

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-777-4376 (TTY: 1-800-947-3529).

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-777-4376 (TTY: 1-800-947-3529).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-800-777-4376 (TTY: 1-800-947-3529).

注意:如果您说中文, 您可获得免费的语言协助服务。请致电1-800-777-4376 (TTY 文字电话: 1-800-947-3529)。

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac 1-800-777-4376 (TTY: 1-800-947-3529).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 1-800-947-3529)

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика.

Позвоните по номеру: 1-800-777-4376 (TTY: 1-800-947-3529).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ်ဆိုပါ။

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-800-777-4376 (telefon za gluhe: 1-800-947-3529).

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم: 4376-777-8001- (هاتف نصي: 3529-947-8001-).

Independent Care Health Plan:

» Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

» Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Independent Care Health Plan at 1-800-777-4376. TTY: 1-800-947-3529.

Independent Care Health Plan (iCare) is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in iCare Medicare plans depends on iCare's contract renewal.

iCare Family Care Partnership 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.

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

Independent Care Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sex.

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BAQO Approved 12/2/2019



Customer Service:  
1-800-777-4376  
TTY: 1-800-947-3529  
www.iCareHealthPlan.org

Corporate Headquarters  
1555 N. RiverCenter Dr., Ste. 206  
Milwaukee, WI 53212

**Nurse Advice Line**

Reliable health information is a phone call away!

Call the toll-free number below.

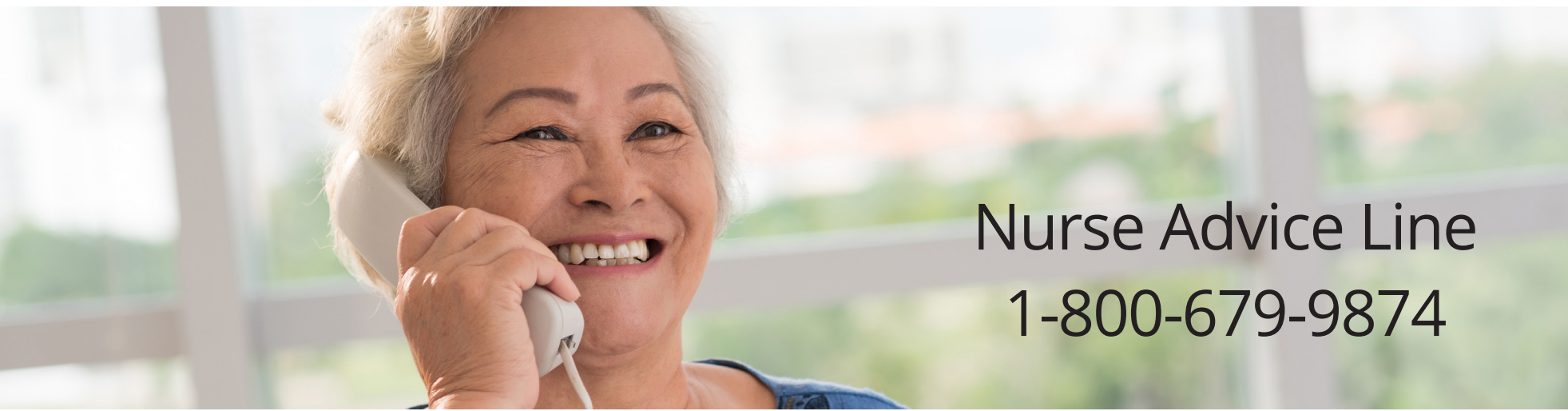


**1-800-679-9874**

Available 24 hours a day,  
7 days a week.

www.iCareHealthPlan.org

INDEPENDENT CARE HEALTH PLAN



# Nurse Advice Line

## 1-800-679-9874

### About the Nurse Advice Line

Now you can talk to a Registered Nurse (RN) any time — day or night. A caring professional can help you make informed decisions about your health. The Nurse Advice Line can give you peace of mind and help when you:

- » Wonder whether you need to make an appointment.
- » Need information about medications, medical tests, or procedures.
- » Want to learn how to take care of a new or chronic condition.
- » Want to find ways to talk more effectively with your healthcare provider.

### Please Note

The Nurse Advice Line is not a substitute for medical attention. The RNs cannot provide diagnoses or treatment. If you have an emergency medical condition, please call 911 or your local emergency medical services number.

### Audio Health Library

The Audio Health Library provides access to hundreds of prerecorded messages on an array of health care topics ranging from the common cold to heart disease. Each message is about three to five minutes long.

Just dial the toll-free number and follow the prompts. You must enter a code for each health topic. Below is a sampling of health topics you can find within the Audio Health Library:

- 1032 Osteoporosis
- 1107 Mammogram
- 1113 Colorectal Cancer
- 1500 Type 2 Diabetes (TD2)
- 1508 Type 1 Diabetes
- 1516 Diabetic Retinopathy
- 1712 Glaucoma

For a complete list of topics, please contact your Care Coordinator or Care Manager.

### Personal Support

Some health problems are more complicated than others. The RNs provide support and guidance for any non-emergency situation.

They can help you understand risk factors and treatment options. They work with you so that you and your healthcare provider can make the best decisions for your lifestyle.

The service is personal, confidential and available at no cost.

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*When you have questions about your health, you may not be sure where to go. Instead of waiting and worrying, call the Nurse Advice Line staffed by experienced RNs 24 hours a day, 7 days a week, 365 days a year.*

*The nurse will ask a few questions and give you information to help you decide what to do next.*

### Health Questions

Staying healthy starts by asking questions and getting up-to-date information. When you need answers, the Nurse Advice Line is there for you. No question is too simple or too complex.

The RNs can answer questions like:

*"I just got back from a camping trip and noticed a weird bull's eye rash on my leg. Should I be worried?"*

*"Everyone at work is sick. Now I have a cough. Could it be H1N1?"*

*"My mother had high blood pressure. Does it run in families? How would I know if I have it?"*

*"I have just been diagnosed with breast cancer. What is the best treatment option for me?"*

*"I was told I need a liver biopsy. What will this involve? Do I have to go to the hospital? Will I be able to drive myself home afterwards?"*

*"My father was just prescribed a new medication and now he's feeling dizzy. Could that be a side effect?"*

The Nurse Advice Line provides current information to help you make important decisions.