



In the Q4 2025 issue:

Reflect and Connect.....	2	CAHPS Survey.....	4
It's not too late for your flu shot	2	Fraud, Waste, and/or Abuse	4
iCare's Notice of Privacy Protections	3	Complex Chronic Conditions	5
Prior Authorization	3	Self-Directed Supports	5
Member Handbook Update	3		
Keep Your Contact and Insurance Information Current	4		

IC510_C DHS Approved 12/15/25



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



Customer Care: 800-777-4376
(TTY: 711)



www.icarehealthplan.org

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



It is not too late to 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 what is the best vaccine for you.

Important facts about the flu vaccine:

- 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 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.

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

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

iCare's Notice of Privacy Protections

During certain health or social assessments iCare conducts with members, we ask several health-related questions. We also ask questions about your race, ethnicity, language, gender identity and sexual orientation. We have a diverse group of members. Asking this information helps us provide all our members with the best health care possible. This information is private and protected. We limit access to staff working with you. We require passwords to access your information.

We train staff on how to keep your information private. We cannot use this information to deny you services, coverage, and benefits. It is not used for underwriting. We use this information to look at health care disparities among our members. We design intervention programs to improve the health of our members. We design and direct educational materials to members who need them.

Your care management team also uses this information to provide appropriate services for you. When your provider asks us to approve a service for you, we tell your provider about your preferred language.

You have the right to choose not to answer these types of questions. Your answers have no impact on your benefits or the services you receive from iCare. You will not lose your benefits or services or have less benefits or services by answering these questions.

If you want more information on how iCare uses or shares your information, please see our privacy policy on our web at: www.icarehealthplan.org/Utility-Navigation/Privacy-Policy.htm. If you would like a paper copy of our privacy policy, call Customer Care at 1-800-777-4376 to request a copy to be mailed to you.

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 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:

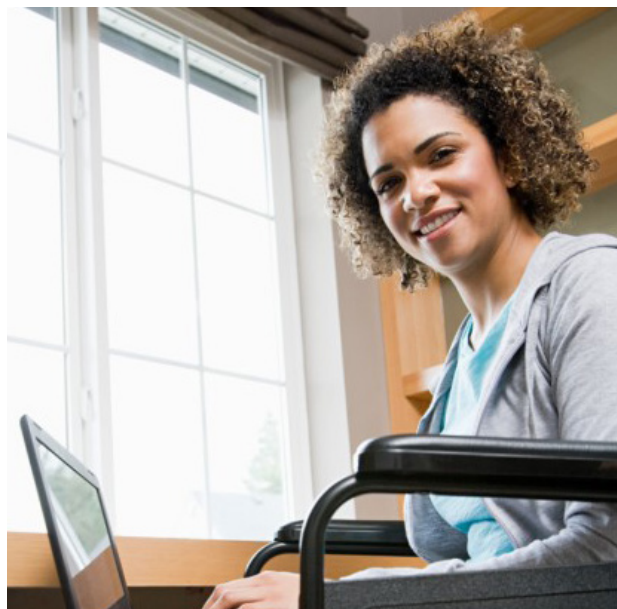
➤ Member rights and responsibilities.

This statement is available on our web site too. Visit www.iCareHealthPlan.org/MedicaidMemberRights.

➤ 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.

The member handbook is updated every year. You can view the member handbook on our website at 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 to request one today.



➤ 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.

Keep Your Contact and Insurance Information Current

If you have any life changes, including a change in address, job, tax status, or people in your household, please report them to the Social Security Administration, *iCare* Customer Care, and the Wisconsin Department of Health Services (DHS). We, and these agencies, need the most up-to-date information. If we do not have your current information on file, you might miss benefit or renewal information, or might not know about programs and services that are important to you.

- To update your contact information, log in at access.wi.gov or use the MyACCESS mobile app. Or call your local ADRC or Tribal ADRS. Find yours: <https://www.dhs.wisconsin.gov/adrc/contacts.htm>.
- Contact the Social Security Administration (SSA) by calling 1-800-772-1213 or visit www.ssa.gov.
- Contact *iCare* Customer Care by calling 1-800-777-4376 (TTY: 711).

Consumer Assessment of Healthcare Providers and Systems (CAHPS Survey)

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.



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.



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. 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., CST.

Self-Directed Supports

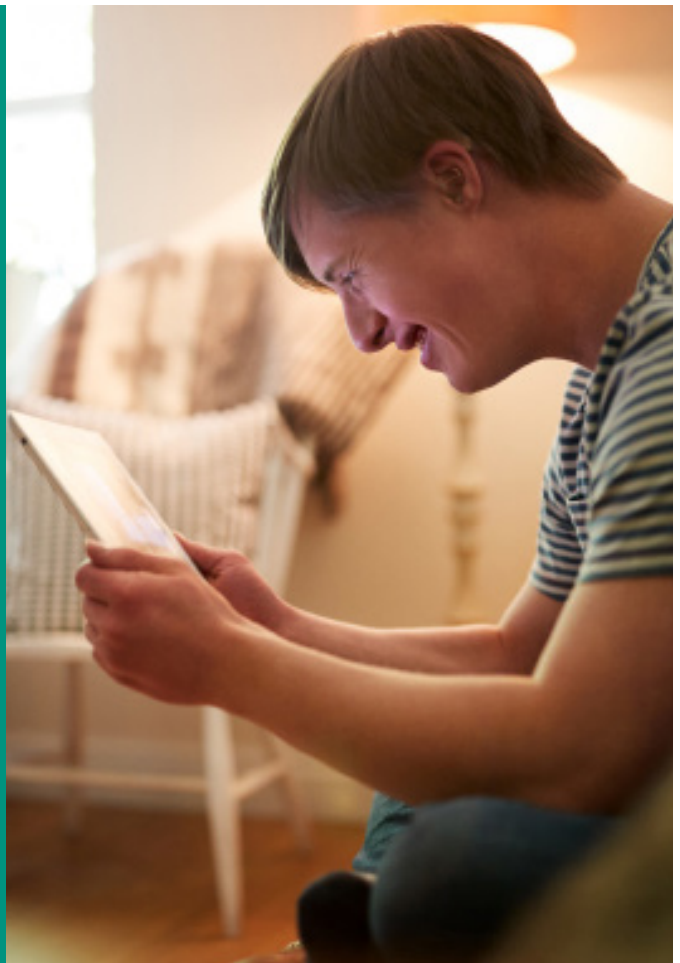
iCare Family Care Partnership members may arrange and purchase some long-term care supports and services for themselves through Self Directed Supports (SDS).

SDS may offer a person a way to have more control. You make and take responsibility for your own decisions about how you want to live your life and receive support to achieve those outcomes.

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

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

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



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]: નિઃશુલ્ક 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]: निःशुल्क 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

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 ជំនួយ និង សេវាកម្មជំនួសប្រភេទផ្សេងៗដ៏សំខាន់ៗ
រកបាន។ ទូរសព្ទទៅលេខ **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, ຊ່ວຍກັບຊ່ວຍເຫຼືອ ແລະ ຮູບແບບທາງເລືອກອື່ນ
ໃຫ້ໃຊ້ພຣິ. ໂທ **1-800-777-4376 (TTY: 711)**.

Diné [Navajo]: Saad t'áa jiik'eh, t'áadoole'é binahjí' bee adahodooníígíí diné bich'í'
anídahazt'i'í, dóó łahgo át'éego bee hada'dilyaaígíí bee bika'aanída'awo'í dahóló. Kohjí'
hodíilnih **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 ఛార్జిట్ సేవలు
అందుబాటులో గలవు. **1-800-777-4376 (TTY: 711)** కి కాల్ చేయండి.

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

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 North RiverCenter Drive
Suite 206
Milwaukee, Wisconsin 53212

Health and Wellness or Prevention Information

iCare's Privacy Policy

The law says we must keep your health information private. The iCare Privacy Notice tells you what information we collect and how we use it. This Notice is posted to our web site at iCareHealthPlan.org/Privacy. You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Care 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 Advocate/Member Rights Specialist 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 Advocate/Member Rights Specialist 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., CST. 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.

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

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.