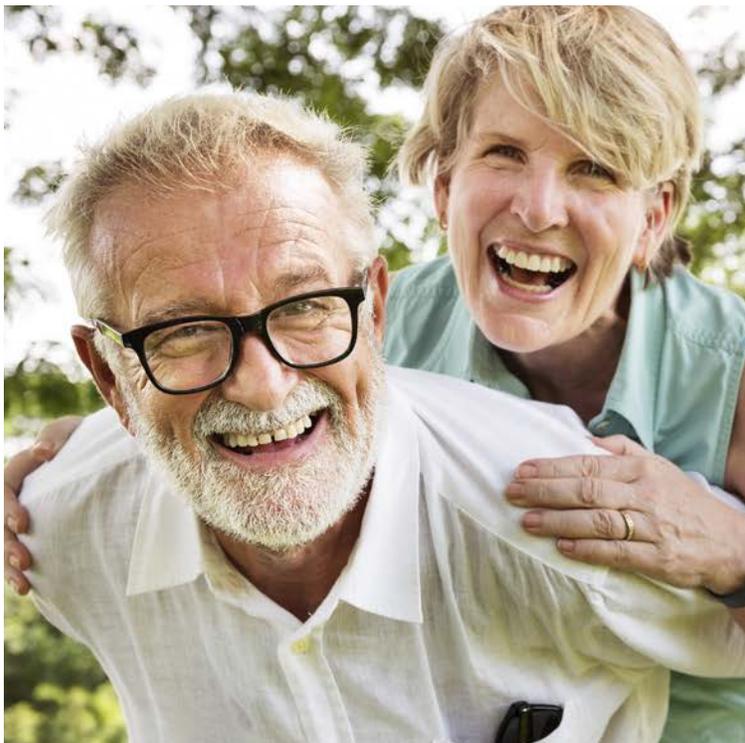


# iCare NEWS

Get social with iCare!



www.iCareHealthPlan.org | info@iCareHealthPlan.org



## TABLE OF CONTENTS

Share the Love Award WINNER! .....	2
iCare’s Website Has a New Look and New Features .....	3
New OTC Benefits Card Program for 2020!....	4
Refer Friends and Family Program.....	5
Preventive Care = Proactive Health.....	6
Autumn is Here, Don’t Fall to the Flu .....	7
Medication Adherence.....	7
How Do You Decide Where to Go Before You Get Sick? .....	8
Member Satisfaction Surveys Coming this Spring.....	9
iCare Family Care Partnership Members: The Long-Term Care Advisory Council Wants YOUR Opinion .....	9
iCare News Briefs .....	10

## iCare is Here for YOU!

Do you have a problem with iCare or with your provider? Do you have an unmet need? Do you have questions about your plan benefits or on the added benefits that are available to you in 2020?

iCare is here to make a positive difference in the lives of our members and commits to providing you programs and services geared toward your personal health care needs no matter your age or life circumstance.

From our friendly Customer Service representatives, to staff in areas such as administration, compliance, pharmacy, care management, and grievances and appeals — iCare is here to answer your questions, connect you to resources, and help with managing your plan and your health.

You can also find answers online any time at **www.iCareHealthPlan.org**, including information on:

- » Plans, benefits, added benefits and coverage information.
- » Drugs covered by iCare’s plans.
- » Process for grievances and appeals.
- » Disenrollment rights and responsibilities.
- » How to request someone to represent you or how to grant access to your confidential information.
- » Education, prevention and wellness, and care management.

Questions or concerns? Our Customer Service representatives, your Care Coordinator or Care Manager are ready to take your call 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.

RADIATE

Thanks for...  
Shar(ing) the Love (Award)

COMPASSION

In the first newsletter of 2019, we asked you to let us know if someone from iCare had gone above and beyond for you. The response was incredible! Following are a few quotes from your nominations.

*"He is a great care coordinator. He answers all my questions. He is always there to take care of me."*

iCare member Elois about Peter

*"She was kind to me even when I lost my temper. She is very patient and compassionate."*

iCare member Tony about Rebecca

*"He is one of those special people who gives way beyond what his job title is."*

iCare member Veronica about Matt

*"She is an Angel sent from God...it's not just her job, it's her calling...God couldn't have appointed a better person for her position as Care Coordinator."*

iCare member Candace about Tana

*"I love you all. You're all kind. You have the correct answers I need. You have a great team. I'm lucky to have you in my life."*

iCare member Virginia about the entire iCare team

**The nominees and winner are on the right. Congratulations to our winner, Tana, and thank you to everyone who took the time to send in an entry!**

### The Nominees



Not in order of appearance:

Courtney Barlow • Hannah Cavey • Kayla Darkow  
Matt Finesilver • Marlon Jackson • Connie Kafka  
Jennifer Kliment • Kerry Marley • Rebecca Rossi  
Juliette M. Schmidt • Tana Tyler

Nominees not shown in the picture:

Laurel Marek • Rocio Saybe • Peter Soumphonphakdy

### The Winner of the 2019 Share the Love Award



Tana Tyler



## iCare’s Website Has a New Look and New Features!

[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) is still our address

If you’ve visited [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) lately, you probably noticed it looks different. (We hope you think it looks better!) Besides a new design with more pictures and colors, it also includes some helpful, new features. The new site has three main parts:

- » One for providers;
- » One for people looking to become members; and
- » One for current iCare members. To view this section, just click the “For Members” button.

**Better mobile viewing:** If you view the site from a phone or tablet, you’ll see it looks better than ever. That’s because it was designed to work well on these devices (and computers, too).

**More video:** If a picture is worth a thousand words, a video must be worth a million! That’s why videos are a big part of pages like [www.iCareHealthPlan.org/stories](http://www.iCareHealthPlan.org/stories).

**More learning:** Want to better understand health insurance terms? Get immunization schedules? View health and wellness resources?

[www.iCareHealthPlan.org/learn](http://www.iCareHealthPlan.org/learn) is a great place to start.

You can also read articles about health education and other interesting topics on our blog at [www.iCareHealthPlan.org/blog](http://www.iCareHealthPlan.org/blog). You can even subscribe to receive new articles in your email.

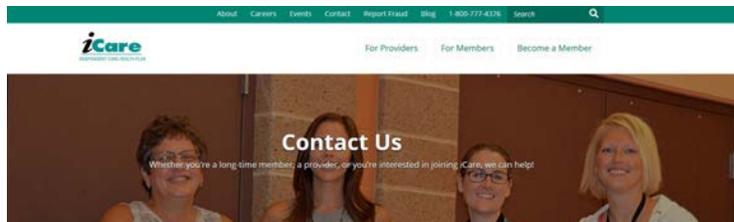
Some things haven’t changed, though. Need to find a doctor, pharmacy or other provider? Go to [www.iCareHealthPlan.org/findprovider](http://www.iCareHealthPlan.org/findprovider).



Do you know friends or family that deserve a better health plan? Go to [www.iCareHealthPlan.org/RFAF](http://www.iCareHealthPlan.org/RFAF). If they are eligible for iCare Medicare Plan or Aurora CompleteCare, you will receive a \$10 Walgreens Gift Card for every eligible friend you refer (read more about the program on page 5). *This incentive is not available for referrals to the Partnership Program (iCare Family Care Partnership). Referrals for the Partnership program must be made to the local ADRC.*

Would you like to learn more about your plan? The website has a section for every iCare plan where you can view details such as added benefits. You can also go to [www.iCareHealthPlan.org/MemDocs](http://www.iCareHealthPlan.org/MemDocs) to view plan documents. Use the “Filter Results” area to make finding what you’re looking for even easier.

Do you have questions? We’re here to help. [www.iCareHealthPlan.org/contact](http://www.iCareHealthPlan.org/contact) is where you can contact us any time of day or night by filling out a quick form. You can also find phone numbers for different areas within iCare.



We’ve barely scratched the surface. We invite you to browse around our new site. Maybe you’ll find something that helps you get more out of your iCare health plan, or helps you stay healthier...you’ll never know until you try!

New  
Program  
for Plan Year  
2020!



## New Over-the-Counter (OTC) Benefit Card Program Starting in 2020!

**Our NEW OTC benefit card program offers members more flexibility, value, and convenience.**

Starting in January 2020, members of the *iCare* Medicare Plan (HMO D-SNP), Aurora CompleteCare (HMO D-SNP) and *iCare* Family Care Partnership (HMO D-SNP) can choose where and how you want to use your OTC benefit!

You will still continue to receive your monthly allowance, but the best part is you can use the money from your prepaid benefits card to purchase items like medications and health-related items how you want to by:

- » Using your prepaid benefits card in a participating retail store or pharmacy. A few of the retailers:



You can make as many purchases as you want up to your monthly allowance, or with your available balance.

- » Placing a mail-order through your product catalog using the money loaded on your pre-paid benefits card and your *iCare* Plan ID card. Call DrugSource at **1-877-319-9667** (TTY: 1-800-526-0844) to order by phone.

You are only allowed one purchase every month (up to your monthly allowance or your available balance), but you can order as many items as you wish on that transaction.

Sales tax will be collected on OTC purchases, including those from DrugSource, Inc.

**It's important to keep the benefits card in your wallet, purse, bag — anywhere that is a safe place for you because the same benefits card will be used as long as you are an *iCare* member.**

If you have any questions on the new OTC program for 2020, please call your Care Coordinator, Care Manager, or Customer Service at **1-800-777-4376** (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

### Questions and Answers

**Q: What happens if I leave the plan?**

**A:** If you leave *iCare*, you will lose the monthly benefit dollar amount.

**Q: When will I receive my pre-paid benefits card?**

**A:** Members will receive a prepaid benefits card in the mail in late December. It can be used starting January 1, 2020. It will not be active until that date (1/1/2020). The first month's OTC dollar amount will be loaded onto the card.

**Q: How do I replace a lost card?**

**A:** To replace a lost card, please contact your Care Coordinator or *iCare* Customer Service at **1-800-777-4376** (TTY: 711) 24 hours a day, 7 days a week.

**Q: I lost my catalog; can I get a new one?**

**A:** Please call your Care Coordinator or Care Manager and they will send you a new one!

**Q: How many dollars do I have?**

**A:** Please call your Care Coordinator or Care Manager and they can tell you how much you receive monthly and check your balance for you. You can also check your balance by calling **1-888-682-2400** or visiting **[www.otcnetwork.com](http://www.otcnetwork.com)**.

Unused dollar amounts roll over to the next month but expire at the end of the year or if you leave a plan.



## It's rewarding to tell your friends and family about an *iCare* Medicare plan!

If you are a member of *iCare* Medicare Plan or Aurora CompleteCare and know someone who has Medicare and Medicaid and he/she deserves a better health plan, refer them to an *iCare* Medicare plan (except *iCare* Family Care Partnership) and help them get the coverage they deserve.

If they are not already members, they will receive FREE information and you'll receive a \$10 Walgreens Gift Card for each referral.\* There's NO LIMIT to the number of people you refer, and you can earn up to \$70 per year in Walgreens Gift Cards!

**You must be a current *iCare* member to refer a friend or family member to join an *iCare* plan and to receive the gift card. This incentive is not available for referrals to the Partnership Program (*iCare* Family Care Partnership). Referrals for the Partnership program must be made to the local Aging and Disability Resource Center (ADRC).**

If you would like to participate in the program and receive a supply of postcards you can hand out to your friends and family, or for more information about the program, please call **1-855-818-1125** (TTY: 711).



*iCare* Medicare plans are the health plans that can help you and your friends get more benefits than Original Medicare all for a \$0 monthly premium and \$0 added benefits, including prescription drug coverage.

**Learn more at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)**

\*Free gift card without obligation to enroll. Walgreens is not a sponsor for this offer. Individual referred must be eligible for *iCare* Medicare Plan and not a current member for the referring member to qualify for gift card. By providing my friend's address and phone number, my friend understands and gives *iCare* permission for a licensed Medicare Benefits Consultant to contact him/her to answer questions and discuss our options.



## Breast Cancer Screening (Mammogram)

Early detection is key, and your doctor will help you understand your breast cancer screening options so you can make informed decisions. For women aged 50+, an annual screening mammogram is recommended, with clinical breast exams conducted every 24 months.

If you get a Breast Cancer Screening/Mammogram and participate in the Conversation for a Cure you can earn a \$20 Kohl's Gift Card after your mammogram. To learn more, call your Care Coordinator or Care Manager.

## Preventive Care = Proactive Health

How can you be proactive with your health?

Developing a partnership with your Care Coordinator or Care Manager is an important step in creating a proactive approach to your health for early detection and treatment of potential chronic conditions, such as heart disease, cancer, or diabetes — diseases that are responsible for 7 out of 10 deaths each year.

As you visit with your primary care provider (PCP) to schedule your annual wellness visit and develop a prevention care plan, remember that as a member of *iCare* Medicare Plan, Aurora CompleteCare or *iCare* Family Care Partnership, for all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.<sup>1</sup>

Important preventive services that are covered include:

### **“Welcome to Medicare” Preventive Visit AND Annual Wellness Visit**

These plans covers the one-time “Welcome to Medicare” preventive visit only within the first 12 months you have Medicare Part B. (It's important you let your doctor's office know you would like to schedule your “Welcome to Medicare” preventive visit.) The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots), and referrals to other care, if needed. If you've had Part B for longer than 12 months, you can get an “Annual Wellness Visit” to develop or update a personalized plan based on your current health and risk factors. This is covered once every year.

## Colorectal Cancer Screening

Regular screening beginning at age 50 is recommended to detect any precancerous polyps (abnormal growths) so they can be removed. Your family history may determine how often you need to be screened and what type of screening is best for you. Some of the types of screening tests are a sigmoidoscopy (examines only the lower third of your colon), colonoscopy (examines the entire length of the colon), and a stool test like a FOBT or FIT.

The fecal immunochemical test (FIT) is a screening test for colon cancer. It tests for hidden blood in the stool, which can be an early sign of cancer. FIT only detects human blood from the lower intestines. Medicines and food do not interfere with the test. You don't need to do anything to prepare for the test, and some people may feel squeamish about collecting the sample. But you get to take the FIT test in the privacy of your own home. And the best part? *iCare* will pick up the completed and labeled FIT test. Just call your Care Coordinator or Care Manager.

## Diabetes Screening

A screening for diabetes is covered if you have risk factors, such as high blood pressure, history of abnormal cholesterol or triglyceride levels, obesity, or a history of high blood sugar. If you have diabetes, a Medicare-covered vision screening for diabetic retinopathy is covered once a year. If you have diabetes, a glaucoma screening is also covered.

---

<sup>1</sup>See the Evidence of Coverage, Chapter 4, Medical Benefits Chart, for coverage details for your plan.



## Autumn is Here, Don't Fall to the Flu

**IMPORTANT: The flu shot CANNOT give you the flu, ever. And it's FREE!**

As the flu season ramps up, it is important to understand how getting a flu shot reduces your chances of getting the flu. Everyone 6 months of age and older needs to get a flu shot each year.

The flu shot is especially important for people over 65 years of age, pregnant women, and young children.

Most network pharmacies offer the flu shot without an appointment and always at no cost to you. Here are some quick tips about the influenza vaccine:

- » Seniors should probably receive the high-dose vaccine. As we age, our immune system weakens, and seniors need the higher dose vaccine to produce a protective response. The high-dose shot has 4 times the amount of antigen than the regular shot, so seniors have a better chance at fighting off the virus and staying healthy through the flu season.
- » Flu shots are FREE — no co-insurance and no co-payment needed.
- » Flu shots are available at almost any pharmacy you already use.
- » Flu shots are also available at your doctor's office or at an urgent care.
- » Speak with your local pharmacist, primary care provider (PCP), Care Coordinator or Care Manager with any questions or concerns about immunizations.

Each flu season, the Centers for Disease Control and Prevention (CDC) provide answers to frequently asked questions to help you understand flu activity and what viruses the 2019-2020 flu vaccines are expected to protect against. If you have access to the internet, you can learn more at <https://www.cdc.gov/flu/>.

## Medication (Medicine) Adherence

Are you taking your medications properly? It's important to follow your doctor's instructions about taking your medications. It is estimated that 75% of Americans do not take their medication as directed, which can cause severe health problems.

There are different reasons some people do not take their medication as prescribed. Some people forget to take their medication, may not be convinced or unsure if the medication is actually working, afraid of the side effects, or have difficulties taking the medication.

Talk to your doctor if you are concerned or have questions about the medications you take. Your doctor can help you with tips on how to take your medications. Not taking prescriptions as directed could put your health at risk. You can also speak with our Pharmacy Department by calling the Pharmacy Services Helpline at **1-866-938-0406**, Monday – Friday, 8:30 a.m. – 5:00 p.m.



## How Do You Decide Where to Go Before You Get Sick?

When you need care, the first step toward making smart choices is understanding your options. When you or a loved one needs medical care, that may not feel like the right time to research your options — or look up the names and phone numbers of health care facilities near you.

*iCare* suggests learning the locations of medical facilities in your area before experiencing a health crisis and recording the names and phone numbers of those locations. Don't forget to add the phone numbers into your cell phone of your primary care doctor, closest urgent care clinic and hospital.

### ➔ **Call your doctor's office.**

For preventive care or when you have a medical problem, see your doctor. If you don't have a Primary Care Provider or Physician (PCP), or a medical home\* call *iCare*, your Care Coordinator or Care Manager and we can help you find one. It is extremely important that you select a physician.

Many doctors' offices offer same day visits when you are sick. When you call for an urgent visit, make sure you explain your medical situation or how it changed since you were last seen by the doctor.

Don't wait until you feel bad to call. You might feel better sooner if you see a doctor sooner rather than later.

### ➔ **Call the *iCare* 24-hour Nurse Advice Line.**

*iCare* has its own nurse advice line. You can call 24 hours a day, 7 days a week and speak to a nurse. The nurses can help you when you have questions about health concerns or need health information. The nurse can also help you decide what care to seek. Call **1-800-679-9874** (TTY: 711).

### ➔ **Go to an urgent care clinic.**

These are clinics with doctors where you can walk-in without an appointment. Urgent care clinics treat people the same day, have evening hours and can see you on weekends. They usually take less time than the emergency room. Urgent care clinics can help with common symptoms or injuries like an earache, cough, sore throat, fever, minor injuries, cuts or burns, rashes or sprains.

### ➔ **Go to the emergency room.**

An emergency is any medical problem that could cause death or permanent injury if not treated quickly. If your urgent care clinic is closed, you can go to the hospital emergency room. You may have to wait a long time to receive care.

Emergency services are a covered benefit. You can go to any emergency room to get treatment.

For more information, call *iCare*'s Customer Service at **1-800-777-4376** (TTY: 711) or visit **[www.iCareHealthPlan.org/FindDoctor/](http://www.iCareHealthPlan.org/FindDoctor/)**

\*A medical home is an approach to providing primary care. It is not a building or place; a medical home builds a partnership with a patient and his/her doctor, specialist(s), the health plan, and community resources. It emphasizes the relationship between health care professionals and the patient.



## Member Satisfaction Surveys Coming this Spring

### **CAHPS® and HOS Survey: You CAN Make a Difference**

As a member of *iCare* Medicare Plan, Aurora CompleteCare, or *iCare* Family Care Partnership, your opinion and experience with your health plan and doctors is very important to us. Every spring the Centers for Medicare and Medicaid Services (CMS) requires *iCare* to work with an independent vendor to mail two surveys to Medicare members.

- 1. The Consumer Assessment of Healthcare Providers and Systems or CAHPS survey** asks questions about your health care, your doctors and the services you receive. Surveys are mailed out in March and continue through June.
- 2. The Health Outcomes or HOS survey** asks questions about your health status, physical activity, activities of daily living, chronic health conditions, health symptoms, etc. Surveys are mailed in April and continue through June.

While filling out either of these two surveys, if you need assistance or are unsure of the meaning of some of the questions, please ask for help.

We know that some of the questions can be confusing and want to ensure that we get your honest answers to each question. The results of these surveys guide new *iCare* activities focusing on how to help members achieve their health and well-being goals.

While every effort is made to ensure that the survey vendor is clearly identified with *iCare*, if you are unsure or worried about the identity of a person calling, please contact us 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. Not everyone in the health plan will receive a survey, but we ask that if you do, please take the time to complete it and mail it back.

Thank you!

## *iCare* Family Care Partnership Members: The Long-Term Care Advisory Council Wants YOUR Opinion

### **Please take a short survey.**

In 2018, the Long-Term Care Advisory Council tasked the Wisconsin Department of Health Services (DHS) with educating individuals in long-term care programs, providers, families, legal decision makers, managed care organization staff, and IRIS consultant agency staff about using technology solutions to assist with supports. The goal for this effort is to alleviate the burden felt with the caregiver shortage.

An important step in the education process is to determine what DHS currently knows about assistive technology and how it is currently used. Your answers to this short survey will assist DHS staff in gathering that information.

You can access the survey by typing this URL into your internet browser:

**<https://www.surveymzmo.com/s3/5195443/AT-Survey-for-Members-and-Providers>**

Thank you for your time!

## UPDATED 2020 MEMBER MATERIALS

At the time iCare prepares the Evidence of Coverage, Summary of Benefits, and Annual Notice of Change, some premiums, deductibles and co-insurance amounts for in-network services, inpatient hospital stays, inpatient mental health care, and skilled nursing facility stays are not yet released by the Centers for Medicare and Medicaid Services (CMS). Instead of including any dollar amounts in these categories we include these statements:

- » “This is the 2019 cost sharing amount and may change for 2020. We will provide an updated rate as soon as they are released by Medicare.”
- » “These amounts may change for 2020. Independent Care Health Plan will provide updated rates as soon as they are released.”
- » “These are 2019 cost sharing amounts and may change for 2020. These are the costs you are responsible for until the rates are updated. iCare Medicare Plan and Aurora CompleteCare will provide updated rates as soon as they are released.”

On November 8, CMS released the 2020 premiums, deductibles and co-insurance amounts for the Medicare Part A and Part B programs. We have updated these documents to include the 2020 dollar amounts. The updated documents are posted on the iCare website — [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org). Or you can find them on the “Member Documents” page ([www.icarehealthplan.org/memdocs](http://www.icarehealthplan.org/memdocs)).

If you would like to request a hard copy to be mailed to you, please call Customer Service at **1-800-777-4376** (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. You can also email [info@iCareHealthPlan.org](mailto:info@iCareHealthPlan.org) or request online at [www.iCareHealthPlan.org/hardcopy](http://www.iCareHealthPlan.org/hardcopy).

## DID YOU MOVE? DO YOU HAVE A NEW PHONE NUMBER?

It is important you tell us when you move. It is also important you tell us when you have a new phone number. Why? We want to make sure you get information about your health care plan from iCare. Your Care Coordinator or Care Manager also needs to talk to you about your health care. To update your address go to [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) and click

on “Contact” at the very top of the home page. Then scroll down to the “Send us a Message” section and fill out the form at the bottom of the page.

You can call us at **1-800-777-4376** (TTY: 711). You also need to contact Social Security at [ssa.gov/myaccount](http://ssa.gov/myaccount) or call **1-800-772-1213**.

## FRAUD, WASTE AND/OR 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? You can help yourself. You can also help iCare. You can do this by telling us about your worries. If you think that someone did any form of fraud, waste and/or abuse, contact us. **Go to our web site at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)** and click on “Report Fraud” at the top of the page. **Call your Care Coordinator, Care Manager or Customer Service at 1-800-777-4376** (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

### Mail a letter to:

Independent Care Health Plan  
ATTENTION: Compliance Officer  
1555 North RiverCenter Drive, Suite 206  
Milwaukee, Wisconsin 53212

When you contact us giving us as much information as possible helps us investigate. You can report anonymously if you’d like, and not give your name or phone number, but this can make investigating more challenging.

## HAVE YOU RECEIVED A BILL FOR HEALTH CARE SERVICES?

Members of iCare health plans may receive a bill from a provider. If you receive a bill, don’t pay it. Please contact iCare first before you pay so we can help you determine if you need to pay the bill, or not and provide instructions on what to do next. After you contact iCare and we determine you don’t need to pay the bill, mail a copy of the bill to:

Independent Care Health Plan  
1555 North RiverCenter Drive, Suite 206  
Milwaukee, Wisconsin 53212

Questions? Please call Customer Service at **1-800-777-4376** (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

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).

CEE B 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, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ ໂດຍບໍ່ເສຍຄ່າ. 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.



PRSRT STD  
U.S. Postage  
PAID  
Milwaukee, WI  
PERMIT NO. 5182

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

## Health and Wellness or Prevention Information

### **iCare Contact Information:**

Customer Service:  
Toll free: 1-800-777-4376  
Local: 414-223-4847  
TTY: 711  
[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

## **TELL US IF YOU HAVE A COMPLAINT**

We would like to know if you have a complaint. It can be about *iCare*, a network provider, or about your health care while you are a member of *iCare*. If you have a complaint, you can talk to a Customer Service Representative. You can also talk to your Care Coordinator, Care Manager, or our Member Advocate. They will be happy to help you. If they can't help with the problem, they will tell you who to contact outside of *iCare*. Please call us at **1-800-777-4376** (TTY: 711) if you have a complaint, or you can write to us at:

Independent Care Health Plan, Attention: Appeals and Grievances  
1555 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212

Independent Care Health Plan, which insures Aurora CompleteCare (HMO D-SNP), *iCare* Medicare Plan (HMO D-SNP), and *iCare* Family Care Partnership (HMO D-SNP), is a HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in these plans insured through depends on contract renewal. These plans are available to anyone who has both Medical Assistance from the State and Medicare.

For more information about these plans, call Customer Service 24 hours day, 7 days a week at 1-800-777-4376 (TTY: 711).

*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.

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.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-777-4376 (TTY: 1-800-947-3529).

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-777-4376 (TTY: 1-800-947-3529).

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.

H2237\_IC2309\_C DHS BAQO Approved 11/7/2019