash except as required by law. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Distributed by Solutran, LLC. No Cash or ATM Access. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-777-4376. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Peb muaj kev pab txhais lus dawb los teb cov lus nug uas koj muaj txog peb txoj kev npaj khomob lossis tshuaj. Yog xav tau ib tug neeg txhais lus, hu rau peb ntawm 1-800-777-4376. Ib tug neeg uas hais lus Hmong lwm yam lus tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-777-4376。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Waxaan haynaa adeegyo turjumaan bilaash ah si aan uga jawaabno su'aalo kasta oo aad ka qabtid caafimaadkayaga ama qorshahayaga dawada. Si aad u hesho turjumaan, kaliya naga soo wac 1-800-777-4376. Qof ku hadla Ingiriisi/Luuqad ayaa ku caawin kara. Kani waa adeeg bilaash ah.

ພວກເຮົາມີການບໍລິການນາຍພາສາພຣີເພື່ອຕອບຄໍາຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບສຸຂະພາບຫຼື ແຜນການຢາຂອງພວກເຮົາ. ເພື່ອຮັບນາຍພາສາ, ພຽງແຕ່ໂທຫາພວກເຮົາທີ່ເບີ 1-800-777-4376. ຄົນທີ່ເວົ້າພາສາອັງກິດ/ພາສາສາມາດຊ່ວຍທ່ານໄດ້. ນີ້ແມ່ນການບໍລິການພຣີ.

Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-777-4376. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Имамо бесплатне услуге преводиоца да одговоримо на сва питања која имате о нашем здравственом плану или плану за лекове. Да бисте добили преводиоца, само нас позовите на 1-800-777-4376. Неко ко говори енглески/језик може вам помоћи. Ово је бесплатна услуга.

ကျွန်ုပ်တို့တွင် ကျွန်ုပ်တို့၏ကျန်းမာရေး သို့မဟုတ် ဆေးဝါးအစီအစဉ်နှင့်ပတ်သက်ပြီးသင့်တွင် ရှိသည့်မေးခွန်းများကို ဖြေဆိုရန် အခမဲ့စကားပြောဝန်ဆောင်မှုများရှိပါသည်။ စကားပြောရန် 1-800-777-4376 တွင် ကျွန်ုပ်တို့ကို ဖုန်းခေါ်ဆိုပါ။ အင်္ဂလိပ်/ဘာသာစကားပြော တတ်သူတစ်ဦးက သင့်အား ကူညီနိုင်ပါသည်။ ဤသည်မှာ အခမဲ့ဝန်ဆောင်မှုတစ်ခုဖြစ်ပါသည်။

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-777-4376. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.





## **We Connect & We Care**

At *iCare*, it's about fostering personal connections — with our members, in the community, and with one another!

Customer Service and your Care Team is here for you. Call us if you need help or have questions about your health care at 1-800-777-4376 (TTY: 711).

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.