

The Aging and Disability Resource Center (ADRC) of Wisconsin, now has a central line to connect you to your local ADRC!

Call 844-WIS-ADRC
(844-947-2372)



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IC475 | DHS Approved 04/17/2025



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



Customer Service:
1-800-777-4376 (TTY: 711)



www.iCareHealthPlan.org

iCare's Privacy Policy or Notice

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. To read the Privacy Notice, visit 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).

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 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212. Call us at 1-800-777-4376 ext.1076 (TTY: 711). Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. If you do not have any questions, you do not have to do anything.

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 web site too. Visit 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 web site at www.icarehealthplan.org/MemDocs. Or you can request that a copy be mailed to you at no cost. Call Customer Service at 1-800-777-4376 (TTY: 711) or use the Hard Copy Request Form on our web site www.icarehealthplan.org/hardcopy to request one today.



Stay Up to Date on Immunizations for Better Health

Protecting your health is easier than ever with routine immunizations. Vaccines help prevent serious illnesses like the flu, pneumonia, and measles-keeping you and your loved ones safe.

What you need to know:

- » **Children & Adolescents:** Vaccines protect against diseases like measles, mumps and whooping cough. Check with your child's doctor to ensure they are up to date
- » **Adults:** Stay protected with flu shots and age-appropriate vaccines like shingles or pneumonia.
- » **Pregnant individuals:** the Tdap and flu vaccines help protect both you and your baby.

Need to schedule a vaccine? Call your doctor or check with your pharmacy today. Stay protected, stay healthy.



Member Advisory Committee *We want to hear from you!*

iCare is dedicated to improving the health and wellbeing of our members from different racial, ethnic, and cultural communities and backgrounds. To do so, we need your help. One of the ways we can do this is to create a time to talk with members to get feedback and recommendations through Member Advisory Committees.

Currently, we are looking for iCare members to join the Member Advisory Committee. This committee allows members and/or representatives the opportunity to learn about and discuss important topics with iCare leadership. These topics include iCare's Health Equity Plan – a yearly plan to reduce health disparities and work towards health equity, as well as other ongoing projects and initiatives.

Please consider this committee if:

- » You are an iCare Member or representative for an iCare member.
- » You are a community partner that supports iCare members.
- » You are interested in helping iCare better understand, be respectful, inclusive, and deliver better care to members from different races, ethnicities, abilities, genders, and languages.
- » Can participate in at least one to two committee meetings per year. iCare can provide transportation and interpretation services. If you are unable to attend a meeting, you are welcome to join by telephone.

If you are interested, or have questions please email info@icarehealthplan.org.

Mom and Baby Program

The iCare Mom and Baby program offers care management services to pregnant members who need support during pregnancy and postpartum. We will work together to identify your needs and goals for care. iCare care management services can assist with the following:

- » Referrals to providers.
- » Referrals to community services.
- » Education before and after delivery care with one of our nurses.
- » Care coordination with your providers.
- » Breastfeeding and newborn needs.
- » Other goals or needs you have related to your health and the health of your baby.

Call us with questions about the program. We are here to offer support to you and your baby.

There is no cost to members to use this program. It is an optional program. You can choose not to participate. If you join the program, you can opt out at any time.

To find out if you are eligible for the iCare for Mom and Baby program, call iCare Customer Service at 1-800-777-4376 (TTY: 711). We will ask you a few questions about your pregnancy to determine your specific needs and eligibility.



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 care management teams are here to help.

Our care 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 Service at 1-800-777-4376. TTY users call 711. Customer service 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.



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 Service at 1-800-777-4376 (TTY: 711). Customer service 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.

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 web site: 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.

Using Your ForwardHealth ID Card

Use your ForwardHealth card to get the health care services listed below:

- » Behavioral (autism) treatment services
- » Chiropractic services
- » Crisis intervention services
- » Community recovery services
- » Comprehensive community services
- » Dental services (unless covered by iCare)
- » Hub and Spoke integrated recovery support health home
- » Medication therapy management
- » Medications and pharmacy services
- » Non-emergency medical transportation
- » Prenatal care coordination
- » Residential substance use disorder treatment
- » School based services
- » Targeted case management
- » Tuberculosis-related services

Your ForwardHealth card is a plastic card with your name on it. It also has a 10-digit number and a magnetic stripe. Always carry your ForwardHealth card with you. Show it every time you go to the doctor or hospital and every time you get a prescription filled. You may have problems getting health care or prescriptions if you do not have your card with you. Also, bring any other health insurance cards you may have. This could include an ID card for other service providers.

If you have questions about how to use your ForwardHealth card or if your card is lost, damaged, or stolen, call ForwardHealth Member Services at 800-362-3002. To find a provider that accepts your Forward Health card:

1. Go to www.forwardhealth.wi.gov.
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare Plus/Medicaid.

Or, contact ForwardHealth Member Services at 1-800-362-3002.



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 Service at 1-800-777-4376 to request a copy to be mailed to you.

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.



Notice of Non-Discrimination

Independent Care Health Plan (iCare), a wholly-owned subsidiary of Humana, complies with applicable Federal civil rights laws and does not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Independent Care Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **1-800-777-4376 (TTY: 1-800-947-3529)**. If you believe that Independent Care Health Plan has not provided these services or discriminated on the basis of race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services, you can file a grievance in person or by mail, fax, or email with Independent Care Health Plan's Non-Discrimination Coordinator at 1555 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212, **1-800-777-4376 (TTY: 1-800-947-3529)**, Fax: 1-414-918-7589, or **advocate@icarehealthplan.org**. If you need help filing a grievance, Independent Care Health Plan's Non-Discrimination Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

- U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**

This notice is available at **www.icarehealthplan.org**.

GHNDN2025iC

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 ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.

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.

This notice is available at icarehealthplan.org

WIHMEKWEN



INDEPENDENT CARE HEALTH PLAN
iCare is a wholly-owned subsidiary of Humana

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

Health and Wellness or Prevention
Information

PRSRT STD
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Are you a Dual Member?

Being a “dual member” means that you have a Medicare and Medicaid health plan. A dual eligible health plan helps your benefits work together. You may be eligible to be an *iCare* dual member. To be a dual member with *iCare*, you need to have *iCare* Medicaid and be eligible for Medicare.

If you become eligible for Medicare, *iCare* may mail you a letter. The letter will explain your Medicare coverage options. One choice is to become a member of *iCare* Medicare Plan (HMO D-SNP). *iCare* Medicare Plan includes health care and prescription drug coverage.

Or you can also choose to get your Medicare coverage through another Medicare Advantage plan or Original Medicare. In both cases, you may need to enroll in a separate prescription drug plan. Remember it is your choice!

To learn about your Medicare options, Visit [Medicare.gov](https://www.medicare.gov). Call 1-800-MEDICARE (1-800-633-4227) 24/7. Tell them you got a letter saying you have Medicaid now and are going to be eligible for Medicare. Ask for help with your Medicare choices. TTY users should call 1-877-486-2048. If you have questions about your *iCare* Medicaid SSI Plan benefits, please call Customer Service. If you have questions about being an *iCare* dual member, call an *iCare* Member Retention Specialist, Monday through Friday, 8:30 a.m. to 5:00 p.m. at 414-272-5621.



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Independent Care Health Plan 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 Service 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.

Doctors, nurses, and other health care professionals on *iCare*’s staff review the articles 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.