



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

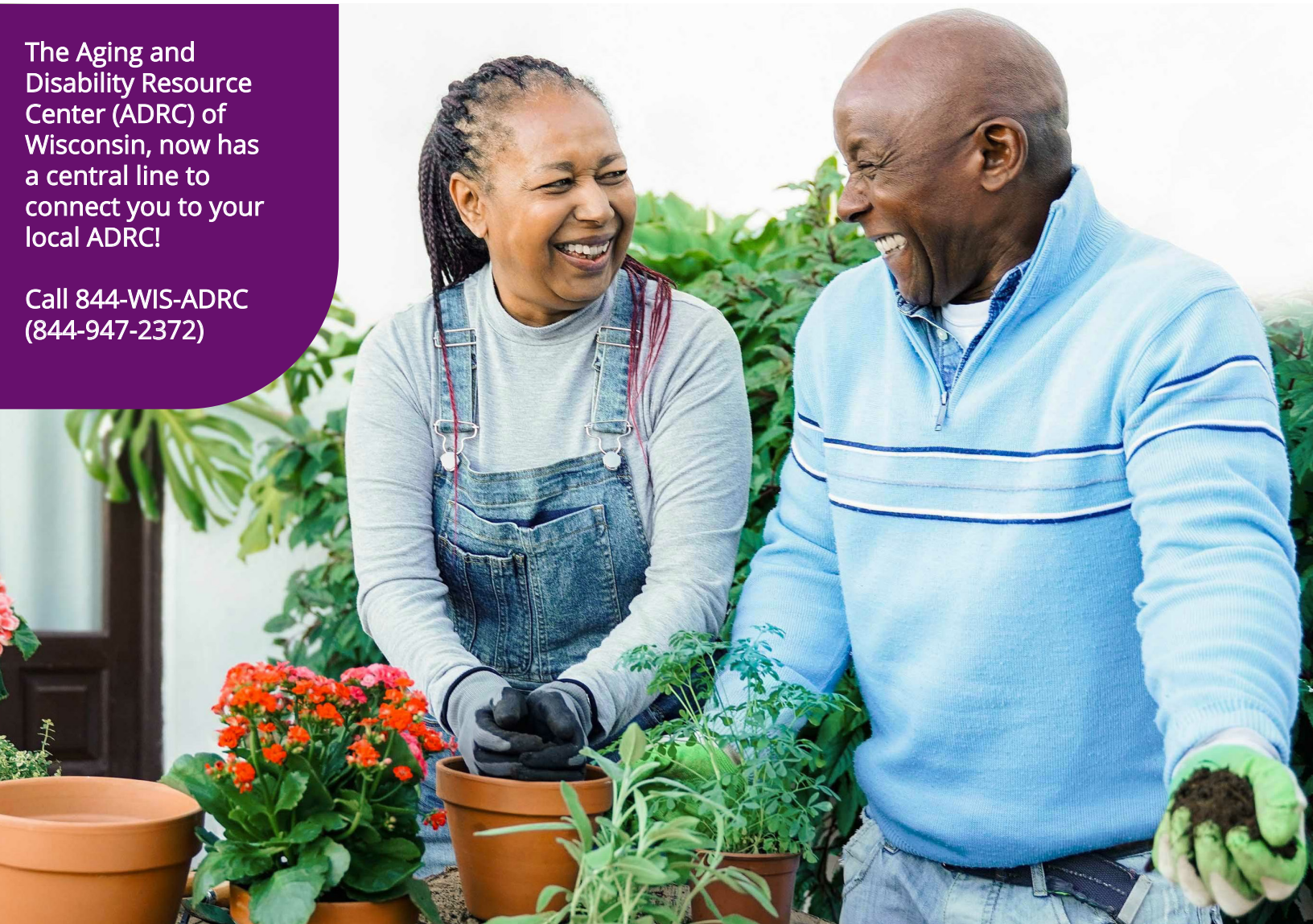
iCare Medicare Plan

MEMBER NEWS

Q2 2025

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)



In the Q2 2025 issue:

Four Easy Ways to Reach 211 Wisconsin	2	Member Advisory Committee	4
Stay Up to Date on Immunizations for Better Health	2	iCare Notice of Privacy Protections	4
Fraud, Waste, and/or Abuse	2	Take Care of Your Health	5
Health and Wellness: 24/7 Nurse Line	2	Prior Authorization	5
Pharmacy Corner	3	Healthy Eating	6

H2237_IC2928_C | 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

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



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.

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.

Health and Wellness: 24/7 Nurse Line

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

Pharmacy Corner

Find a Pharmacy Near You

There are many pharmacies in the plan's network located near you. You'll need to use a network pharmacy, or the plan may not pay for your prescriptions, except in an emergency. Find a pharmacy near you by visiting www.iCareHealthPlan.org/Provider or calling Customer Care at 1-800-777-4376.

Get a 90-Day Supply of Your Prescriptions Delivered Right to Your Door

Save trips to the pharmacy for your maintenance prescriptions — the drugs you take every day — for conditions like high blood pressure and diabetes by getting a 90-day supply of medications. You can use our home delivery program through MedImpact OR your local in-network pharmacy. The choice is yours, but mail-order is very convenient!

Blood Glucose Meter and Test Strips

iCare Medicare members are eligible to receive diabetic testing supplies at no cost from Abbott Diabetes Care. This includes the FreeStyle® brand blood glucose meters and FreeStyle® brand test strips. Visit www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/Prescription-Drugs to learn more about receiving diabetic testing supplies.

Appeals and Grievances

All pharmacy-related appeals and grievances are now routed through MedImpact. You are encouraged to call MedImpact at 1-800-910-4743 (TTY:711) to report your grievance. MedImpact will try to resolve any complaint that you might have over the phone or as quickly as possible. In addition, please call MedImpact if you have any concerns about your prescription coverage, customer service, plan benefits, or if you need to file an appeal or grievance.

Questions about your pharmacy benefit?

Do you have questions about your pharmacy benefit and don't know who to call?

Question	Contact	Phone Number
My claims aren't being covered at the pharmacy.	MedImpact	800-910-4743
I need a drug prior authorization or what is the status of my prior authorization.	MedImpact	800-910-4743
I need a new insurance card.	iCare	800-777-4376
I have questions about why my prior authorization was denied.	MedImpact	800-910-4743
I lost my medications or I am going on vacation. Can I get an early refill?	MedImpact	800-910-4743
I have questions about my coverage for my diabetic supplies.	iCare	800-777-4376





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.

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 to 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.

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.

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.



Healthy Eating

You've heard the phrase "you are what you eat." It means you can't be healthy if you don't eat healthy foods. Getting those healthy foods, especially these days, can pose challenges but there are many ways to get nutritious food affordably, safely, and conveniently. A few are listed below.

Government Programs

The Emergency Food Assistance Program is a federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost. You may be eligible to obtain groceries once per month if your gross household income does not exceed 300% of the poverty level. Call 211 Wisconsin and ask for the location and hours of the nearest TEFAP food pantry in your county.

Other programs available to individuals living in Wisconsin include, but are not limited to, the Commodity Supplemental Food Program, Elderly Nutrition Program, and WIC (Women, Infants, and Children) Program. Each program has its own eligibility requirements and are not available in all areas of the state. So, not everyone can qualify for each or all these programs. Please call 211 or visit www.dhs.wisconsin.gov/prevention-healthy-living/nutrition-food-assistance.htm for more information.

Eating Healthy on a Budget

MyPlate.gov offers tips and advice to help you get the most out of your food dollars. The Healthy Eating on a Budget resource can help you create a grocery game plan, shop smart, and prepare healthy meals at home. Check it out: www.myplate.gov/eat-healthy/healthy-eating-budget.

Aging: Elder Nutrition Program

The Wisconsin Department of Health Services (DHS) is on a mission to make senior dining "more than a meal." Each year, DHS gives meals to millions of older adults in Wisconsin. People aged 60 or older can get either:

- Meals in senior dining centers (called Senior Dining)
 - › Senior dining centers give older adults a place to enjoy a fresh, healthy meal with others. Centers offer a space for community and friendship. There are almost 500 senior dining centers in Wisconsin. You should know:
 - » Centers welcome contributions for meals.
 - » Most centers serve meals Monday through Friday at around noon. Days and times can vary.
 - » Most centers also sponsor programs on health, nutrition, and other topics.
 - » Some centers ask you to reserve a spot at least 24 hours before your meal.
 - › Meals sent to their home

The Elder Nutrition Program uses state and federal funds, plus contributions, to make it happen. DHS asks people who get meals to donate if they can.

All meals:

- Follow the most updated Dietary Guidelines for Americans. DHS can adjust meals for certain diets if needed for a medical reason.
- Provide at least one-third of daily nutrition needs for older adults.

Learn more about the Aging Elder Nutrition Program or find a Senior Dining location near you by visiting www.dhs.wisconsin.gov/aging/nutrition.htm.



Notice of Availability - Auxiliary Aids and Services Notice

English: Free language, auxiliary aid, and alternate format services are available. Call **1-800-777-4376 (TTY: 711)**.

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

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

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

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

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

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

Hrvatski [Croatian]: Dostupni su besplatni jezik, dodatna pomoć i usluge alternativnog formata. Nazovite **1-800-777-4376 (TTY: 711)**.

فارسی [Farsi]: خدمات زبان رایگان، کمک های اضافی و فرمت های جایگزین در دسترس است. با **1-800-777-4376 (TTY: 711)** تماس بگیرید.

Français [French]: Des services gratuits linguistiques, d'aide auxiliaire et de mise au format sont disponibles. Appeler le **1-800-777-4376 (TTY: 711)**.

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

Ελληνικά [Greek]: Διατίθενται δωρεάν γλωσσικές υπηρεσίες, βοηθήματα και υπηρεσίες σε εναλλακτικές προσβάσιμες μορφές. Καλέστε στο **1-800-777-4376 (TTY: 711)**.

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

עברית [Hebrew]: שירותים אלה זמינים בחינם: שירותי תרגום, אביזרי עזר וטקסטים בפורמטים חלופיים. נא התקשר למספר **1-800-777-4376 (TTY: 711)**

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

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

Italiano [Italian]: Sono disponibili servizi gratuiti di supporto linguistico, assistenza ausiliaria e formati alternativi. Chiama il numero **1-800-777-4376 (TTY: 711)**.

This notice is available at www.icarehealthplan.org.

GHHNOA2025iC

1555 North RiverCenter
Drive Suite 206
Milwaukee, Wisconsin 53212

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.

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 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. The Privacy Notice was updated in February 2023. 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.

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 (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 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.

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-777-4376. Alguien que hable español le podrá ayudar. Este es un servicio gratuito. Peb muaj kev pab txhais lus dawb los teb cov lus nug uas koj muaj txog peb txoj kev npaj khomob lossis tshuaj. Yog xav tau ib tug neeg txhais lus, hu rau peb ntawm 1-800-777-4376. Ib tug neeg uas hais lus Hmong lwm yam lus tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

If you have a Marketing complaint, please call 1-800-MEDICARE (1-800-633-4227, TTY: 1-877-486-2048) or call iCare. When you call, it is important to provide the agent or broker name, if possible.

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.
- » 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 anonymously

if you would like, and not give your name or phone number, but this can make investigating more challenging.