



Healthy Actions Will Bring You Healthy Rewards!

It feels great when your health doesn't prevent you from participating in activities you enjoy, like spending time with loved ones. Usually that happens when you've made good choices like getting exams and listening to your doctor's advice.

Throughout 2021, if you get your Medicare Wellness Exam for your health you can get rewarded* in the process!

There are two types of exams: Medicare Annual Wellness Visit or a "Welcome to Medicare" Preventive Visit. BOTH help improve your health and are fully-covered** for iCare Medicare Plan members. Each play an important role in improving your health and preventing issues before they become problems.

You do not need to do anything to participate! As an iCare Medicare Plan member, you're automatically signed up. Once you complete the healthy activity, you'll get a letter in the mail with your gift card reward.

Learn more by calling your Care Coordinator at 1-800-777-4376 (TTY: 711).

Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

*iCare Medicare Plan members must earn their rewards within the same calendar year. Rewards and/or incentives cannot be redeemed for cash. Program details are subject to change.

**In order to get your Medicare Annual Wellness Visit, you'll need to have Medicare Part B coverage longer than 12 months then this visit is covered by iCare once every 12 months. If you are new to Medicare, you may not be able to get this exam. However, you may be able to get the one-time "Welcome to Medicare" Preventive Visit. This visit is covered only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor's office know you would like to schedule your "Welcome to Medicare" Preventive Visit.

Get a
Medicare
Wellness
Exam and earn
\$25 for an
in-person visit or
\$10 for a virtual visit!



Depending on the type of gift card you receive, it cannot be used to purchase alcohol, tobacco, lottery and firearms.

It may not be applied toward the purchase of any prescription drug or Medicare-covered services under iCare Medicare Plan.

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Don't lose your Over-the-Counter (OTC) Balance!

In 2021, unused OTC balances expire at the end of each quarter on March 31, June 30, September 30 and December 31.

As an iCare Medicare Plan member, you receive \$100/month, deposited on your iCare Benefit Card, to purchase OTC medications and health-related items in-store at select retailers, or by mail-order (with NationsOTC) through the product catalog.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
First Quarter	\$100	\$100	\$100									
	Use all your funds by March 31, 2021.											
Second Quarter				\$100	\$100	\$100						
				Use all your funds by June 30, 2021.								
Third Quarter							\$100	\$100	\$100			
							Use all your funds by September 30, 2021.					
Fourth Quarter										\$100	\$100	\$100
										Use all your funds by December 31, 2021.		

*If you disenroll funds revert to iCare.

\$100 available to spend each month. Balance carries over month-to-month.
\$300 available per quarter
 1/1/2021 – 3/31/2021.
 Re-sets* to \$100 on April 1.

\$100 available to spend each month. Balance carries over month-to-month.
\$300 available per quarter
 4/1/2021 – 6/30/2021.
 Re-sets* to \$100 on July 1.

\$100 available to spend each month. Balance carries over month-to-month.
\$300 available per quarter
 7/1/2021 – 9/30/2021.
 Re-sets* to \$100 on October 1.

\$100 available to spend each month. Balance carries over month-to-month.
\$300 available per quarter
 10/1/2021 – 12/31/2021.
 Account empties on 12/31/2021.

For example:

- » If you have \$60 dollars in your OTC account on September 30, 2021, and you do not spend that money, you will lose it.
- » Your October balance will reset to \$100.
- » All balances empty at the end of the year or if you disenroll from the plan.

Please make sure you have your iCare Benefit Card so you are able to take advantage of this benefit today.

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. Please allow up to 14 business days for your new card to arrive.

See page 3 for frequently asked questions about your OTC benefit. ➔

Questions and Answers (Q & A)

Q: How much do I receive with my OTC benefit?

A: You will receive \$100/month.

Q: When will my balance expire?

A: Remaining monthly funds can be rolled over month-to-month, but unused balances expire at the end of each quarter on March 31, June 30, September 30 and December 31 or if you disenroll from the plan.

Q: What happens if I leave the plan?

A: If you leave the iCare Medicare Plan, you will lose the \$100/month benefit.

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. Cards can take up to 14 business days to arrive in the mail.

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

A: Please call your Care Coordinator and they will send you a new one.

Q: How many dollars do I have?

A: You can check the balance on your benefit card by calling 1-888-682-2400 or by visiting <https://www.otcnetwork.com>

Unused balances expire at the end of each quarter on March 31, June 30, September 30 and December 31 or if you disenroll from the plan. You can also contact your Care Coordinator for your balance.

Q: What can I buy with my OTC benefit?

A: Visit <https://www.otcnetwork.com> or download OTC Network App on your smartphone to look up eligible Medicare OTC items by store.

Q: Where can I use my card?

A:  |  |  |  |  | 

Or visit <https://www.otcnetwork.com> for a list of locations.

Q: How many catalog orders can I make a month?

A: You are no longer restricted to one order a month. You can place as many orders in one month as long as you have a balance available. Please see your NationsOTC catalog for more information.



Other questions?

Call 1-800-777-4376 (TTY: 711) 24 hours a day, 7 days a week.

Our office hours are Monday-Friday, 8:30 a.m. to 5:00 p.m.

Did you miss your 2nd COVID-19 shot?

Life happens or you may think you have enough protection after one shot — but it's not too late! Even if you are many weeks overdue, you can still get the second shot. If you received Pfizer or Moderna for your first shot, the second shot is very important. Here are **FOUR REASONS TO GET YOUR SECOND COVID-19 SHOT**.

1 It can protect you from COVID-19.	2 It's safe with mild side effects.	3 It's covered. No ID is required.	4 It's easy to get one.
Two shots gives you stronger protection against the virus. Two shots increases your chance of fighting off the new strains of the virus.	Headache, fatigue, nausea, low grade fever are normal reactions to the vaccine. It means your immune system is working. These symptoms should end within a few days of getting the shot. Any concerns, talk to your doctor.	Vaccines are free regardless of where you get it. Identification is not needed or required. And if you are eligible for transportation it is available. See page 5 for more details on transportation.	You do not need to return to the site where you received your first shot. You can get your second shot at any vaccination site. However, you must receive the same brand for both vaccines. For example, if you received Pfizer for your first shot, you need Pfizer for your second shot. Be sure the site carries the brand you need.

If you have access to the internet, you can find a vaccination site at [VaccineFinder.org](https://www.vaccinefinder.org).

The Wisconsin Department of Health Services has great resources too.

Visit <https://www.dhs.wisconsin.gov/covid-19/index.htm>

The COVID-19 Vaccine Assistance Hotline is available to Wisconsin residents. Call 1-844-684-1064.

Many *iCare* members got their vaccine! Here's their reason why:



"My son is also an *iCare* member. He is also fully vaccinated. We're looking forward to going back to church.

I am a communicator and a hands-on person. I'll be glad to get back to getting close to people again." — *Anita*



"My health for today is more important than the tragedies of the past.
I had to move past my fears and think of my

health — for myself and for the others around me." — *Kim*



"It really hit home that I could get COVID without knowing it and spread it to my grandkids. I didn't want that to happen, so

I got my shot. And I still wear my mask!" — *Darlene*

We are here to help. Please call your *iCare* Care Coordinator with questions, concerns, or if you need help scheduling the second dose. If you do not know your *iCare* contact person, please call Customer Service at 1-800-777-4376.

Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

The following resources can help you plan to get your COVID-19 vaccine.

Vaccines are free regardless of where you get it. Proof of insurance or citizenship is not required. It's easy and quick to get one.



Do you have access to the internet? Need a little extra help with food, paying bills and more?

Are you looking for assistance with housing and other free or reduced cost programs, including new programs for the COVID-19 pandemic?

FindHelp.org can help. You can filter by your zip code to find really great resources right near you. This resource is free and is nationwide so you may see repeated references for state and national programs.

<https://www.findhelp.org/>

Do you know there are MANY places to get your vaccine?

There are many ways to find a COVID-19 vaccine — whether it is at your doctor's office, your grocery store, or at your pharmacy. But did you know that you can also get vaccinated at a pop-up vaccination clinic?

These events are typically hosted by local trusted community organizations such as places of worship, barbershops, schools, food pantries and banks, and many others.

To find a pop-up clinic in your community call 2-1-1, text your ZIP code to 898211 or visit the 211 Wisconsin COVID-19 Vaccination Special Event directory: <https://bit.ly/3cFqjOD>

Need a ride to get your COVID-19 vaccine?

FREE transportation is available for eligible Medicaid members through MTM, Inc. (Wisconsin's non-emergency transportation manager). As soon as you confirm your vaccination appointment, even if it is the same day, call MTM at 1-866-907-1493. Please have the following information ready: Your ForwardHealth ID number (found on your ForwardHealth card) and the address of the vaccination clinic. Other transportation resources are available. Call the Wisconsin (state-wide) COVID-19 hotline at 1-844-684-1064.

Do you need a COVID-19 shot and have difficulty leaving your home?

Vaccinators throughout Milwaukee County are working to support individuals who want a COVID-19 vaccine and can't leave their home. To locate one please call the state-wide COVID-19 hotline at 1-844-684-1064.

A couple more contact options for you:

- » Anyone living in Milwaukee County and need an in-home vaccination can contact the Healthy Homes program by visiting <https://www.healthymke.com/healthyhomes> or calling 414-257-7468.
- » If you live in a city within Milwaukee County and have access to the internet, you can connect with your local health department by visiting <https://www.healthymke.com/mke-area-health-departments>. For other counties, please call your local health department. All health departments have a plan to vaccinate people who are homebound.

RESOURCES

News Briefs

Information you can use.

Ready, Set... Grow!

iCare is offering a NEW and FREE container gardening program to members in **iCare Medicare Plan living in Milwaukee county** and you are invited to join!

There so many benefits to your health when you grow your own food through container gardening at your home. You will produce fresh, healthy foods for your dining table AND it is great for your physical and mental health, especially if you are living with chronic health conditions like Diabetes or Hypertension.

Let us know you want to join by calling 414-231-2902. If we do not answer, please leave a message and tell us your first and last name, iCare member ID number and your phone number. We'll reserve a spot for you and call you back to explain more about the program. Thank you!

Awareness of Plan Costs

Please read your plan documents and become familiar with any out-of-pocket costs you may be responsible for like co-pays or co-insurance. You may need to pay these costs to your providers, up front, if applicable. Plan documents include your Summary of Benefits (SB) and the Evidence of Coverage or EOC. You received a copy of the SB when you joined iCare Medicare Plan and the EOC is posted on our web site at www.icarehealthplan.org/memberdocs Please call iCare Customer Service at 1-800-777-4376 if you need a copy of these documents.

If you go to an appointment and they ask you to pay up front and you feel as though you are not responsible for these costs, contact your iCare Care Coordinator. They can help you work through any issues or refer you to someone who can.

Member Compliments

Our members really like the iCare Medicare Plan! Here's what a few of them had to say about recent experiences:

» "I am so thankful for all that you do to help me resolve problems. For the guy (Dean) and Jan who stay on the phone to help me. I don't know what I would do if I hadn't found a plan like iCare who has people who actually care." *iCare Member about the Pharmacy Services Team after helping him resolve a problem at his pharmacy.*

» "I talk about iCare all the time. I like the efficiency on how iCare responds to my insurance needs. When I'm running low on my prescriptions, iCare calls and says, 'Do you need a refill, are your meds up to date?'

iCare gets involved with us.... the customers. You make sure we're happy. If there's something we need, or questions to be answered, you make sure we have it. I get information. I've gone to iCare diabetic classes.

I've never had an insurance company that called ME! What insurance company does that? iCare does!" iCare Member about the Care Coordinator Team.

How to Use Your Acupuncture Benefit

Acupuncture for chronic low back pain (only) is a Medicare covered benefit and includes up to 12 visits in 90 days under certain circumstances. An additional eight (8) sessions will be covered for those individuals demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually. You must use providers in the American Specialty Health (ASH) network. Please refer to your EOC for more information or call your Care Coordinator.

iCare's Offices are Closed to Members

iCare always had an open door policy with our members. We loved having you visit us to chat with your Care Coordinator or to attend a Health Fair.

For everyone's health and safety during the COVID-19 health emergency, the buildings that house iCare's offices are still closed to the public. As such, **ALL visits to iCare are still suspended.** We respectfully ask you not to visit or try to enter the building through another business to gain access to the iCare Suite. Should you need anything, please contact your Care Coordinator. They are always here to help!

Thank you for your cooperation. We hope to resume in-person visits with you soon.

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?

If you think that someone engaged in any form of 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.
- » You can also call the iCare Compliance Hotline at 1-877-564-9614 until July 15, 2021.

As we continue to integrate with Humana, please note we will discontinue iCare's reporting hotline number July 15 and direct all compliance and ethics-related calls to the Humana Ethics Help Line. Please make note of the Humana Ethics Help Line number: 1-877-584-3539 (1-877-5-THE-KEY).

When you contact us, providing us with 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.

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 also needs to talk to you about your health and wellness.

To update your address go to 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 www.ssa.gov/myaccount or call 1-800-772-1213.

COVID-19 Scammers — Warning!

Even though we are through the worst of the COVID-19 pandemic, unfortunately, scammers are still using it as an opportunity to commit fraud. Older adults are at increased risk of being targets.

Keep scammers away with these tips adapted from the Federal Trade Commission:

- » Don't give your Medicare number, Social Security number, or any personal information in response to unsolicited calls, text, email or home visits.
- » Don't succumb to fear-based tactics of scammers. Cut off those who make you afraid and contact familiar sources instead.
- » Don't click on links in unsolicited emails. It could download a virus onto your computer or device.
- » Don't respond to scammers calling about a loved one in danger and needing you to wire a payment for a treatment or medical assistance.
- » Use reliable sources for the most current information.

If you believe you have been contacted by a COVID-19 scammer, to report scams or fraud, for help with potential identity theft or assistance with consumer issues, contact the Wisconsin Department of Agriculture, Trade and Consumer Protection consumer protection hotline at 1-800-422-7128 or visit www.datcp.wi.gov

PLEASE NOTE: A representative from iCare, Humana, or a Humana vendor on behalf of iCare, may call to discuss getting a COVID-19 vaccination. These are legitimate calls. We encourage you to participate.

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.



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Suite 206
Milwaukee, Wisconsin 53212

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Health and Wellness or Prevention Information



We appreciate you as an iCare member and want to say THANK YOU for putting your trust in us for your health care needs.

Changes to iCare's Privacy Policy

iCare updated its Notice of Privacy Practices in June 2021. 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 <https://www.iCareHealthPlan.org/privacy>

You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Service 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 Advocates at 1-800-777-4376 ext.1076. If you need help filing the complaint, the Member Advocates can help you.
- » Mailing us a letter. 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.

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 us. You can mail your letter to iCare, Attention: Member Advocate/Member Rights Specialist, 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212. You can call our Member Advocate/Member Rights Specialist at 1-800-777-4376 ext.1076. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

If you do not have any questions, you do not have to do anything.

Connect with iCare!

Facebook: <https://www.facebook.com/IndependentCareHealthPlan>

Twitter: <https://www.twitter.com/iCareHealthPlan>

www.iCareHealthPlan.org

info@iCareHealthPlan.org

Customer Service: 1-800-777-4376 (TTY:711), 24/7

Independent Care Health Plan (iCare), which insures iCare Medicare Plan (HMO D-SNP), is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in iCare Medicare Plan depends on iCare's contract renewal. Questions? Call 1-800-777-4376 (TTY: 711) for more information.

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

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).