



Corporate Office
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Milwaukee, WI 53212

www.iCareHealthPlan.org
Customer Service:
1-800-777-4376 (TTY: 711)

iCare is a wholly-owned subsidiary of Humana.

iCare Family Care Partnership MEMBER NEWS

Q4 2023



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NEW Benefits in 2024

New Hearing Benefit for Our Members

We are excited to offer our members a new hearing benefit in 2024 through TruHearing®. To use your benefit, you must call TruHearing® at 1-844-255-7146.

	HEARING EXAMS Members get a free hearing test every year.
	HEARING AIDS Members get a free high-quality hearing aid for each ear every three years.
	BATTERIES AND WARRANTY Each hearing aid comes with 80 free batteries and a three-year warranty.
	EXTRA CARE In the first year after getting a TruHearing® hearing aid, you can have unlimited follow-up visits with your provider to make sure everything is working perfectly at no extra cost.

New Acupuncture Benefit for Our Members

Members with chronic, low back pain can get up to 20 acupuncture treatments every year with a \$0 copay. Acupuncture can be a great way to help relieve back pain while offering a natural and holistic treatment approach. Take advantage of this benefit to improve your back health and overall well-being. Find an acupuncture provider at icarehealthplan.org/Find-a-Provider.



Schedule your flu shot!

Influenza (flu) vaccines protect against the most common flu viruses of the season. Most vaccines are shots (given with a needle) in the arm, but sometimes a nasal spray is an option.

Most everyone 6 months and older should get a flu vaccine each season. This is especially important for older adults and people with chronic conditions. There are several types of vaccines. Ask your provider or pharmacist which vaccine is best for you.

The flu vaccine cannot give you the flu. You may feel a little achy, have a low-grade fever, or soreness at the injection site. This is a normal response to the vaccine. Flu vaccines do not always protect you from getting the flu, but they are the best protection from getting seriously ill from the flu. The flu causes thousands of hospitalizations and deaths each year.

Flu vaccines are free with your health insurance. You can get a flu vaccine at your provider office or pharmacy.

For more information, talk with your provider, pharmacy or visit <https://www.cdc.gov/flu/prevent/flushot.htm>

You can also call *iCare* Customer Service for help at 1-800-777-4376 (TTY: 711).

Please Report Accidents or Injuries to *iCare* Family Care Partnership

iCare's Quality Department and the Family Care Partnership Care Team monitor all reports of incidents. For example, an incident could be an accident or injury, like a fall, even if you don't receive medical care.

iCare needs to be informed if an incident happens to you. Call your Interdisciplinary Team or IDT, Care Coach, or Nurse Care Manager so they can assist with putting processes in place to hopefully prevent the incident from occurring again.

All incident reports need to be investigated and closed within 30 days after you notify your team. The Quality Department monitors to make sure the incidents get closed on time and to your satisfaction. Questions? Call your Care Coach or 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.

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 as part of this plan's preventive care. A few are listed below. Contact your Care Coach for more information about your benefits and MORE covered preventive care services. Your Evidence of Coverage or EOC is also a great resource for benefit information.

Always talk to your doctor about what is right for you.



Annual Wellness Visit (AWV). A yearly appointment with your primary care provider (PCP) to create or update a personalized prevention plan. This plan may help prevent illness based on your current health and risk factors. Keep in mind that the AWV is not a head-to-toe physical. Also, this service is like, but separate from, the one-time Welcome to Medicare preventive visit. If you need assistance with scheduling your Annual Wellness Visit, contact your Care Coach or call 1-800-777-4376 (TTY: 711).

Mental Health Services. For people that have a behavioral health challenge like anxiety, depression, bipolar, schizophrenia, and other mental illness, it can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope. We're here to help. We will offer care management services so you can get the treatment and follow up care your need. We will support you through your recovery.

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 doctor 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 doctor about how often you should get a mammogram.

Diabetic Retinal Exam. Diabetic retinal exams can occur at the office of your ophthalmologist, optometrist, or primary health care provider. The exam is quick and comfortable. It is recommended that all patients living with diabetes have a retinal exam at least once per year. If diabetic retinopathy is identified, your physician will discuss next steps with you, including a potential referral to an eye specialist, as needed.

Blood Pressure Test. A blood pressure test may be done as a part of a routine health checkup or as a screening for high blood pressure (hypertension). Blood pressure screening is an important part of general health care. How often you should get your blood pressure checked depends on your age and overall health.

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.

USE YOUR BENEFIT!

Healthy Options allowance and *iCare* Spending Account Card

***iCare* Family Care Partnership members have more options to help you live fully with the \$150/month Healthy Options allowance using the *iCare* Spending Account Card!**



Your Healthy Options allowance linked to your new *iCare* Spending Account Card[^] helps you buy the things you need. Your card provides more flexibility to use it towards what you think is important. You can use all the money to purchase from one category or spend some on each one. It is up to YOU!

Healthy Options allowance

Use your Healthy Options allowance to buy eligible products like healthy foods, OTC, personal supplies, and to help with bills like utilities, rent, mortgage, and more.

- » You get \$150.00 every month. Shop with it in-store and online.
- » Your allowance rolls over each month and expires each year on December 31 or if you disenroll from the plan. In 2024, members will have the same allowance. It cannot be combined with other benefit allowances. Limitations and restrictions may apply.
- » Members will be responsible for any out-of-pocket costs over the available *iCare* Spending Account Card balance.

iCare Spending Account Card

Once your card is activated, you can use it for:

- » Items such as food, OTC, and home and personal supplies.
- » Online at participating retailers, including Walmart.com. Sign in or create a profile at HealthyBenefitsPlus.com/iCare. Once you are signed in, you can easily browse approved products and services.
- » For eligible bill pay services, in-store, online, or by phone.
- » For eligible pest control and non-medical transportation service providers.
- » Use the store locator, check your balance and see the terms and conditions, go to HealthyBenefitsPlus.com/iCare or call 1-866-757-1964 (TTY: 711) anytime.

Please do not throw away your card and keep it safe. *iCare* is not responsible for funds lost due to lost or stolen cards. Limitations and restrictions may apply.

For more information on your *iCare* Spending Account Card and a full list of eligible food and personal care categories, stores, and services you can use your card for, visit HealthBenefitsPlus.com/iCare.



Questions?

Visit HealthyBenefitsPlus.com/iCare

Download the Healthy Benefits+ mobile app

Call 1-866-757-1964 (TTY: 711) anytime.

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-777-4376. Someone who speaks English/Language can help you. This is a free service.

Spanish: 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.

Hmong: 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.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-777-4376。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-777-4376。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-777-4376. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-777-4376. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-777-4376 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-777-4376. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-777-4376 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-777-4376. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-777-4376. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-777-4376 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-777-4376. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-777-4376. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-777-4376. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-777-4376. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-777-4376 にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。



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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 <https://www.iCareHealthPlan.org>. You can get a hard copy of our Privacy Notice 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* Family Care Partnership (HMO D-SNP), is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in *iCare* Family Care Partnership 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.

^The *iCare* Spending Account Card is redeemable for specific goods and services at select merchants and cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid or other federal health care programs, alcohol, tobacco, e-cigarettes, firearms or ammunition, candy, electronics, toys, seasonal items or jewelry and is not redeemable for cash except as required by law. Your card is not a credit card but may be entered as "credit" to checkout. If prompted, your PIN is the last 4 digits of your card number. Products may not be available at every location. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Distributed by Solutran, LLC. No Cash or ATM Access. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

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.