



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

iCare Family Care Partnership Medicaid Only

MEMBER NEWS | Q2 2025



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IC476 | DHS Approved xx/xx/xxxx



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



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



www.icarehealthplan.org

Four Easy Ways to Reach 211 Wisconsin

There are multiple ways for Wisconsin residents to reach 211 Wisconsin, so you feel secure and comfortable finding the help you need. Call, text, chat, or easily search for services on your own in their database at 211wisconsin.communityos.org.

211 is a free and confidential service that connects you with thousands of local programs and services. Simply dial 211 on your phone to reach one of our friendly, trained community resource specialists available 24 hours a day, 7 days a week.



Dial 211
(or 877-947-2211)



Chat now



Text your ZIP code
to 898211



Search services



Reporting Incidents

Your Care Team is available to talk with you about issues that you feel may be abuse, neglect, or financial exploitation. They can help you with reporting or securing services for safety. You should always call 911 in an emergency.

If you feel that you or someone you know is a victim of abuse, neglect, or financial exploitation, you can contact Adult Protective Services. Adult Protective Services help protect the safety of seniors and adults-at-risk who have experienced abuse, neglect, or exploitation. They also help when a person is unable to look after his or her own safety due to a health condition or disability.

You may call the following number to report incidents of witnessed or suspected abuse.

Call your Care Team at 1-800-777-4376 to consult with you regarding issues that you feel may constitute abuse, neglect, or financial exploitation. They will assist you with coordination of reporting or securing services for safety.

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 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.

You can get help from Aging and Disability Resource Centers (ADRC)

If you have questions about aging or living with a disability, your local ADRC can help. ADRCs provide information on a variety of programs and services. This includes long-term care options. You can get services by calling your local ADRC on the phone, scheduling a home visit, or by visiting their office in person. The ADRC handles enrollment and disenrollment for the Partnership Program. Visit www.dhs.wisconsin.gov/adrc for more information about ADRCs.

You can contact your local ADRC as listed below.

Adams County

ADRC of Adams, Green Lake, and Waushara Counties
569 N. Cedar Street
Adams, WI 53910
Toll-free: 1-877-883-5378
TTY: 711
www.adrcinformation.org

Columbia County

ADRC of Columbia County
111 E. Mullett Street
Portage, WI 53901
Local: 608-742-9233
Toll-free: 1-888-742-9233
TTY: 711
www.co.columbia.wi.us/columbiacounty/adrc/

Dane County

ADRC of Dane County
2865 N. Sherman Avenue
Madison WI 53704
Local: 608-240-7400
Toll-free: 1-855-417-6892
TTY: 711
www.daneadrc.org

Dodge County

ADRC of Dodge County
99 County Road DF, 3rd Floor
Juneau, WI 53039
Local: 920-386-3580
Toll-free: 1-800-924-6407
TTY: 920-386-3883
<https://www.co.dodge.wi.gov/departments/departments-a-d/aging-and-disability-resource-center>

Green Lake County

ADRC of Adams, Green Lake, and Waushara Counties
571 County Road A
Green Lake, WI 54941
Local: 608-328-9499
Toll-free: 1-877-883-5378
TTY: 711
www.adrcinformation.org

Jefferson County

ADRC of Jefferson County
1541 Annex Road
Jefferson, WI 53549
Local: 920-674-8734
Toll-free: 866-740-2372
TTY: 800-947-3529
www.jeffersoncountywi.gov/departments/human_services/aging_and_disability_resource_center/

Kenosha County

ADRC of Kenosha County
8600 Sheridan Road, Suite 500
Kenosha, WI 53143
Local: 262-605-6646
Toll-free: 1-800-472-8008
TTY: 711
<https://www.kenoshacounty.org/155/Aging-Disability-Resource-Center>

Marquette County

ADRC of Marquette County
428 Underwood Ave
P.O. Box 405
Montello, WI 53949
Toll-free: 1-855-440-2372
TTY: 711
www.adrcmarquette.org

Milwaukee County

ADRC of Milwaukee County
1220 W. Vliet Street, Suite 300
Milwaukee, WI 53205
Local: 414-289-6874
Toll-free: 1-866-229-9695
TTY: 711
<https://county.milwaukee.gov/EN/DHHS/Disabilities-Services/Disability-Resource-Center>

Racine County

ADRC of Racine County
14200 Washington Ave
Sturtevant, WI 53177
Local: 262-833-8777
Toll-free: 1-866-219-1043
TTY: 711
www.adrc.racinecounty.com/

Sauk County

ADRC of Sauk County
West Square Building
Room #102
505 Broadway
Baraboo, WI 53913
Local: 608-355-3289
Toll-free: 1-800-482-3710
TTY: 711
www.co.sauk.wi.us/adrc

Waushara County

ADRC of Adams, Green Lake, and Waushara Counties
209 S. Saint Marie Street
P.O. Box 621
Wautoma, WI 54982
Local: 920-787-0403
Toll-free: 1-877-883-5378
TTY: 711
<https://www.adrcinformation.org>

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)

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 is an opportunity for members and/or representatives 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.
- » You 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.

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.



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 identity 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.

Member Handbook Update

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

The handbook covers topics like:

- » Member rights and responsibilities. This statement is available on our website too. Visit www.iCareHealthPlan.org/MedicaidMemberRights.
- » 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 request 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.

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 in your plan's benefits along with other preventive care benefits. Contact your Care Coach for more information. Always talk to your doctor about what is right for you.

Lowering Diabetes Health Risk. For people with diabetes, it means certain health risks. That's because diabetes affects organs and systems throughout your body. Those risks include a greater chance of heart disease, nerve damage, vision loss, and other health problems. Some health risks you can't change, like your age. But there are health risks you can change—like quitting smoking and eating healthy foods. Talk to your provider about why diabetes health problems happen and how to avoid them. Get regular health checkups and recommended tests.

Colorectal Cancer Screening. This preventive measure is recommended for people once they reach age 45. Colonoscopies are standard for this screening; however, alternative testing may be an option for you. Talk to your provider to learn more.

Breast Cancer Screening. Mammograms are x-rays of the breasts to look for cancer. Most of the time women survive breast cancer if it is found and treated early enough. Talk to your provider about how often you should get a mammogram.



Self-Directed Supports

Self-Directed Supports: *i*Care Family Care Partnership members 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.

With the help of your care team, you will establish your budget and stay within it. Your budget will be based on the amount of services necessary to support the outcomes identified in the assessment and planning process. At your request, you could receive monthly reports of services provided, costs and balance of budget.

Your Care Team will be there to support you, but you are at the center of your care plan, which means you can start, stop, or change your SDS plan at any time depending on what's right for you. If you decide you want to change your SDS plan, contact your Care Team.

If you want to stop self-directing, you will still have the support of the Family Care Partnership program.

Safe Use and Storage of Household Chemicals

Many household products are safe to use and have around. However, some products can cause harm if they are improperly used, stored, or thrown away. Research online and talk with experts (like local hardware stores) to determine what products you need. If you purchase what you need for your project, you won't need to store or get rid of the excess products.

Store chemicals away from children. Children are more vulnerable to being harmed by chemicals since they are smaller and put a lot of items in their mouth. Store products out of the reach of children or in locked cabinets. Household medications should be kept locked or out of reach of children.

Be sure to follow product labels. Product labels contain instructions on how to use that specific product. Pay attention to product warnings, such as never mixing ammonia and bleach as it creates chlorine gas, which can be deadly.

Dispose of your hazards properly. You should take products to a store for disposal (like used engine oil and compact fluorescent lightbulbs). The following options may help in removing old products:

- » Clean Sweep is a Department of Agriculture Trade, and Consumer Protection (DATCP) grant program that provides reimbursement to communities that collect and dispose of household hazardous wastes, agricultural pesticides, and prescription drugs. Visit www.datcp.wi.gov/Documents/CleanSweepSchedule.pdf to find your community website.
- » Local Solid Waste Department: Your local solid waste department may have more information on disposal guidelines and collection schedules in your area.

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**.

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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): ໂທຫາເບີທະສັບຂ້າງເທິງ 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

1555 North RiverCenter Drive
Suite 206
Milwaukee, Wisconsin 53212

Health and Wellness or Prevention Information

iCare's Privacy Policy

The law says we must keep your health information private. The iCare Privacy Notice tells you what information we collect and how we use it. This Notice is posted to our 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 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. 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 Advocates 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. 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.

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 – Friday, 8:30 a.m. – 5:00 p.m., CST.

Independent Care Health Plan 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.