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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.



“Taking care of your mental health is just as important as looking after your physical health, because both help you feel your best every day.”

Mental Health Matters: It’s Okay to Ask for Help

At iCare, we know that taking care of your mental health is important. Just like we go to the doctor when we are sick or hurt, it’s good to get help for our minds, too. Feeling sad, anxious, or stressed can happen to anyone, and it’s normal to talk about it.

If you ever feel down or worried, remember that you are not alone. Talking to someone you trust, like a counselor, doctor, or friend, can help. Getting treatment or support is a smart choice and can make you feel better. If you are Spanish-speaking and need a Spanish-speaking behavioral health provider, the iCare provider search tool can help you find providers who speak Spanish. If no Spanish-speaking providers are available in your area, telehealth may be an option where a Spanish-speaking provider is available. You can also look for providers who speak other non-English languages. Members are also eligible for free interpreter services for all health care appointments.

Let’s all work together to make mental health a normal part of life. If you have questions or need help, you can contact your healthcare provider or visit www.icarehealthplan.org to find a provider.

“A mental illness is a medical condition that disrupts a person’s thinking, feeling, mood, ability to relate to others and daily functioning. Just as diabetes is a disorder of the pancreas, mental illnesses are medical conditions that often result in a diminished capacity for coping with the ordinary demands of life.”

-National Alliance on Mental Illness (NAMI)

NAMI Wisconsin is a trusted community organization that supports people with mental health needs. If you, or someone you know needs help or wants to learn more about NAMI:
<https://namiwisconsin.org>
Phone: 608-268-6000 (not a crisis line)
Hours: Monday–Friday from 8 am – 4 pm, CST
NAMI is not equipped to handle crisis calls. If you are in a **mental health crisis**, call **988** to be connected to a trained counselor. If you are in immediate physical danger, call 911 and ask for a mental health trained officer.

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 or use the MyACCESS mobile app. Or call your local ADRC or Tribal ADRS. 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.
- Contact *iCare* Customer Care by calling 1-800-777-4376 (TTY: 711).

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Each year, some *iCare* members may get a survey called the CAHPS Survey. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. This survey asks about your healthcare experiences. It may ask about doctor visits, hospital care, or how easy it was to get the care you needed. If you are chosen to take the survey, you will get a list of questions about your care. The results of the CAHPS survey help *iCare*, doctors, and other healthcare leaders learn more about member experiences.

Thank you for being a valued *iCare* member and for sharing your feedback.



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 web site at 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.

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.

Join the *iCare* Family Care Partnership Member Advisory Committee!

iCare wants your help to make our health plan better for everyone. We are looking for members to join our Member Advisory Committee. Consider joining if:

- You are an *iCare* member or help someone who is a member.
- You care about helping *iCare* respect, include, and support people of all races, ethnicities, abilities, genders and languages.
- You can join three or four meetings each year. Meetings are held online (virtually), so you can join from home. You can also join by phone.

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. 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.



Understanding Prior Authorization and the Resource Allocation Decision (RAD) Process

You and your Care Team should use a step-by-step tool, the Resource Allocation Decision (RAD) Tool, in making decisions about the services that are needed to meet your outcomes. RAD lets you decide if the services are a good value for the cost, and that they support your needs. You and your team look at the options. The cheapest option is not always the best option.

Some health care services (for example, acute and primary services) need approval from iCare before they can be provided. This approval is called a prior authorization. Managed Care Organizations (MCOs) require prior authorizations to manage resource use and ensure treatments match clinical practice guidelines.

What is your role?

- Talk with your Care Team and explore the options available to meet your needs and goals.

What's next?

- Your Care Team will help you find service providers that can meet your needs.
- Ask your provider if the acute or primary service you need requires prior authorization.
- Make sure your provider has your current contact information in case additional information is needed.

What services may need prior authorization? Examples include:

Some hospital admissions, home health care services, certain medical equipment and supplies, some therapy services and referrals to out-of-network providers may need prior authorization.

Important: Emergency services do **not** require prior authorization. If you have questions about prior authorizations or the status of a request, call iCare Customer Care at 1-800-777-4376 (TTY: 711). We are here to help you achieve the outcomes that are important to you.



Flu Shot Reminder

Protect your family this flu season!

Prevention has its benefits. Get your shot today!

The Wisconsin Department of Health Services (DHS) offers information about the flu and vaccines at:
<https://www.dhs.wisconsin.gov/influenza/prevention.htm>.

Influenza (flu) vaccines protect against the most common flu viruses of the season. Most vaccines are shots (given with a needle) in the arm but sometimes a nasal spray is an option.

Most everyone 6 months and older should get a flu vaccine each season. This is especially important for older adults and people with chronic conditions. There are several types of vaccine. Ask your provider or pharmacist the best vaccine for you.

The flu vaccine cannot give you the flu. You may feel a little achy, have a low-grade fever, or soreness at the injection site. This is a normal reaction to the vaccine.

Flu vaccines do not always protect you from getting the flu, but they are the best protection from getting seriously ill from the flu. The flu causes thousands of hospitalizations and deaths each year.

Flu vaccines are free with your health insurance. You can get a flu vaccine at your provider office or pharmacy. Need help finding a flu vaccine? Go to Vaccine Finder: vaccinefinder.org



More Services with Your Plan — No Cost to Participate!

24/7 Nurse Line

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

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 (AWA). 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 AWW 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 you 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 people survive breast cancer if it is found and treated early enough. Talk to your doctor about how often you should get a mammogram. Doing self-breast exams are also important!

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.

Did you know that October is National Breast Cancer Awareness Month?

We can help schedule the right screenings for you, including mammograms. Call us 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., CT.

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>.



We can help you find a provider that speaks your language. If you need assistance at your medical appointments, we offer language assistance cards that you can print and take with you. See page 9 to learn about "I Speak" cards.

They can also be found on our website at:

[www.icarehealthplan.org/
Members/Education/
Language-Assistance-Resources.htm](https://www.icarehealthplan.org/Members/Education/Language-Assistance-Resources.htm)

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

*We can help you overcome barriers to your health goals.
If you need help with provider referrals or care
coordination, iCare Customer Care
is a phone call away.*

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. 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.



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@icare-healthplan.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.

Language Resources: “I Speak” Cards

We want all our members to have access to language resources that can help you, especially if you speak another language other than English.

Language resources are available on our website.

A language resource we would like to share is the “I Speak” language identification cards. We offer them in an easy-to-print format in ten languages, along with a blank version for you to write in your language. These are the “I Speak” language cards we have available on our website.

» Arabic	» Burmese	» Chinese	» Hmong	» Lao
» Russian	» Somali	» Spanish	» Ukrainian	» Vietnamese

Below, we have included a blank “I Speak” card that you can use. Just write in your language on the blank line. Bring the card to your health care appointments to let others know that you speak another language and need language assistance. For example, show the card to the receptionist at your doctor or dentist’s office to let them know you require an interpreter to help you communicate.

The “I Speak” cards and other language resources, are on our website at: www.icarehealthplan.org/Members/Education/Language-Assistance-Resources.htm

I Speak

Please find an interpreter who can speak my language so I can best use your services.

Under Title VI of the Civil Rights Act of 1964, agencies that receive any federal funds are required to provide language assistance to those that need it, at no cost. **For health care services, I can get help with interpretation through my health plan. To learn more or set up an interpreter, please call customer service at 1-800-777-4376.**



When Getting Health Care Services:

- » If you do not speak English, you have the right to receive language help for free.
- » Even if you speak some English, you can still ask for an interpreter.
- » Asking for an interpreter will help you get the best care.
- » Cut out (or take a picture of) the cards above.
- » Show the card to the person you are working with to help them understand your needs.
- » If you need an interpreter **for a health care appointment**, we can help:
 - Call customer service to set up an interpreter two weeks before your appointment.
 - **1-800-777-4376**
 - **TTY: 1-800-947-3529**

Notice of Availability - Auxiliary Aids and Services Notice

English: Free language, auxiliary aid, and alternate format services are available.

Call **1-800 777-4376 (TTY: 711)**.

Español [Spanish]: Los servicios gratuitos de asistencia lingüística, ayuda auxiliar y servicios en otro formato están disponibles. Llame al **1-800 777-4376 (TTY: 711)**.

Hmoob [Hmong]: Muaj kev pab txhais lus, pab kom hnov suab, thiab lwm tus qauv pab cuam. Hu **1-800 777-4376 (TTY: 711)**.

简体中文 [Simplified Chinese]: 我们可提供免费的语言、辅助设备以及其他格式版本服务。请致电 **1-800 777-4376 (听障专线: 711)**。

Deutsch [German]: Es stehen kostenlose unterstützende Hilfs- und Sprachdienste sowie alternative Dokumentformate zur Verfügung. Telefon: **1-800 777-4376 (TTY: 711)**.

العربية [Arabic]: تتوفر خدمات اللغة والمساعدة الإضافية والتنسيق البديل مجاناً. اتصل على الرقم **1-800-777-4376** (الهاتف النصي: 711).

Русский [Russian]: Предоставляются бесплатные услуги языковой поддержки, вспомогательные средства и материалы в альтернативных форматах. Звоните по номеру **1-800 777-4376 (TTY: 711)**.

한국어 [Korean]: 무료 언어, 보조 지원 및 대체 형식 서비스를 이용하실 수 있습니다. **1-800 777-4376 (TTY: 711)** 번으로 문의하십시오.

Tiếng Việt [Vietnamese]: Có sẵn miễn phí các dịch vụ ngôn ngữ, hỗ trợ phụ trợ và định dạng thay thế. Hãy gọi **1-800 777-4376 (TTY: 711)**.

Deitsch [Pennsylvania Dutch]: Fer Leit as Druwwel hen fer eppes verschtehe, kenne mer sie en latt differnti Sadde Schprooch-Hilf griege unni as es ennich eppes koschde zellt. Ruf **1-800 777-4376 (TTY: 711)**.

ພາສາລາວ [Lao]: ມີບໍລິການພາສາ, ອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ຮູບແບບທາງເລືອກອື່ນບໍ່ເສຍຄ່າໃຫ້. ໂທ **1-800 777-4376 (TTY: 711)**.

Français [French] : Des services gratuits d'assistance linguistique, d'aide auxiliaire et de format alternatif sont disponibles. Appelez le **1-800 777-4376 (ATS : 711)**.

Polski [Polish]: Dostępne są bezpłatne usługi językowe, pomocnicze i alternatywne formaty. Zadzwoń pod numer **1-800 777-4376 (TTY: 711)**.

हिंदी [Hindi]: निःशुल्क भाषा, सहायक मदद और वैकल्पिक प्रारूप सेवाएं उपलब्ध हैं। **1-800 777-4376 (TTY:711)** पर कॉल करें।

Shqip [Albanian]: Shërbimet gjuhësore, asistenca mbështetëse dhe formate alternative janë të disponueshme falas. Telefononi **1-800 777-4376 (TTY: 711)**.

Tagalog [Tagalog]: Magagamit ang mga libreng serbisyong pangwika, serbisyo o device na pantulong, at kapalit na format. Tumawag sa **1-800 777-4376 (TTY: 711)**.

This notice is available at www.icarehealthplan.org.

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Հայերեն [Armenian]: Հասանելի են անվճար լեզվական, աջակցման և ալյընտրանքային ձևաչափի ծառայություններ: Զանգահարե՛ք **1-800 777-4376 (TTY՝ 711)** հեռախոսահամարով:

বাংলা [Bengali]: বিনামূল্যে ভাষা, আনুষঙ্গিক সহায়তা, এবং বিকল্প বিন্যাসে পরিষেবা উপলব্ধ। ফোন করুন **1-800 777-4376 (TTY: 711)** নম্বরে।

မြန်မာဘာသာ [Burmese] - ဘာသာစကားဆိုင်ရာ ဝန်ဆောင်မှုများ၊ အထောက်အကူပြု ပစ္စည်းကိရိယာများနှင့် အခြားသော ပံ့ပိုးမှုဖြင့် ဝန်ဆောင်မှုများကို အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်း**1-800 777-4376 (TTY: 711)**သို့ ခေါ်ဆိုပါ။

繁體中文 [Traditional Chinese]: 我們可提供免費的語言、輔助設備以及其他格式版本服務。請致電 **1-800 777-4376 (聽障專線: 711)**。

ગુજરાતી [Gujarati] મફત ભાષા, સહાયક સહાય અને વૈકલ્પિક ફોર્મટ સેવાઓ ઉપલબ્ધ છે. **1-800 777-4376 (TTY: 711)** પર કોલ કરો.

Kreyòl Ayisyen [Haitian Creole]: Gen sèvis lengwistik gratis, èd oksilyè, ak lòt fòm sèvis ki disponib. Rele **1-800 777-4376 (TTY: 711)**.

ភាសាខ្មែរ [Khmer]: សេវាកម្មផ្នែកភាសា ជំនួយ និង សេវាកម្មជាទម្រង់ផ្សេងជំនួសអាចរកបាន។ ទូរសព្ទទៅលេខ **1-800 777-4376 (TTY: 711)** ។

ਪੰਜਾਬੀ [Punjabi]: ਮੁਫਤ ਭਾਸ਼ਾ, ਸਹਾਇਕ ਸਹਾਇਤਾ, ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। **1-800 777-4376 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

Hrvatski [Croatian]: Dostupne su besplatne jezične usluge, usluge dodatne pomoći i alternativnog formata. Nazovite **1-800 777-4376 (TTY: 711)**.

Somali [Somali]: Adeegyada bilaashka ah ee luuqada, kaalmaatiga maqalka, iyo qaabka gaarka ah ayaa la heli karaa. Wac **1-800 777-4376 (TTY: 711)**.

Українська [Ukrainian]: Доступні безкоштовні послуги мовної підтримки, допоміжні засоби й матеріали в альтернативних форматах. Телефонуйте за номером **1-800 777-4376 (TTY: 711)**.

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.

The 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.



Steps Involved with SDS

- Creating a Member-Centered Plan
- Developing an Individual Budget
- Shopping and Arranging for Supports and Services
- Hiring and Paying Providers
- Monitoring Services and Budget

If you are interested in learning more about SDS, talk to your Care Team. Your Care Team will assist you and provide you with information.

You can also find out more at: www.icarehealthplan.org/Members/Plans-Benefits/FCP/SDS.htm



INDEPENDENT CARE HEALTH PLAN
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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 web site at 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.

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