

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



In the Q4 2025 issue:

It is not too late to get your flu shot	2	Member Handbook.....	4
CAHPS Survey	2	Self-Directed Supports.....	4
Aging and Disability Resources.....	3	Complex Chronic Conditions	5
Health Equity.....	3	Fraud, Waste, and/or Abuse	5

H2237_IC2971_C_ DHS Approved 12/8/25



It is not too late to get your flu shot

It is not too late to get your flu shot. Flu season is right around the corner. With the holidays approaching, it is time to get your shot to protect you and your loved ones.

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.



Everyone 6 months and older, with rare exceptions, should get a flu vaccine each season, including pregnant people. 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:

- 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.
- It does not always protect you from getting the flu, but it is 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>.

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>

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.

You can get help from your Aging and Disability Resource Center (ADRC) or Tribal Aging and Disability Resource Specialist (ADRS)

If you have questions about aging or living with a disability, your local ADRC or Tribal ADRS can help.

The ADRC and Tribal ADRS provide information on a variety of programs and services. This includes long-term care options. You can get services by calling your local ADRC or Tribal ADRS on the phone, scheduling a home visit, or by visiting their office in person. The ADRC and Tribal ADRS handles enrollment and disenrollment for the Partnership Program.



Visit www.dhs.wisconsin.gov/adrc/contacts.htm or call 844-WIS-ADRC (844-947-2372) for help finding your local ADRC or Tribal ADRS.

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.” (Reference: www.cdc.gov)

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, them.” 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 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.

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.

- 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.
- 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 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.

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.

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.

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.

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。

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 website at <https://www.iCareHealthPlan.org>. You can get a hard copy of our Privacy Notice 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 Specialist 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.

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.

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.

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.