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## Having a Primary Care Provider is Important

It is important to have a primary care provider (PCP). A PCP is a doctor, nurse practitioner or a physician assistant who helps you stay healthy and get better when you're sick. A PCP does the following:

- » Helps you stay well! It is important to have at least one appointment a year with your PCP to talk about your health and get a health exam. This helps prevent or treat health concerns before they are serious. It's also where you can ask an expert about your health questions.
- » Is the first provider to treat any health problems such as chronic physical or mental health conditions, minor illness such as infections, and help manage medications.
- » Helps you find other providers when you need specialized care for a health condition.
- » Is your health advocate. A PCP develops a long-term relationship with you so they better understand your health care needs and can help guide you through the health system.

*iCare* pays for appointments to see a PCP. If you need help finding a PCP, you can call *iCare* customer service or look on the *iCare* website for a provider that is close to you and who speaks your language: <https://www.icarehealthplan.org/Find-a-Provider.htm>

### **¡Por qué tener un proveedor de cuidado primario es muy importante!**

Es importante tener un proveedor de cuidado primario (PCP, por sus siglas en inglés). Un PCP es un médico, profesional de enfermería practicante o un asistente médico que le ayuda mantenerse sano y a mejorarse cuando se enferma. Un PCP hace lo siguiente:

- » ¡Le ayuda a mantenerle sano! Es importante tener al menos una cita al año con su PCP para hablar sobre su salud y hacerse un examen de salud. Esto ayuda a prevenir o tratar problemas de salud antes de que sean graves. También es donde puede consultar a un experto sobre sus preguntas de salud.
- » Es el primer proveedor que trata cualquier problema de salud, como afecciones crónicas de salud física o mental, enfermedades menores como infecciones, y ayuda a administrar los medicamentos.
- » Le ayuda a encontrar otros proveedores cuando necesita cuidado especializado para una afección médica.
- » Es su defensor de salud. Un PCP desarrolla una relación a largo plazo con usted para que comprenda mejor sus necesidades de cuidado de la salud y pueda guiarle a través del sistema de salud.

*iCare* paga por las citas para ver a un proveedor de cuidado primario. Si necesita ayuda para encontrar un PCP, puede llamar al servicio de atención al cliente de *iCare* o buscar en el sitio web de *iCare* un proveedor que esté cerca de usted y que hable su idioma: <https://www.icarehealthplan.org/Find-a-Provider.htm>.



## Behavioral Health Benefit

Sometimes an inpatient hospital stay is a necessary step in getting help with a behavioral health challenge. Anxiety, depression, bipolar, schizophrenia and other mental illness are common conditions. These conditions can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope.

If you are admitted to a hospital because of a behavioral health condition, we will outreach to you. We will offer care management services, so you get the follow up care you need. We will also support you through your recovery. We can help with follow up appointments and rides. We can also connect you to education, community resources and other supports you need.

There is no cost to members to use this program. You can choose not to participate. We are here to help. If you would like more information, call us. To request this program, please call *iCare* Customer Care at 1-800-777-4376 (TTY: 711). Customer Care 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.

## Keep Your Contact and Insurance Information Current

If you have any life changes, including a change in address, job, tax status, or people in your household, please report them to the Social Security Administration, *iCare* Customer Care, and the Wisconsin Department of Health Services (DHS). We, and these agencies, need the most up-to-date information. If we do not have your current information on file, you might miss benefit or renewal information or might not know about programs and services that are important to you.

-To update your contact information, log in at [access.wi.gov](https://access.wi.gov) or use the MyACCESS mobile app. Or call your local ADRC or Tribal ADRC. Find yours: <https://www.dhs.wisconsin.gov/adrc/contacts.htm>.

-Contact the Social Security Administration (SSA) by calling 1-800-772-1213 or visit [www.ssa.gov](https://www.ssa.gov).

-Contact *iCare* Customer Care by calling 1-800-777-4376 (TTY: 711).



## Complex Chronic Conditions

Having a high quality of life while managing multiple chronic conditions is a huge challenge. Examples of chronic conditions are:

- » Diabetes
- » COPD
- » Hypertension
- » Chronic heart disorders
- » Chronic kidney disorders
- » Autoimmune disorders
- » Cancer
- » Mental illnesses and/or substance use disorders

If you have a chronic health condition, it requires juggling many different providers and treatments. You also need to know how those treatments work together. It can be hard to understand. Our case management teams are here to help.

Our case management teams will work with you to assess your needs. **There are different levels of care management, and your team will help identify and place you in the level that is best for you.** Your care team may help you establish health goals and overcome barriers to those goals. They can assist with provider referrals and care coordination. They can also assist with referrals to community resources.

There is no cost to members to use this program. To find out more, please call *iCare* Customer Care at 1-800-777-4376. TTY users call 711. Customer Care 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.

## Take Care of Your Health

Getting regular checkups, screenings and immunizations may help prevent disease and help your doctor identify health problems early when they may be more treatable. These important services are included as part of this plan's preventive care. A few are listed below. Contact your Care Coach for more information about your benefits and MORE covered preventive care services. Your Evidence of Coverage or EOC is also a great resource for benefit information.

Always talk to your doctor about what is right for you.



**Annual Wellness Visit.** 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 Annual Wellness Visit 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 challenge 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 45. 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.

If you have questions, we are here to help! Call us toll-free 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.

# Measles in Wisconsin

Measles is a disease caused by the measles virus. Measles can be dangerous, especially for infants and young children. One out of every four people who get measles in the United States will be hospitalized. One or two out of every 1,000 children in the United States who get measles will die from the disease, even with the best care.

Measles can cause serious health problems, such as:

- » Pneumonia, an infection of the lungs
- » Brain damage caused by swelling.
- » Deafness.

You can protect yourself and the people around you from measles. The best protection against measles is a measles, mumps, and rubella (MMR or MMRV) vaccine.

Two doses of the measles vaccine are about 97% effective at preventing measles. The vaccine provides long-lasting protection against all strains of measles. Contact your doctor, pharmacy, or local health department to schedule a vaccine visit.

Source: Wisconsin Department of Health Services <https://www.dhs.wisconsin.gov/immunization/measles.htm>

## Resources

Information about Measles: Wisconsin Department of Health Services, Measles <https://www.dhs.wisconsin.gov/immunization/measles.htm>

Find out if you and your children are up to date on the measles vaccine. Look up your vaccine record at the Wisconsin Immunization Registry at <https://www.dhfs.wisconsin.gov/PR/clientSearch.do?language=en>

## Should I Get a Measles Booster?

### Born before 1957

**No.** You were already exposed to measles and have immunity.

### Born 1957–1988

**Maybe.** You should have received one dose. If you fit into one of the risk groups\* below, you should receive a second dose. Some vaccines used from 1963–1967 were inactive. If you got an inactive dose, you will need a vaccine. Check with your health care provider, and if in doubt, get a booster.

### Born in or after 1989

**Maybe.** If you have received two doses you do not need a booster. However, if you received only one dose and are school aged or if you fit one of the risk groups\* below, you should receive a second dose.

\*If you work in health care, are a college student, or are planning to travel internationally, you should have two doses of the MMR vaccine.



BUREAU OF COMMUNICABLE DISEASES

Wisconsin Department of Health Services | Division of Public Health  
<https://www.dhs.wisconsin.gov/dph/bcd.htm> | [DHSDPHBCD@dhs.wi.gov](mailto:DHSDPHBCD@dhs.wi.gov)

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# Balance Billing

As a member, you should not be billed by providers for covered services. If you get a bill, please send a copy of the invoice to [advocate@icarehealthplan.org](mailto:advocate@icarehealthplan.org), or contact a Member Advocate at 1-800-777-4376 or 414-231-1076 for help. For more information, you can review your Member Handbook, which explains your rights and protections.



## Why You Should See Your Primary Care Provider Every Year

Seeing your primary care provider (PCP) once a year is an important way to stay healthy. Even if you feel great, a yearly checkup can help find problems early, before they become serious. Your PCP also helps you build healthy habits and understand how your body is changing over time.

### 1. Your PCP Helps Keep You Healthy

During a yearly visit, your PCP checks things like:

- » Your height and weight
- » Your blood pressure
- » Your heart and lungs
- » How you're feeling overall

These checks help your doctor see if your body is growing and working the way it should.

### 2. You Can Catch Problems Early

Some health problems don't show any signs at first. You might feel fine, but your body could still need help. Your PCP can find early warning signs of:

- » Heart disease
- » Thyroid problems
- » Kidney problems
- » Diabetes
- » Certain cancers

Catching issues early can make treatment easier and more successful.

### 3. Important Blood Work Your PCP May Order

Blood tests help your PCP learn what is happening inside your body. Common tests include:

- » **Complete Blood Count (CBC)** - Checks your red blood cells, white blood cells, and platelets. This can show anemia or infections.
- » **Basic Metabolic Panel (BMP) or Comprehensive Metabolic Panel (CMP)** - Shows how well your kidneys and liver are working.
- » **Blood Sugar Test (Glucose or A1c)** - Checks for diabetes or pre diabetes.
- » **Cholesterol Panel (Lipid Panel)** - Measures "good" and "bad" cholesterol to check your heart health.
- » **Thyroid Test (TSH)** - Checks how well your thyroid is working, which affects energy, weight, and mood.

Your PCP will decide which tests you need based on your age, family history, and health.

### 4. Cancer Screenings Your PCP May Recommend

Cancer screenings help you find cancer early before you have any symptoms. Your PCP will talk with you about which tests you may need as you get older.

- » **Breast Cancer Screening**
  - A mammogram is an X-ray of the breast.
  - Most adults begin screening around age 40–50, depending on personal risk.
- » **Cervical Cancer Screening**
  - A Pap test checks for abnormal cells on the cervix.
  - Often done every 3–5 years.

- » **Colorectal (Colon) Cancer Screening** - Screening usually starts at age 45 and may include:
  - FIT test (checks stool for blood) – every year
  - gFOBT – every year
  - sDNA-FIT (Cologuard) – every 3 years
  - Colonoscopy – every 10 years
  - CT colonography – every 5 years
  - Flexible sigmoidoscopy – every 5 years or every 10 years with yearly FIT
- » **Lung Cancer Screening**
  - A low-dose CT scan may be recommended for adults who have a history of heavy smoking. Your PCP helps you understand which screenings are right for you based on your age, lifestyle, and family history.

## 5. Your PCP Helps You Manage Your Medications

Medication management is an important part of your yearly visit, especially if you take regular medicines. Your PCP can:

- Review all your current medications
- Make sure each one is still needed
- Check for side effects
- Look for dangerous medication combinations
- Adjust doses if your body or health needs have changed
- Help you understand how and when to take each medicine

This helps keep your medications safe and effective and prevents problems from taking the wrong dose or mixing medicines that don't work well together.

## 6. Your PCP Helps You Build Healthy Habits

- Eating healthy foods
- Getting enough sleep
- Staying Active
- Keeping a healthy weight
- Managing stress

These habits can help you feel better every day.

## 7. You Can Ask Questions About Your Body and Health

A yearly visit is a safe place to ask questions. Your PCP can talk with you about anything you're curious or worried about.

### Taking Care of Yourself Starts with One Visit

Seeing your primary care provider once a year is an important way to take care of your health. A yearly visit helps you find health problems early and stay up to date on screenings for cancer. It also allows your doctor to order any blood tests you may need and make sure your medications are safe and working well. These visits help you build healthy habits and understand your body better as it changes. One visit each year makes a big difference in keeping you healthy for a long time.





## Be Ready for Your Doctor's Visit: Ask Questions!

Going to the doctor is important for your health. To get the best care, it's a good idea to bring questions to your appointment. Your doctor wants to help you feel better and understand your health. Asking questions helps you and your doctor work together.

### Here are some tips for your next visit:

- » Write down your questions before you go.
- » Ask about any medicines you take.
- » Tell your doctor about any changes in how you feel.
- » Don't be afraid to ask if you do not understand something.
- » Bring a list of all your medicines and vitamins.

## Prior Authorization

Members may ask *iCare* to send a copy of the criteria used to make a decision on their service. Please contact the Prior Authorization Department at 414-299-5539 or 855-839-1032 to obtain a copy of the clinical criteria relevant to a particular service or procedure. The Prior Authorization Department can provide these criteria by email, fax, or mail.

# If you do not make time for your wellness, you will be forced to make time for your illness.

Think of your body like a car. If we do not fill up the gas tank or change the oil, our cars will not run and we will have to take it to the garage for service, new parts, and potentially a new engine!

This is the same with our bodies. If we run out of fuel, we need to fill it up — this is especially important as we age. And making healthy choices for both your body and mind will help keep your engine running smooth.



## Health Tip

Understanding the Nutrition Facts label on food items can help you make healthier choices. The label breaks down the number of calories, carbs, fat, fiber, protein, and vitamins per serving of the food, making it easier to compare the nutrition of equivalent products. Be sure to look at assorted brands of the same foods — nutrition information can differ a lot. For example, one brand of tomato sauce may have more calories and sugar than another brand for the same serving size.

In general, eat more foods that are higher in vitamins, minerals (such as calcium and iron), and fiber. Eat fewer foods that are higher in added sugars, saturated fat, and sodium (salt), and avoid trans-fat. Keep in mind that the % Daily Value of each nutrient, such as total fat of 10% in the example below, is based on eating 2,000 calories a day. You may eat fewer or more calories a day depending on your age, gender, activity level, current weight, and whether you are trying to lose or maintain your weight.

1. Check the “Serving size” first. All the numbers on this label are for a 2/3-cup serving.
2. This package has 8 servings. If you eat the whole thing, you are eating 8 times the number of calories, carbs, fat, etc., shown on the label.
3. “Total Carbohydrate” shows you types of carbs in the food, including sugar and fiber.
4. Choose foods with more fiber, vitamins, and minerals.
5. Choose foods with lower calories, saturated fat, sodium, and added sugars. Avoid trans-fat.

Source: CDC — <https://www.cdc.gov/diabetes/manag-ing/eat-well/food-labels.html>

Nutrition Facts	
8 servings per container	← 2
<b>Serving size</b> 2/3 cup (55g)	
<b>Amount per serving</b>	
<b>Calories</b> 230	
<b>% Daily Value*</b>	
<b>Total Fat</b> 8g	10%
Saturated Fat 1g	5%
Trans Fat 0g	
<b>Cholesterol</b> 0mg	0%
<b>Sodium</b> 160mg	7%
<b>Total Carbohydrate</b> 37g	13%
Dietary Fiber 4g	14%
Total Sugars 12g	
Includes 10g Added Sugars	20%
<b>Protein</b> 3g	
Vitamin D 2mcg	10%
Calcium 260mg	20%
Iron 8mg	45%
Potassium 235mg	6%

\* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.

## Member Handbook Update

We want you to have easy access to resources that can help you get the most from your benefits. The member handbook is a useful tool to know about and use. With the member handbook you can learn about your health plan and what's available to you.

The handbook covers topics like:

- » Member rights and responsibilities.  
This statement is available on our website too. Visit [www.iCareHealthPlan.org/MedicaidMemberRights](http://www.iCareHealthPlan.org/MedicaidMemberRights).
- » How to use your plan to get health care. Examples include choosing a primary care provider or how to get hospital or behavioral health services.
- » Covered and non-covered benefits.
- » How to request interpreter or language services and/or materials in formats to meet special needs.
- » How to file a grievance or appeal.
- » Cultural competency.
- » Privacy Notice.

**The member handbook is updated every year.** You can view the member handbook on our website at [www.icarehealthplan.org/MemDocs](http://www.icarehealthplan.org/MemDocs). Or you can request that a copy be mailed to you at no cost. Call Customer Care at 1-800-777-4376 (TTY: 711) or use the Hard Copy Request Form on our website [www.icarehealthplan.org/hardcopy](http://www.icarehealthplan.org/hardcopy) to request one today.

## Mammogram (Breast Screening)

*i*Care and the Centers for Disease Control and Prevention recommend that women aged 40 and older have a mammogram each year. A mammogram is an x-ray of the breast. It is also a type of breast screening. It is one of the best ways to check for breast cancer. Please call *i*Care Customer Care at 1-800-777-4376 for more information and for help scheduling a mammogram.



# Why Colorectal Cancer Screenings Matter

Colorectal cancer is a kind of cancer that starts in the colon or rectum. These are parts of your body that help digest food and get rid of waste. Colorectal cancer can be serious, but the good news is this: **when doctors find it early, it is much easier to treat.** That's why getting screened, **tested for signs of cancer**, is so important.

## Who Should Get Screened?

Doctors follow guidelines from the U.S. Preventive Services Task Force. They recommend:

- » **Adults ages 45 to 75** should get screened.
- Even if you feel healthy, screening helps catch problems early, even before they become cancer.

## Why Screening Helps

Screening can:

- » Find cancer early
- » Find small growths called polyps that can turn into cancer
- » Help doctors treat issues before they become serious

Most people do not feel symptoms until colorectal cancer has already grown, which is why testing is so important.

## Types of Colorectal Cancer Screening Tests

There are several safe and effective ways to get screened. Some tests happen at home, and others happen at a clinic or hospital.

### 1. Stool Tests (At Home Tests)

These tests check your stool (poop) for signs that something may be wrong inside the colon.

- » **gFOBT (Guaiac-based fecal occult blood test)**
  - Checks for tiny amounts of blood in your stool
  - Done **once every year**
- » **FIT (Fecal immunochemical test)**
  - Also checks for hidden blood
  - Simple, quick, and done **once every year**
- » **sDNA-FIT (Stool DNA test + FIT)**
  - Looks for changes in DNA and hidden blood
  - Done **every 3 years**

These tests are easy and can be done at home. If a test shows something unusual, a doctor may recommend a follow-up colonoscopy.

### 2. Visual Exams (Tests That Look Inside the Colon)

These tests help doctors see what is happening inside your body.

- » **Colonoscopy**
  - A doctor uses a small camera to look inside the whole colon
  - Usually done every 10 years

Can remove polyps during the same procedure



- » **CT Colonography**
  - A special kind of CT scan that creates pictures of the colon
  - Done every 5 years
- » **Flexible Sigmoidoscopy**
  - Looks at part of the colon
  - Done every 5 years, or
  - Every 10 years if combined with a yearly FIT test

### **Which Test Should You Choose?**

There is no “one best test” for everyone. The best test is the one you are willing to do. Your doctor can help you decide based on:

- » Your age
- » Your risk factors
- » Your medical history
- » Your comfort level with each test

What matters most is **getting screened on time**.

### **Take Charge of Your Health**

Colorectal cancer screening is an important step in staying healthy. It can save lives by finding cancer early or stopping it before it starts. If you or someone you love is between **45 and 75 years old**, talk to a doctor about which test is right.

Taking this small step today can make a big difference for your future.



# iCare's Notice of Privacy Protections

During certain health or social assessments iCare conducts with members, we ask several health-related questions. We also ask questions about your race, ethnicity, language, gender identify and sexual orientation. We have a diverse group of members. Asking this information helps us provide all our members with the best health care possible. This information is private and protected. We limit access to staff working with you. We require passwords to access your information.

We train staff on how to keep your information private. We cannot use this information to deny you services, coverage, and benefits. It is not used for underwriting. We use this information to look at health care disparities among our members. We design intervention programs to improve the health of our members. We design and direct educational materials to members who need them.

Your care management team also uses this information to provide appropriate services for you. When your provider asks us to approve a service for you, we tell your provider about your preferred language.

You have the right to choose not to answer these types of questions. Your answers have no impact on your benefits or the services you receive from iCare. You will not lose your benefits or services or have less benefits or services by answering these questions.

If you want more information on how iCare uses or shares your information, please see our privacy policy on our web at: [www.icarehealthplan.org/Utility-Navigation/Privacy-Policy.htm](http://www.icarehealthplan.org/Utility-Navigation/Privacy-Policy.htm). If you would like a paper copy of our privacy policy, call Customer Care at 1-800-777-4376 to request a copy to be mailed to you.

## Fraud, Waste, and Abuse

Do you think you did not get services iCare paid for? Do you think you may be a target of fraud, waste and/or abuse? Do you know someone who is causing fraud, waste and/or abuse? If you think that someone engaged in any form of health care fraud, waste and/or abuse, contact us:

- » Go to our website at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) and click on "Report Fraud" at the top of the page.
- » Write to iCare, Attention: Compliance Officer, 1555 N. RiverCenter Drive, Ste. 206, Milwaukee, WI 53212.
- » Call the Humana Ethics Help Line at 1-877-584-3539 (1-877-5-THE-KEY).
- » Visit the Humana Ethics Help Line reporting website: [www.EthicsHelpline.com](http://www.EthicsHelpline.com).

When you contact us, providing us with as much information as possible helps us investigate. You can report and not give your name or phone number, but this can make investigating more challenging.



Auxiliary aids and services, free of charge, are available to you. **1-800-777-4376 (TTY: 1-800-947-3529)**, available 24 hours a day, 7 days a week (Standard office hours: Monday – Friday, 8:30 a.m. – 5:00 p.m. Central time).

Independent Care Health Plan (*iCare*), a wholly-owned subsidiary of Humana, complies with Section 1557 by providing free auxiliary aids and services to people with disabilities when auxiliary aids and services are necessary to ensure an equal opportunity to participate. Services include qualified sign language interpreters, video remote interpretation, and written information in other formats.

**English:** Call the number above to receive free language assistance services.

**Español (Spanish):** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**Hmoob (Hmong)** Hu rau tus xov tooj saum toj sauv kom tau txais kev pab txhais lus dawb.

**မြန်မာနိုင်ငံ (Burmese)** အခမဲ့ ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများ ရယူရန် အထက်ပါ ဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

**簡體中文 (Simplified):** 您可以拨打上面的电话号码以获得免费的语言协助服务。

**Soomaali (Somali)** Wac lambarka kore si aad u hesho adeegyada caawimaada luuqada oo bilaash ah.

**ພາສາລາວ (Lao):** ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາພຣັດ.

**العربية (Arabic):** اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

**Tiếng Việt (Vietnamese)** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**Русский (Russian):** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**Srpsko-hrvatski (Serbo-Croatian)** Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

**Українська (Ukrainian):** Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

This notice is available at [www.icarehealthplan.org](http://www.icarehealthplan.org).

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

Health and Wellness or Prevention  
Information

## iCare's Privacy Policy

The law says we must keep your health information private. The *iCare* Privacy Notice tells you what information we collect and how we use it. This Notice is posted to our website at [iCareHealthPlan.org/Privacy](http://iCareHealthPlan.org/Privacy). You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Care at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week.

We have the right to change the terms of the Notice at any time. The new Notice will be effective for all health information we have. Until changes are made to the Notice, we will comply with this version. We will notify you if there are changes to this Notice and how to obtain the updated version of the Notice.

## Complaints

You can tell us if you think your privacy rights were not honored. This is called a complaint. You will not be treated any differently if you file a complaint. You can file a complaint by calling our Member Advocate/Member Rights Specialist at 1-800-777-4376 ext. 1076. You can put your complaint in writing and mail it to *iCare*, Attention: Grievance and Appeals Dept. Our address is: 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212. If you need help filing the complaint, the Member Advocate/Member Rights Specialist can help you. You may also file a complaint with the Secretary of the Department of Health and Human Services by writing to Office of Civil Rights, Department of Health and Human Services, 200 Independence Ave. SW, Washington, D.C. 20201.

## Questions

If you have questions about the Privacy Notice you can write or call our Member Advocate/Member Rights Specialists at *iCare*, Attention: Member Advocate/Member Rights Specialist, 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212, phone: 1-800-777-4376 ext. 1076. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m., CST. If you do not have any questions, you do not have to do anything.

Doctors, nurses, and other health care staff review the stories in each *iCare* newsletter. However, this information should never take the place of your doctor's advice and opinions. Always talk with your doctor first when deciding the best course of action to take for your health.

*iCare* 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 Care 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.

*iCare* 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.