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

2022 Added Benefits Inside!!
 Keep this issue and refer to it often.

iCare Medicare Plan (HMO D-SNP) MEMBER NEWS

Issue 3 • Q4 2021



At iCare, you are not just a member. You are family. Your health and happiness are ALWAYS our priority!

iCare is here to make a positive difference in the lives of our members and commits to providing you benefits, programs and services geared toward your personal health care needs. How do we do this?

- » By adding benefits to the iCare Medicare Plan that enhance your emotional and physical health. These benefits cost you nothing and are above what Original Medicare offers. **Be sure to check out pages 4-9 for the NEW and ENHANCED added benefits in 2022.**
- » Assigning you to your very own Care Coordinator who is ALWAYS here for you — to answer questions, help schedule appointments, and so much more!
- » Through social services and programs because we recognize your health care is more than just benefits. Our team of Community Health Workers will help you with your needs outside of medical care like having access to healthy foods, helping you secure safe and affordable housing, and addressing loneliness and social isolation. In addition to our own programs, we will help you connect to available resources in your community.

We are always looking for the best way to serve our members! Call your Care Coordinator, Customer Service, or our Member Advocates with your suggestions at 1-800-777-4376 (TTY: 711), Monday – Friday, 8:30 a.m. – 5:00 p.m.

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iCare is a wholly-owned subsidiary of Humana.

Thinking about getting your first COVID shot? Did you miss your second 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 for your second shot or still haven't received your first, you should still get your COVID vaccine. It really is the best way to reduce severe cases, hospitalization and death caused by COVID-19.

Here are four reasons to get your shot:

<p>1 It can protect you from COVID-19.</p>	<p>2 It's safe with mild side effects.</p>	<p>3 It's covered. No ID is required.</p>	<p>4 It's easy to get one.</p>
<p>It gives you stronger protection against the virus and increases your chance of fighting off new strains of the virus.</p>	<p>Headache, fatigue, nausea, low grade fever are normal reactions to the vaccine. It means your immune system is working.</p> <p>These symptoms should end within a few days of getting the shot. Any concerns, talk to your doctor.</p>	<p>Vaccines are free regardless of where you get it.</p> <p>Identification is not needed or required.</p> <p>If you are eligible for transportation, it is available.</p>	<p>You can get your first or second shot at any vaccination site.</p> <p>Find one at Vaccines.gov or visit https://211.wisconsin.communityos.org/</p> <p>Call 2-1-1 or 1-877-947-2211, or the COVID-19 Vaccine Assistance Hotline at 1-844-684-1064.</p>

COVID Booster Shots

A “booster dose” is a supplemental vaccine dose given to people when the immune response to a primary vaccine series is likely to have decreased over time. The booster dose is intended to boost your immune system for better, long-lasting protection.

Safety data from the Centers for Disease Control and Prevention (CDC) shows that booster and additional doses are safe. Side effects, which are expected with vaccination, were mostly mild, moderate, and lasted only a few days, like the last dose of the primary series.

The Wisconsin Department of Health Services (DHS) supports the recommendation that anyone 18 and older receive a booster dose of COVID-19 vaccine at least six months after having received their second dose of the Pfizer-BioNTech (Pfizer) or Moderna vaccine. For people who received the Johnson & Johnson COVID-19 vaccine, booster shots are recommended by the CDC for those who are 18 and older and who were vaccinated two or more months ago.

All adults are now eligible to receive booster doses, and booster doses are strongly recommended for everyone 50 and older, who are at the greatest risk for severe disease.

The CDC's recommendations now also allow for mix-and-match dosing for booster shots. If you are eligible for a COVID-19 booster dose, you can choose what vaccine you get — no matter which one you got for your primary series.

Getting vaccinated is about protection. Given that evidence suggests immunity is waning over time for some people who were initially well-protected by the vaccine, the booster dose can strengthen and extend their protection against infection, serious illness, hospitalization, and death from COVID-19.

To find a COVID-19 vaccine provider, visit [Vaccines.gov](https://vaccines.gov) or call 2-1-1 or 1-877-947-2211.



Prevent Seasonal Flu — Get Your Flu Vaccine

The best way to prevent seasonal flu is to get vaccinated every year. The flu and COVID-19 are both respiratory illnesses but they are caused by different viruses. So, when flu season arrives it is important to get a flu shot. The flu shot CANNOT give you the flu, ever. And it's FREE! The flu shot is especially important for people over 65 years of age, pregnant women, and young children. Here are some quick tips and reminders:

- » 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 four 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) or health clinic with any questions or concerns about immunizations. You can also contact your *iCare* Care Coordinator for help.

Even if you are primarily staying home, it is important for to be up to date with all vaccines. If you have access to the internet, there is a lot of great information about the flu vaccine on the CDC's web site:

<https://www.cdc.gov/flu/>



Pharmacy Corner — Ask your *iCare* Pharmacist!

Q: What programs does *iCare* offer that can save me money and trips to the pharmacy?

A: As an *iCare* Medicare Plan member, you are eligible to receive a 90-day supply of your medication for the same co-pay as a 30-day supply. To get started, talk with your doctor or pharmacist about getting all your regular medications switched to a 90-day supply.

Another great way to save time and money, and keep you on track, is to get your medications through *iCare's* mail order pharmacy partner, MedImpact Direct Mail. The mail order pharmacy can get all your medications switched to a 90-day supply, if your doctor approves it, and filled and mailed at the same time each month. You can get started with MedImpact Direct Mail in one of three ways:

Option #1: Your Doctor Sends the Prescription

Your doctor directly submits your prescription electronically to MedImpact Direct or faxes it to 1-888-783-1773. When MedImpact receives a new prescription from your doctor without your prior consent, they will ask you by text message, email, or phone call to confirm the shipment. If the prescription is a renewal for a medication you have received from MedImpact in the past six months, they will ship it as soon as your order is processed.

Option #2: Sign into the Web site to Request Prescriptions

Sign into www.medimpact.com to request a new prescription or transfer one from a retail pharmacy.

Choose "Request a Prescription" at the top of "My Medications -> Prescription List" page and follow the instructions.

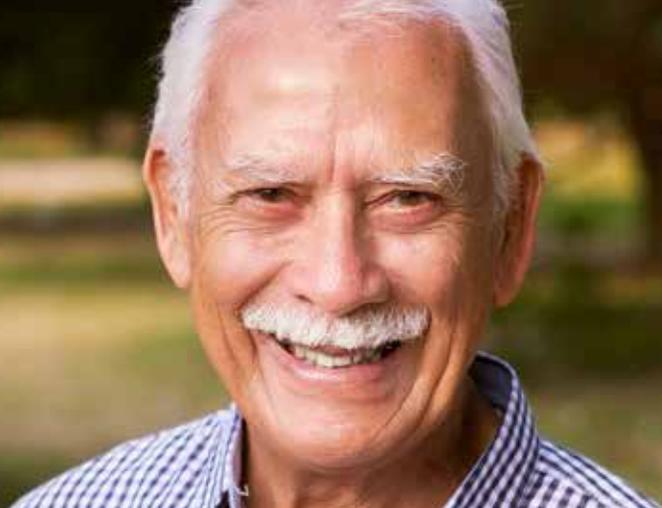
Once the new prescription is processed, you can track orders at www.medimpact.com, on the mobile app, or by calling 1-855-873-8739 (TTY: 711).

Option #3: Mail Your Prescription

If you do not have access to the Internet or prefer to use a hard copy form, call 1-855-873-8739 and ask to have an order form mailed to you.

Upon receipt, fill out the form and mail it with your prescription(s) to: MedImpact Direct Mail®
P.O. Box 51580
Phoenix, AZ 85076-1580.

Note: You will receive your prescription(s) from Humana Pharmacy.



iCare Medicare Plan Added Benefits for 2022!

Below and on the next few pages is a listing of the added benefits for 2022. We have several NEW and ENHANCED benefits designed with your health and well-being in mind so be sure to read up on everything the plan offers you.

Not every member will use these benefits. Your Care Coordinator will work with you to determine what is best for your personal health needs — ask them how to get started. Prior authorization or a doctor's order may be required for some of these benefits. Refer to your plan documents like the Summary of Benefits and Evidence of Coverage for more information.

In addition to the benefits below and on page 5, we have three fantastic programs tied to the IMPROVED iCare Benefit Card for 2022 — Over-the-Counter, Healthy Foods and Healthy Rewards! See pages 6-9 for details.



ENHANCED FOR 2022! Dental

Includes preventive and comprehensive dental benefits with a \$2,500 maximum coverage limit per calendar year. You must use dentists and dental specialists in the iCare dental network, DentaQuest. There may be limits on how much the plan will provide. Please contact your Care Coordinator for more information.

Preventive Care

- » Oral Exams: Up to two (2) per calendar year.
- » Prophylaxis (Cleaning): Up to two (2) per calendar year.
- » Fluoride Treatment: Up to two (2) per calendar year.
- » X-Rays are limited to either 1 panoramic, 1 full set, or 1 bitewing set per calendar year.

Comprehensive Care

- » Diagnostic Services — Up to two (2) visits per calendar year.
- » Restorative Services — Simple restorations are limited to Amalgams/Resins, one (1) restoration per tooth, per calendar year.
- » Extractions — Simple extractions only. No surgical extractions.
- » Prosthodontics/Oral or Maxillofacial Surgery/Other services:
 - Crowns — Limited to one (1) per tooth per 60 months.
 - Basic Partials and basic dentures are covered, one (1) every 60 months. No coverage for repair.
 - No coverage for oral/maxillofacial surgery.



NEW FOR 2022! Wellness and Health Care Planning

You'll have access to an online advance care planning resource on www.iCareHealthPlan.org. This resource helps you to create an advance directive where you can combine the elements of a living will, medical power of attorney, do not attempt resuscitation, and an organ donation form.



ENHANCED FOR 2022! Mom's Meals

If you are transitioning to home from an inpatient hospital or skilled nursing facility, you are eligible for a maximum of 28 meals per year (14 days total — 2 meals per day). Please call your Care Coordinator to see if you are eligible for this benefit.



RETURNING IN 2022! Non-emergency Transportation (NEMT)

The iCare transportation benefit provides members with non-emergency transportation to and from plan approved locations for up to 24 one-way trips annually, up to 25 miles each way. To arrange transportation, please call ModivCare at 1-877-813-5602 (TTY: 711). There may be limits on how much the plan will provide. Please contact the plan and/or your Care Coordinator for more information.



NEW for 2022! Part D Prescription Drug Savings Benefit with \$0 Drug Co-Pays*

\$0 co-payment for all Medicare covered prescription drugs for all formularies, on all tiers. Benefit begins in the first stage (Annual Deductible) and continues through the second stage (Initial Coverage) only. This benefit does not apply in the Coverage Gap or Catastrophic Coverage Stages. Once you enter the third stage (Coverage Gap) you may have co-pays based on the amount of Extra Help you receive.

To learn more about this benefit, all the coverage stages and drug tiers, please review the 2022 Summary of Benefits or Evidence of Coverage (EOC).



ENHANCED FOR 2022! Vision

Our added vision benefit provides you with \$300 a year to use towards:

- » One (1) routine eye exam
- » One (1) contact fitting and contact lenses
- » One (1) set of eyeglasses lenses and/or frames, upgrades combined

You can choose from an extensive network of National Vision Administrators (NVA) care providers.



WW® (formerly Weight Watchers®)

Do you want to lose weight? Just call your Care Coordinator and ask if you are eligible for the WW program. Once you are approved to attend meetings, your Care Coordinator will issue you a packet of vouchers to attend meetings for 13 weeks. If you find you would like to continue attending meetings, please call your Care Coordinator to discuss.



Personal Emergency Response System

The personal emergency response system provides help in emergency situations. The medical alert service comes with an installed in-home communication device and a wearable button. Please call your Care Coordinator to see if you are eligible for this benefit.



SilverSneakers®

SilverSneakers** is more than a fitness program. It gives members the opportunity to connect with others, make friends and stay active. Use gym equipment, take exercise classes, use online resources, or request an at-home kit.



ENHANCED FOR 2022!

The iCare Benefit Card now comes with MORE!

Members can purchase Medicare approved Over-the-Counter (OTC) items and healthy foods, PLUS earn rewards to purchase wellness items through our Healthy Rewards Program — **all on ONE card.**

Purchase approved OTC items in-store and online:

Limitations and exclusions may apply.

- » Cold, Cough, and Allergy Relief
- » Pain Relief
- » Digestive Health
- » First Aid
- » Vitamins

Purchase approved Healthy Foods in-store and online:

Limitations and exclusions may apply.

- » Fruits and Vegetables
- » Dairy Products
- » Rice and Whole Grains
- » Breakfast Foods
- » Soups and Pasta

Purchase eligible Wellness Items with earned rewards:

Limitations and exclusions may apply.

- » Hair Care
- » Household Products
- » Shaving/Grooming
- » Body and Facial Care
- » Soap and Detergents

Remember to keep your iCare Benefit Card in a safe place. iCare is not responsible for lost or stolen cards. You will use the same card during your iCare membership. Your card will arrive within 7-10 days after your membership effective date. You cannot purchase items for friends and family members.

Buy In-store

Swipe the iCare Benefit Card to purchase OTC and healthy foods. You can also purchase wellness products with earned healthy rewards.

Buy Online or by Phone

Order online or by phone through participating vendors. Visit OTCNetwork.com for details.

Check Benefit Balances

It's easy. Visit www.OTCNetwork.com and use the iCare Benefit Card number and your iCare Member ID. Or call 1-888-682-2400. The automated system will provide a balance for each benefit. Please remain on the line for the entire message. You may be responsible for any out-of-pocket costs over your available balance.

Not available at CVS Pharmacies in Target stores.

Participating retailers include, but are not limited to:



Effective January 1, 2022:



Did you know that your iCare Benefit Card comes with preloaded discounts and coupons? Just swipe at the checkout and save when you shop in-store at participating retailers.

Members can also download the App at no cost! The OTC Network Mobile App allows you to track your balance, locate a participating retailer, and find eligible items and discounts when shopping in store. Download it through Google Play or in the Apple App Store, or visit OTCNetwork.com.

Over-the-Counter (OTC) Benefit

iCare Medicare Plan members receive a Health and Wellness benefit called Over-the-Counter or OTC. iCare will deposit **\$100 a month (\$300 a quarter)** into an account that is linked to the iCare Benefit Card (see page 6 for more information about the card) so you can purchase Medicare approved items like bandages, pain relievers, cold medicine, toothpaste, vitamins, and much more.

You can make a purchase up to your available account balance in a couple ways: in a retail store or pharmacy; or by mail order: either online, by phone or by catalog. The choice is yours!



It is important to understand how your OTC account works so you can manage your funds and have enough money to make purchases each quarter. The table below is an illustration on how the monthly dollar amount and quarterly roll-over work. At the beginning of each quarter, your account will start again at a \$100 balance. Funds* can be rolled over month-to-month within a quarter, 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.

Remember to keep your iCare Benefit Card in a safe place. You will use the same iCare Benefit Card for OTC, Healthy Foods, and Healthy Rewards during your membership in iCare Medicare Plan. iCare is not responsible for lost or stolen cards. To place your order call 1-833-569-2326, Monday – Friday, 7:00 a.m. – 6:00 p.m. or visit <https://athome.medline.com/icare>

Terms and conditions apply. Questions? Call iCare's Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Visit our web site at www.iCareHealthPlan.org or call your Care Coordinator.

1ST QUARTER			2ND QUARTER			3RD QUARTER			4TH QUARTER		
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
\$100	\$100	\$100									
Use all your funds by March 31, 2022.											
			\$100	\$100	\$100						
			Use all your funds by June 30, 2022.								
						\$100	\$100	\$100			
						Use all your funds by September 30, 2022.					
									\$100	\$100	\$100
									Use all your funds by December 31, 2022.		
*If you disenroll funds revert to iCare.											
\$100 available to spend each month. Balance carries over month-to-month. \$300 available per quarter 1/1/2022 – 3/31/2022. Re-sets* to \$100 on April 1.			\$100 available to spend each month. Balance carries over month-to-month. \$300 available per quarter 4/1/2022 – 6/30/2022. Re-sets* to \$100 on July 1.			\$100 available to spend each month. Balance carries over month-to-month. \$300 available per quarter 7/1/2022 – 9/30/2022. Re-sets* to \$100 on October 1.			\$100 available to spend each month. Balance carries over month-to-month. \$300 available per quarter 10/1/2022 – 12/31/2022. Account empties on 12/31/2022.		





NEW FOR 2022!

iCare Medicare Plan members receive \$50/month towards Healthy Foods!

Use your iCare Benefit Card to shop in-store at participating retailers or online (see page 6 for more information about the card) with the new Healthy Foods benefit! If you have access to the internet, visit OTCNetwork.com to find a store near you.

Get nutritious meals and healthy groceries that you hand-pick yourself, or if leaving home is a challenge, get them delivered directly to your home.

Amounts do not carry over each month or if you disenroll from the plan. You will receive notification if new retailers are added.



Remember to keep your iCare Benefit Card in a safe place. iCare is not responsible for lost or stolen cards.

You will use the same card for OTC, Healthy Foods, and Healthy Rewards during your iCare membership.

You may be responsible for any out-of-pocket costs over your available balance. Minimum order amount may apply.

To order nutritious, health-specific meals, visit:

www.MomsMeals.com

or call 1-866-971-6667 (TTY: 711)
9:00 a.m. – 6:00 p.m., EST
Monday – Friday



To order health-specific meals or fresh groceries, visit:

www.gafoods.com/icare

or call 1-888-478-0744 (TTY: 711)
8:00 a.m. – 8:00 p.m., EST
7 days a week, closed on holidays



(SunMeadow)

To order farm-fresh fruits and vegetables plus groceries, visit:

www.FarmboxRx.com/icare

or call 1-888-416-3589 (TTY: 711)
10:00 a.m. – 5:00 p.m., EST
7 days a week



Eating healthy has never been easier. If you have general questions about this benefit or how to access it, please call your Care Coordinator or Customer Service.



ENHANCED FOR 2022!

Get rewarded for making healthy choices with our Healthy Rewards Program!

It feels great when your health doesn't prevent you from participating in activities you enjoy, like spending time with loved ones. Good health happens when you make healthy choices and listen to your doctor's advice.

And now, in 2022, *iCare* will offer an enhanced Healthy Rewards[^] Program for *iCare* Medicare Plan members. **You will have more opportunities to earn rewards just for being proactive with your health!**

The best news is that you do not need to enroll in the Healthy Rewards Program! As an *iCare* Medicare Plan member, you're automatically signed up.

How it Works

For every healthy activity you complete (listed on the right), you will earn a reward, which will be deposited into a "wallet" on your *iCare* Benefit Card. The Healthy Rewards balance will be separate from your other balances, and you'll be notified by a letter in the mail each time you earn a reward. Use those monies to purchase wellness products.

Depending upon your individual medical needs, not all members will be eligible to earn rewards for each screening. Please call your Care Coordinator to discuss which ones are right for you. They can also answer questions and help you schedule appointments, if needed.

Remember to keep your *iCare* Benefit Card in a safe place. *iCare* is not responsible for lost or stolen cards. You will use the same card for OTC, Healthy Foods, and Healthy Rewards during your *iCare* membership. Healthy Rewards must be used within 90 days after disenrollment from the plan or within 90 days after the end of a calendar year, whichever is first.



Earn up to \$160.00!!

Complete the following Healthy Activities	Reward Amount
Flu Vaccine	\$20
Medicare Annual Wellness Visit	\$25 in person \$10 virtual visit
Diabetic Retinal Exam	\$30
Colorectal Screening	\$30
Breast Cancer Screening (Mammogram)	\$30
In-home or Virtual Health Assessment	\$25

Members can earn only one reward per activity, per calendar year. See page 6 for more information about the card.

For examples on what types of wellness products are eligible for purchase visit OTCNetwork.com. Or use the App — download it through Google Play or in the Apple App Store.



Social Services and Programs — Because Your Health Needs Go Beyond the Benefits You Receive

iCare works with you to meet your needs outside of medical care — such as having access to healthy foods, helping you secure safe and affordable housing, addressing loneliness and social isolation, and much more. In addition to our own programs, we will help you connect to available resources in your community.

If you feel as though your health is affected by any of the circumstances listed (or not listed) on this page, *iCare* may be able to help. Ask your Care Coordinator about the programs that may be available to you.

Community Health Workers

We offer a team of Community Health Workers (CHW) that can help you and your family with your social determinants of health (SDOH). What is SDOH? Many people assume that their health is just a result of their DNA or their family history. It's not just who you are that determines how healthy you are. Where you live, what you eat, how you learn and how you interact with others have a big impact on your health, too. That is SDOH. If you sign up for the program, a CHW is selected for you by your zip code. The CHW knows what services are available for you where you live.

They can connect you and your family with resources such as:

- » Housing
- » Doctors or medical care
- » Education
- » Alcohol or drug abuse treatment
- » Food and clothing banks
- » Social service agencies

The CHW will also provide health education resources and information. They will provide support and guidance to you through face-to-face home or facility visits or by phone. There is no cost for you to join the program.

Food Accessibility

Getting healthy foods can be a challenge for some people and *iCare* is here to help. In addition to the Healthy Foods benefit, our Care Coordinators can share resources where you can get nutritious food affordably, safely, and conveniently. Your Care Coordinator can also connect you directly to local organizations offering programs like home delivery, mobile neighborhood-based food trucks, and farmer's markets accepting food assistance programs such as FoodShare Wisconsin. Interested in growing your own produce? *iCare* launched a Gardening Program in Spring 2021. Ask your Care Coordinator how to get started.

Eviction Control and Housing Relocation Program

If you are facing eviction, *iCare* can help. *iCare* uses housing navigators to work with your landlord to keep you in your home, if possible, and connect you to new housing if you must move. We also have programs for our homeless members.

News Briefs

Updated 2022 Materials

At the time *iCare* prepares the Evidence of Coverage and Summary of Benefits 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). In these categories we include this statement: "These are 2021 cost sharing amount(s) and may change for 2022. *iCare* Medicare Plan will provide updated rates as soon as they are released." In early November, CMS released the 2022 cost sharing amounts for the Medicare Part A and Part B programs. We have updated the documents mentioned above to include the 2022-dollar amounts, which are posted on the *iCare* web site "Member Documents" page — www.icarehealthplan.org/memdocs

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 (EOC). Both are posted on our web site at www.icarehealthplan.org/memberdocs. Please call *iCare* Customer Service at 1-800-777-4376 if you need a hard 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.

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.

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 Humana Ethics Help Line at 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 or if you have a new phone number. Why? We want to send you 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. Please contact Social Security too at www.ssa.gov/myaccount or call 1-800-772-1213.



1555 North RiverCenter Drive
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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.

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 <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. 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 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: 711). 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: 711).

Independent Care Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and/or written information in other formats (large print, audio, accessible electronic formats, braille, other formats). To request these services, call iCare Customer Service.

*Those receiving Extra Help will pay nothing (\$0 out of pocket) for all Medicare-eligible Part D drugs up to \$4,430 paid on their behalf. Then the cost will be the typical Extra Help co-pay amount. For more information, refer to the plan's Evidence of Coverage (EOC) on www.iCareHealthPlan.org.

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+iCare Policy MKTG-037 allows for manual reimbursement for OTC out-of-pocket expenses in certain circumstances. Please call Customer Service for more information.

^In accordance with our federal contract with Medicare, rewards cannot be used for Medicare covered services, prescriptions or supplies or redeemed for cash. Rewards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid or other federal healthcare programs, alcohol, tobacco, e-cigarettes, or firearms. Program details are subject to change. Exclusions and limitations may apply. Contact the plan for details.