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1555 N. RiverCenter Drive  
STE 206  
Milwaukee, WI 53212



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



[www.icarehealthplan.org](http://www.icarehealthplan.org)

## 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](http://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 website: [www.EthicsHelpline.com](http://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.



## It's not too late- get 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 the best vaccine for you.

Important facts about the flu vaccine:

- It does not 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 reaction 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.
- Need help finding a flu vaccine? Go to Vaccine Finder: <https://www.vaccines.gov/find-vaccines/>

For more information, talk with your provider, pharmacy or go to <https://www.dhs.wisconsin.gov/influenza/prevention.htm> or call the Wisconsin Bureau of Communicable Diseases: 608-267-9003.

You can also call iCare Customer Care at 1-800-777-4376 (TTY: 711).

Información en Español: <https://www.dhs.wisconsin.gov/influenza/gripe-prevencion.pdf>.



## Mom and Baby Program

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

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

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

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

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



## Behavioral Health Benefit

Sometimes an inpatient hospital stay is a necessary step in getting help with a behavioral health challenge. Anxiety, depression, bipolar, schizophrenia and other mental illness are common conditions. These conditions can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope.

If you are admitted to a hospital because of a behavioral health condition, we will outreach to you. We will offer care management services, so you get the follow up care you need. We will also support you through your recovery. We can help with follow up appointments and rides. We can also connect you to education, community resources and other supports you need.

There is no cost to members to use this program. You can choose not to participate. We are here to help. If you would like more information, call us. To request this program, please call *iCare* Customer Care at 1-800-777-4376 (TTY: 711). Customer Care is available 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

# Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Each year, some *iCare* members get a survey called the CAHPS Survey. This survey asks you about your healthcare experiences, like visits with your doctor or care at a hospital. By answering the survey, you can share what you think about your care and help make healthcare better for everyone. If you are picked to take the survey, you will get a list of questions about your care. Your answers help doctors, health plans, and other leaders find ways to improve healthcare. Your participation is completely voluntary, and your answers will not affect your plan benefits or what you pay for them.

## Complex Chronic Conditions

Having a high quality of life while managing multiple chronic conditions is a huge challenge. Examples of chronic conditions are:

- Diabetes
- COPD
- Hypertension
- Chronic heart disorders
- Chronic kidney disorders
- Autoimmune disorders
- Cancer
- Mental illnesses and/or substance use disorders

If you have a chronic health condition, it requires juggling many different providers and treatments. You also need to know how those treatments work together. It can be hard to understand. Our case management teams are here to help.

Our case management teams will work with you to assess your needs. **There are different levels of care management, and your team will help identify and place you in the level that is best for you.** Your care team may help you establish health goals and overcome barriers to those goals. They can assist with provider referrals and care coordination. They can also assist with referrals to community resources.

There is no cost to members to use this program. To find out more, please call *iCare* Customer Care at 1-800-777-4376. TTY users call 711. Customer Care is available 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.



## 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.

## 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.
- 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.

#### Bonus! Join our Advisory Committee and receive a \$25 gift card as a thank you for your time and ideas!

If you are interested or have questions, please contact Kris Peterka at iCare Health Plan at (414) 567-6753 or email [info@icarehealthplan.org](mailto:info@icarehealthplan.org).

## Complete Your Health Risk Screening

The Health Risk Screening (HRS) is a questionnaire given by phone or by paper copy you fill out and return to iCare. It asks you about your health history and if you have any health care conditions.

Our Care Team will ask you to complete the HRS when you join iCare (within the first 60 days after you join).

We do this so we can help match your current health care needs with the right providers, treatments, tests, and medications.

It is required that Medicaid members take the HRS every year. This gives iCare the opportunity to check in to see how you are doing. We also want to know if any new health issues pop up so we can help you get the care you need. Feel free to contact iCare to complete the screening.

#### It is important that you talk with us so that you can get the care and services you need.

If you have any questions about your iCare Medicaid benefits or would like to schedule a time to talk about your health care needs, please call 1-800-777-4376 (TTY: 711).

# Health Equity

**All iCare members have the right to access high-quality and respectful health care.**

“Health equity is the state in which everyone has a fair and just opportunity to attain their highest level of health.”

At iCare we have a diverse group of members. We know some members experience discrimination in health care and do not get access to resources to be their healthiest. Our goal is to make sure everyone can access high-quality and respectful health care. You can help us with this goal.

When you complete your health risk screening, we ask you questions about yourself. We ask for information about your race, language, ethnicity, gender identity, sex assigned at birth, sexual orientation, and pronouns, such as “she, her, his, him, they.” We ask for this information because we do not want to assume we know the answer. We want you to feel respected and safe expressing yourself. When we have this information, we can help connect you with health care that is respectful of your needs. We know answers to these questions are personal. You may not feel comfortable sharing and that is okay.

## **It is important you know:**

- You have the right not to answer any question.
- It is legal to ask the questions, but you are not required to answer them.
- Your answers cannot be used to deny coverage or benefits. There is no change to your benefits based on your answers or if you decide not to answer.
- Your care or care management information is private. iCare protects all of your personal information.
- Only your iCare Care Team can access your personal information and only when they are assisting you with care or care management.
- When we use the information to identify health differences, we group it together. No individuals are identified.

## **Provider language information**

You can call Customer Care at 1-800-777-4376 (TTY: 711) to ask about the languages spoken by your provider.

Reference: Centers for Disease Control (CDC) terminology. For more information, please consult official CDC resources.



## iCare's Privacy Policy or Notice

The law says we must keep your health information private. The iCare Privacy Notice tells you what information we collect and how we use it. To read the Privacy Notice, visit [www.iCareHealthPlan.org/privacy](http://www.iCareHealthPlan.org/privacy). You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Care at 1-800-777-4376 (TTY: 711).

If you have questions about the Privacy Notice, you can write or call our Member Advocate/Member Rights Specialists at iCare, Attention: Member Advocate/Member Rights Specialist, 1555 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212. Call us at 1-800-777-4376 ext.1076 (TTY: 711). Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. If you do not have any questions, you do not have to do anything.

## Member Handbook Update

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

The handbook covers topics like:

- Member rights and responsibilities. This statement is available on our web site too. Visit [www.iCareHealthPlan.org/MedicaidMemberRights](http://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](http://www.icarehealthplan.org/MemDocs). Or you can request that a copy be mailed to you at no cost. Call Customer Care at 1-800-777-4376 (TTY: 711) or use the Hard Copy Request Form on our website [www.icarehealthplan.org/hardcopy](http://www.icarehealthplan.org/hardcopy) to request one today.



# 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 مجاناً. 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](http://www.icarehealthplan.org)**.

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日本語 ]Japanese[: 言語支援サービス、補助支援サービス、代替形式サービスを無料でご利用いただけます。  
**1-800-777-4376 (TTY: 711)** までお電話ください。

ភាសាខ្មែរ [Khmer]: សេវាកម្មផ្នែកភាសា ជន្លឺយ និង សេវាកម្មជូនជ្រកជួយជន្លឺសមាជិកជន។ សូមព្យួរទៅលេខ **1-800-777-4376 (TTY: 711)**។

한국어 ]Korean[: 무료 언어, 보조 지원 및 대체 형식 서비스를 이용하실 수 있습니다.  
**1-800-777-4376 (TTY: 711)** 번으로 문의하십시오.

ພາສາລາວ [Lao] ມີການບໍລິການດ້ານພາສາ, ອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ຮູບແບບທາງເລືອກອື່ນໃຫ້ໃຊ້ໄດ້.  
ໂທ **1-800-777-4376 (TTY: 711)**.

Din4 [Navajo]: Saad t'11 jiik'eh, t'1adoole'4 binahj8' bee adahodoon7[7g77 din4 bich'8' an7dahazt'i'7, d00 [ahgo  
It'4ego bee hada'dilyaa7g77 bee bika'aan7da'awo'7 dah0l=. Kohj8' hod7ilnih **1-800-777-4376 (TTY: 711)**.

Polski [Polish]: Dostępne są bezpłatne usługi językowe, pomocnicze i alternatywne formaty. Zadzwoń pod numer **1-800-777-4376 (TTY: 711)**.

Português ]Portuguese[: Estão disponíveis serviços gratuitos de ajuda linguística auxiliar e outros formatos alternativos. Ligue **1-800-777-4376 (TTY: 711)**.

ਪੰਜਾਬੀ [Punjabi]: ਮੁਫ਼ਤ ਭਾਸ਼ਾ, ਸਹਾਇਕ ਸਹਾਇਤਾ, ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। **1-800-777-4376 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

Русский [Russian]: Предоставляются бесплатные услуги языковой поддержки, вспомогательные средства и материалы в альтернативных форматах. Звоните по номеру **1-800-777-4376 (TTY: 711)**.

Español ]Spanish[: Los servicios gratuitos de asistencia lingüística, ayuda auxiliar y servicios en otro formato están disponibles. Llame al **1-800-777-4376 (TTY: 711)**.

Tagalog ]Tagalog[: Magagamit ang mga libreng serbisyong pangwika, serbisyo o device na pantulong, at kapalit na format. Tumawag sa **1-800-777-4376 (TTY: 711)**.

தமிழ் [Tamil]: இலவச மொழி, துணை உதவி மற்றும் மாற்று வடிவ சேவைகள் உள்ளன.  
**1-800-777-4376 (TTY: 711)** ஐ அழைக்கவும்.

తెలుగు [Telugu]: ఉచిత భాష, సహాయక మద్దతు, మరియు ప్రత్యామ్నాయ ఫార్మాట్ సేవలు అందుబాటులో గలవు. **1-800-777-4376 (TTY: 711)** కి కాల్ చేయండి.

اردو ]Urdu[: مفت زبان، معاون امداد، اور متبادل فارمیٹ کی خدمات دستیاب ہیں۔ کال **1-800-777-4376 (TTY: 711)**.

Tiếng Việt [Vietnamese]: Có sẵn các dịch vụ miễn phí về ngôn ngữ, hỗ trợ bổ sung và định dạng thay thế.  
Hãy gọi **1-800-777-4376 (TTY: 711)**.

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

Health and Wellness or Prevention Information

## Reflect and Connect

**Dear Members,**

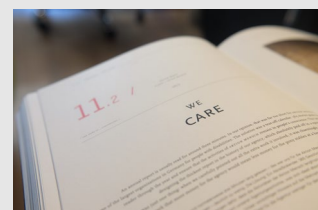
As we enter the new year, I want to extend my heartfelt gratitude to each of you for being part of our Health Plans. We see the unique strengths you bring, shaped by your own story.

We are committed to honoring your individual needs, providing compassionate and personalized care, and supporting your health and well-being throughout the year. It is our goal to ensure you live your best life with access to the highest quality providers.

It is the perfect time to reflect, connect, and celebrate all that we have overcome together. We appreciate your trust in us and remain dedicated to serving you with respect, dignity, and understanding. On behalf of our entire team, I wish you and your loved ones a joyful, peaceful, and healthy season. Thank you for allowing us to be part of your story.

Warmest regards,

**Anthony Mollica**  
**VP, Medicaid Regional President**



Independent Care Health Plan (iCare) 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.

iCare 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 Care at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m., CST.

Doctors, nurses, and other health care professionals on iCare's staff review the articles in each iCare newsletter. However, this information should never take the place of your doctor's advice and opinions. Always talk with your doctor first when deciding the best course of action to take for your health.