

iCare NEWS



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DO IT FOR YOU AND YOUR LOVED ONES. PARTICIPATE IN: HEALTH AND WELLNESS PROGRAMS

It feels great when your health doesn't prevent you from participating in activities you enjoy, like spending time with loved ones. Usually that happens when you've made healthy choices like having your annual wellness visit, getting immunizations (like a flu shot), filling your prescriptions and taking your medication(s) correctly, and listening to your doctor's advice. So, how can you be proactive with your health?

Developing a partnership with your Care Coordinator (CC) is a good place to start. Also using the following health and wellness programs are an important step in creating a proactive approach to your health for early detection and treatment of potential chronic conditions, such as heart disease, cancer, diabetes or other conditions. Below are just a few of the many programs iCare offers you.

- » **24/7 Nurse Line — 1-800-679-9874:** Staying healthy starts by asking questions and getting up-to-date information. When you need answers the Nurse Advice Line will be there for you 24/7.
- » **Annual Wellness Visit:** Get your Medicare Annual Wellness Visit or AWW! An AWW is a great time to meet with your Primary Care Provider to check in on your health and create a wellness plan together to prevent illness based on any current risk factors. You should also discuss a screening schedule for appropriate preventive services and plan for any immunizations/shots and tests you may need. Ask your CC for more information about the AWW and how it works with a "Welcome to Medicare" preventive visit.
- » **Annual Health Assessment:** Every year your CC will contact you to complete your Health Risk Assessment (HRA). The HRA will be done with you telephonically or face-to-face depending on your needs. During the HRA they will ask you questions that will help us understand your health and lifestyle better. Your CC uses the information you give to develop personalized care plans with your PCP. Completing the assessment will not affect your benefits. Any information you share during your HRA is completely confidential.



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New for 2021!

Unlimited
Mail Orders
and Benefit Card!



The **NEW** Benefit Card replaces your current card on January 1, 2021.

2021 OTC Program

iCare Medicare Plan (HMO D-SNP) members receive a Health and Wellness benefit called Over-the-Counter or OTC. Each year our goal is to make enhancements to the program so your OTC shopping experience is even better. Please keep reading to learn what exciting changes are coming in 2021:

- » If you haven't already, you'll receive a NEW card in the mail. The yellow and orange Benefit Card replaces the teal OTC Benefit Card on January 1, 2021. Please keep it safe.
- » You can choose where you want to use your Benefit Card! You will receive **\$100 a month/\$300 a quarter** (see page 3 for more information on how your account works) to purchase Medicare approved OTC medications and health-related items in-store at select retailers, or by mail-order (with NationsOTC) through the product catalog. A few of the retail stores you can make purchases are listed below:



- » Your Benefit Card also comes with preloaded discounts and coupons to help you stretch your OTC dollars further. No clipping coupons. Just swipe at the checkout and save when you shop in-store at participating retailers*.
- » Prefer to order from the comfort of your own home? Instead of using DrugSource to purchase items online or from a product catalog, you will now order from NationsOTC. You'll still have FREE home delivery, but instead of being restricted to one purchase a month with DrugSource, you can now make multiple catalog purchases a month+ (up to your available balance) with NationsOTC. No more waiting to place your next order! Your catalog was in the same mailing as your new Benefit Card (it looks like the image to the right). If you did not receive your card or catalog, please contact your Care Coordinator or call iCare Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week.

2021 Benefit Offers

- » \$100/month for Medicare OTC eligible items
- » Unlimited mail-orders with FREE home delivery
- » New product catalog through NationsOTC
- » See page 3 for more information about your OTC benefit



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. Each month the \$100 benefit will be deposited into your account. It will roll over month-to-month within a quarter, but unused money WILL NOT rollover from one quarter to the next.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
First Quarter	\$100	\$100	\$100									
Use all your funds by March 31, 2021.												
Second Quarter				\$100	\$100	\$100						
Use all your funds by June 30, 2021.												
Third Quarter							\$100	\$100	\$100			
Use all your funds by September 30, 2021.												
Fourth Quarter										\$100	\$100	\$100
Use all your funds by December 31, 2021.												

*If you disenroll funds revert to iCare.

<p>\$100 available to spend each month. Balance carries over month-to-month.</p> <p>\$300 available per quarter 1/1/2021 – 3/31/2021.</p> <p>Re-sets* to \$100 on April 1.</p>	<p>\$100 available to spend each month. Balance carries over month-to-month.</p> <p>\$300 available per quarter 4/1/2021 – 6/30/2021.</p> <p>Re-sets* to \$100 on July 1.</p>	<p>\$100 available to spend each month. Balance carries over month-to-month.</p> <p>\$300 available per quarter 7/1/2021 – 9/30/2021.</p> <p>Re-sets* to \$100 on October 1.</p>	<p>\$100 available to spend each month. Balance carries over month-to-month.</p> <p>\$300 available per quarter 10/1/2021 – 12/31/2021.</p> <p>Account empties on 12/31/2021.</p>
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Funds expire at the end of each quarter, even if you haven't used it all. At the beginning of each quarter, your account will start again at a \$100 balance. 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 card during your iCare membership to order OTC products.

Helpful Tips and Contact Information

ORDERING PRODUCTS			CHECKING YOUR BALANCE	OTC NETWORK APP
				
<p>ONLINE</p> <p>Visit NationsOTC.com/iCare to place an order or to view a list of retail locations.</p>	<p>PHONE</p> <p>Call 1-877-644-3273 (TTY: 711) to speak with a Member Experience Advisor, Monday – Friday, 8:00 a.m. – 8:00 p.m., EST.</p>	<p>CATALOG/MAIL</p> <p>Complete the order form included in your OTC catalog and mail to NationsOTC.</p>	<p>Please call your Care Coordinator and they can check your balance for you.</p> <p>You can also check the balance on your Benefit Card by calling 1-888-682-2400 or visiting OTCNetwork.com</p>	<p>Download to your smartphone to look up eligible Medicare OTC items by store</p> 

*The card cannot be used at CVS pharmacies in Target stores. Terms and conditions apply. To learn more call your Care Coordinator.

†If your total amount due exceeds your current available benefit amount, please include a check with the order form or fill out your credit card information to pay the remaining amount. If your total order amount is less than your current available benefit amount, you DO NOT need to include additional payment information.



KINDNESS. GIVING. CARE.

***i*CARE PROVIDER NETWORK**

Provider Rewards Program

iCare values good customer service. We require that all providers focus on understanding your health care needs and that you are treated respectfully, cordially, effectively and with sensitivity to your culture and beliefs. Our customer service focus is intended to advance *iCare's* mission and purpose.

If you have experienced exceptional customer service from a provider, their office or care staff — someone you think deserves recognition and who truly shines — nominate them to receive the *iCare* Provider Reward. The provider may receive a cash and a plaque award, in addition to positive publicity in *iCare* e-newsletters, our blog, social media, and/or press releases.

Examples of great service may include going above and beyond the call of duty in helping you; being extremely active in making sure that you get the guidance you need to fulfill your health care needs; and maintaining a steady focus on the timely and courteous delivery of services.

To ask questions about the program or nominate a provider, go to the "Contact" page on the *iCare* website: <https://www.iCareHealthPlan.org/ContactUs.htm>. Scroll down to the "Send us a Message" form. Select "I'm a current *iCare* member" in the "How can we help you?" drop down box and type your comments in the "message" box. Don't forget to fill out the rest of the form. Your information will be kept strictly confidential and used only by *iCare* to contact you to discuss the provider(s) you are nominating and explain the process.

Nominate a Provider to Join the *iCare* Provider Network

At *iCare*, we understand the importance of having confidence in your provider and how important that relationship is to you. You've built a trusting relationship and you want to keep it.

If you are not sure if a provider you like or one you need for health care services and treatment already participates in the network, call Customer Service at 1-800-777-4376 (TTY: 711) or search our electronic directory at www.iCareHealthPlan.org.

If they are not in the *iCare* network, we make it easy for you to nominate them. Go to this web page on the *iCare* website (<https://www.iCareHealthPlan.org/ContactUs.htm>) and follow the same directions as you would to nominate a provider for the Provider Rewards program. Instead of nominating a provider for great customer service, type in the message box "I want my provider to join the *iCare* Network". Include your provider's first and last name.

We'll take over from there. First, we'll contact your provider to discuss participation in the network. If your provider is interested, we'll send them an application. Once we receive the completed application, we'll gather any additional information we need to complete the contracting process. Due to the number of steps involved, the provider nomination process may take up to six months to complete. If you have questions, please call your Care Coordinator or *iCare's* Customer Service.



PHARMACY BENEFITS AT YOUR FINGERTIPS.
**THE *i*CARE PRESCRIPTION PORTAL
AND MOBILE APP!**

New for You

*i*Care recently partnered with MedImpact to make accessing your prescription benefits easier. The Prescription Portal and mobile app is available 24/7. It will help you quickly manage your budget and health, including:

- » Viewing your medications and your co-pays.
- » Locating the pharmacies closest to you where you can fill your medications. You can also find the nearest pharmacy offering flu shots and other important vaccines. See the updates to the right for more information about getting a flu shot and the COVID vaccine.
- » Learning about your medications, including potential side effects and drug interactions.
- » Getting help to remember to take your medications and track your progress.
- » Sending reminders to take your medications to your smart phone.

Learn more, including frequently asked questions and how to create an account and sign in at www.iCareHealthPlan.org/RxPortal

If you are ready to get started, to register go to www.MedImpact.com and/or download the mobile app at the App Store or Google Play.



For more information or to ask questions, call the *i*Care Pharmacy Services Helpline at 1-866-938-0406.

COVID-19 Update

There is a lot of information about the COVID vaccine. It can be confusing and you may have concerns like “what is the shot?”, “will it affect my health?” and “when and where can I get one?”

We want you to know *i*Care is working with our partners to stay informed of the latest news. We are also making plans on how we will support you when the vaccine becomes available. When it does, we will keep you informed by mailing information to you or contacting you by phone. If you choose to get the vaccine, you will not be asked for any payment.

Your best protection from COVID-19 is a combination of getting a COVID-19 vaccine, wearing a mask, staying at least 6 feet away from others, avoiding crowds, and washing your hands often. No one tool alone is going to stop the pandemic.

Learn about the benefits of COVID-19 vaccination so you'll be ready when a vaccine is recommended: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/about-vaccines/vaccine-benefits.html>

What You Need to Know About the Flu

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, it is really important to get a flu shot if you haven't already. To get your flu shot go to your pharmacy. You can get a flu shot at no cost to you. If the pharmacy is not an option, call your doctor. You can also contact your Care Coordinator for help.

***i*Care is ALWAYS Here to Help**

Call *i*Care's Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day 7 days a week if you do not have a health provider; have questions about how to get vaccines; and/or have questions about your health, medications or information you receive. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.



AFFORDABLE. CONVENIENT. SAFE.
HEALTHY FOOD PROGRAMS

You've heard the phrase "you are what you eat". It means you can't be healthy if you don't eat healthy foods. Getting those healthy foods — especially these days — can pose challenges. There are several ways to get nutritious food affordably, safely and conveniently. Many accept the Wisconsin QUEST card.



We're always here for you.

We can connect you with local organizations offering resources like home delivery, mobile neighborhood based food trucks, gardening programs and farmer's markets accepting food assistance programs like FoodShare Wisconsin. If you are not enrolled in food assistance, let us know. We can help.

Amazon®

This program allows QUEST Card holders to order groceries and have them delivered free. First, log in and add your card. Next, add eligible items to your cart and checkout. There is no delivery fee on orders that meet the free shipping order. Minimum order is usually \$25 - \$35 dollars. Not all ZIP codes are eligible for delivery on purchases using the QUEST card.

Learn more at <https://amzn.to/31O6Tv0>

Walmart®

This program allows QUEST Card holders to order for pick up or delivery from Walmart. Update your payment info, build your cart and proceed to the checkout. You'll pay with your QUEST card and place your order. You can only use your QUEST card on certain items. You may have to pay for other items, including delivery.

Learn more at <https://bit.ly/3oz2BBo>

Mobile Market

The Mobile Market is a grocery store on wheels. It travels throughout Milwaukee, Racine and Kenosha Counties and visits neighborhoods that have limited access to fresh and healthy foods.

Along with other products, local grocers Piggly Wiggly and Pick 'n Save stock the Mobile Market with 40 plus seasonal fruits and vegetables. They also offer meat and dairy items. The market accepts debit cards, credit cards and QUEST. No cash is onboard or accepted. Hunger Task Force FoodShare Outreach staff will help eligible people apply for FoodShare during market operating hours. Everyone is welcome at the Mobile Market. The Milwaukee Mobile Market makes two stops daily, Monday – Friday, in communities throughout the city. The Racine and Kenosha Mobile Markets are growing its service area and currently accepting applications to visit local seniors living facilities, community centers and schools.

For iCare members living in Milwaukee, Racine or Kenosha, check out the schedule below and on pages 8 and 9 for the stops near you in January 2021. Due to the timing of when this newsletter is mailed to you, some of the days/times may have already passed but it gives you an idea of where the Mobile Market travels so you can plan future visits.

These calendars could be subject to change. Please check with Hunger Task Force by calling 414-777-0483 or visiting www.hungertaskforce.org/what-we-do/mobile-market/. To view the schedule for the rest of 2021, visit their website. If you do not live in one of these cities, please call us and we'll help you locate food resources near you.

MILWAUKEE — JANUARY 2021

Monday	Tuesday	Wednesday	Thursday	Friday
January 4	January 5	January 6	January 7	January 8
10:30 a.m. – 12:00 p.m. Milwaukee Rescue Mission, 1530 W. Center St. 2:00 – 3:30 p.m. Westlawn Gardens, intersection of 61st St. and Silver Spring Dr.	9:30 – 11:00 a.m. Washington Park Senior Center, 4420 W. Vliet St. 1:30 – 3:00 p.m. Garden Terrace, 10851 W. Donna Dr.	10:00 – 11:30 a.m. Sunrise Apts., 8750 W. National Ave, West Allis 1:30 – 3:00 p.m. Mitchell Court, 2600 W. National Ave.	11:00 a.m. – 12:30 p.m. Clinton Rose Senior Center, 3045 N. MLK Dr. 3:00 – 4:30 p.m. University of Wisconsin – Milwaukee, intersection of Maryland Ave. and Kenwood Blvd.	10:00 – 11:30 a.m. River Park Apts., 1700 E. River Park Ct., Shorewood 2:00 – 3:30 p.m. All Saints Family Care, 2400 W. Villard Ave.
January 11	January 12	January 13	January 14	January 15
10:00 – 11:30 a.m. Ridgewood/Westridge Apts., 7901 W. Glenbrook Rd. 1:30 – 3:00 p.m. College Court, 3334 W. Highland Blvd.	10:00 – 11:30 a.m. Clare Meadows Senior Apts., 7700 S. 51st St., Franklin 2:00 – 3:30 p.m. Johnston Center Res., 2150 S. 13th St.	11:00 a.m. – 12:30 p.m. Highland Gardens, 1818 W. Juneau Ave. 3:00 – 4:30 p.m. Centennial Senior Apts., 400 E. Centennial Dr., Oak Creek	10:00 – 11:30 a.m. Walnut Park Apts., 1551 N. 9th St. 1:30 – 3:00 p.m. White Oaks Apts., 4200 S. 35th St., Greenfield	9:30 – 11:00 a.m. Evergreen Square, 3141 S. 77th St. 12:30 – 2:00 p.m. Lapham Park, 1901 N. 6th St.
January 18	January 19	January 20	January 21	January 22
Closed for Holiday	10:30 a.m. – 12:00 p.m. St. Peter's Apts., 6550 N. 80th St. 2:30 – 4:00 p.m. Williamstown Bay Apts., 3400 E. Ramsey Ave., Cudahy	10:00 – 11:30 a.m. Brenwood Park Apts., 9501 Loomis Road, Franklin 2:00 – 3:30 p.m. Layton Gardens, 2220 W. Layton Ave.	12:00 – 1:30 p.m. Milwaukee Area Technical College, 700 W. Highland Ave.	Closed for Maintenance
January 25	January 26	January 27	January 28	January 29
Closed for Maintenance	11:00 a.m. – 12:30 p.m. United Community Center, 1028 S. 9th St. 2:30 – 4:00 p.m. Hopkins-Lloyd Community School, 1503 W. Hopkins Ave.	11:30 a.m. – 1:00 p.m. Industries for the Blind, 445 S. Curtis Rd., West Allis 3:00 – 4:30 p.m. Cherry Court, 1525 N. 24th St.	12:00 – 1:30 p.m. McGovern Park Senior Center, 4500 W. Custer Ave.	11:00 a.m. – 12:30 p.m. Greentree – Teutonia Apts., 3744 W. Green Tree Rd. 2:00 – 3:30 p.m. Lapham Park, 1901 N. 6th St.

RACINE — JANUARY 2021

Monday	Tuesday	Wednesday	Thursday	Friday
January 4	January 5	January 6	January 7	January 8
2:00 – 3:30 p.m. Ascension All Saints, 1320 Wisconsin Ave.	10:30 a.m. – 12:00 p.m. Killarney Kourt, 8800 Shannon Ln., Sturtevant 2:00 – 3:30 p.m. Lake Oaks, 1916 Wisconsin Ave.	Nothing scheduled as of this printing.	10:30 a.m. – 12:00 p.m. Washington Court, 5101 Wright Ave.	12:00 p.m. – 1:30 p.m. McMynn Towers, 110 7th St.
January 11	January 12	January 13	January 14	January 15
10:30 a.m. – 12:00 p.m. Oakview Manor, 4720 Byrd St. 2:00 – 3:30 p.m. Lincoln School Historical Apts., 1130 Carlisle Ave.	2:00 – 3:30 p.m. Mount Pleasant Manor 2250 Layard Ave.	Nothing scheduled as of this printing.	2:00 – 3:30 p.m. Mount Pleasant Place, 5820 Lincoln Village Dr., Mount Pleasant	10:30 a.m. – 12:00 p.m. Lincoln Manor, 5801 16th St., Mount Pleasant 2:00 – 3:30 p.m. College Ave Apts., 1125 College Ave.
January 18	January 19	January 20	January 21	January 22
Closed for Holiday	Nothing scheduled as of this printing.	Nothing scheduled as of this printing.	10:30 a.m. – 12:00 p.m. Racine Police Department, 800 Center St.	Closed for Maintenance
January 25	January 26	January 27	January 28	January 29
Closed for Maintenance	10:30 a.m. – 12:00 p.m. Wild Root Co-Op, 500 Walton St. 2:00 – 3:30 p.m. Francis Meadows, 2209 Brown Lake Dr., Burlington	10:30 a.m. – 12:00 p.m. Fountain Hills, 1100 Fountain Hills Dr. 2:00 – 3:30 p.m. Wheatland Estates, 32200 45th St., Burlington	10:30 a.m. – 12:00 p.m. Springbrook Village, 1101 S. Pine St., Burlington 2:00 – 3:30 p.m. Racine Police Department, 800 Center St.	Nothing scheduled as of this printing.

The Emergency Food Assistance Program (TEFAP)

Another food resource available to you is The Emergency Food Assistance Program or TEFAP — a federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost. Through TEFAP, the U.S. Department of Agriculture (USDA) purchases a variety of nutritious, high-quality foods and makes those foods available to State Distributing Agencies like food pantries or meal sites. Food pantries are places where people can receive food assistance at no cost for home preparation. Free meal programs, such as those provided at prepared meal sites, are places where people can receive prepared meals at no cost. TEFAP is not the same as the nutrition program called FoodShare Wisconsin (formerly known as Food Stamps).

You are eligible to obtain groceries once per month if your gross household income does not exceed 300% of the poverty level. Check the eligibility and income guidelines for more information at <https://www.dhs.wisconsin.gov/nutrition/tefap/eligibility.htm>.

Call 211 Wisconsin and ask for the location and hours of the nearest TEFAP food pantry in your county. The groceries provided usually include a variety of canned vegetables and fruits, pasta, beans, rice and/or grain products. The protein items may include canned salmon, tuna, peanut butter, and occasionally chicken or meat. The food assistance is intended to be a supplement. Supplies and amounts vary; typically the foods will provide groceries for a period of 3-5 days.

To pick up the food or meals, you should bring identification and proof of residence, such as a utility bill. You should expect to complete a brief eligibility application when you pick up the food.

KENOSHA — JANUARY 2021

Monday	Tuesday	Wednesday	Thursday	Friday
January 4	January 5	January 6	January 7	January 8
10:30 a.m. – 12:00 p.m. Lakeside Towers, 5800 Third Ave.	Nothing scheduled as of this printing.	10:30 a.m. – 12:00 p.m. Tanglewood Apts., 3020 87th Pl. 2:00 – 3:30 p.m. 5th Avenue Loft, 5815 5th Ave.	2:00 – 3:30 p.m. Beech Point, 910 85th St.	Nothing scheduled as of this printing.
January 11	January 12	January 13	January 14	January 15
Nothing scheduled as of this printing.	Nothing scheduled as of this printing.	2:00 – 3:30 p.m. Timber Ridge, 1817 104th St., Pleasant Prairie	10:30 a.m. – 12:00 p.m. Saxony Manor, 1876 22nd Ave.	Nothing scheduled as of this printing.
January 18	January 19	January 20	January 21	January 22
Closed for Holiday	10:30 a.m. – 12:00 p.m. ELCA Outreach Center, 6218 26th Ave. 2:00 – 3:30 p.m. Harbor Side Commons, 715 51st Pl.	10:30 a.m. – 12:00 p.m. Lakeside Towers, 5800 Third Ave. 2:00 – 3:30 p.m. Beech Point, 910 85th St.	2:00 – 3:30 p.m. Virginia Towers, 5710 4th Ave.	Closed for Maintenance
January 25	January 26	January 27	January 28	January 29
Closed for Maintenance	Nothing scheduled as of this printing.	2:00 – 3:30 p.m. Wheatland Estates, 32200 45th St., Burlington	Nothing scheduled as of this printing.	2:00 – 3:30 p.m. Casa Del Mare, 3508 7th Ave.

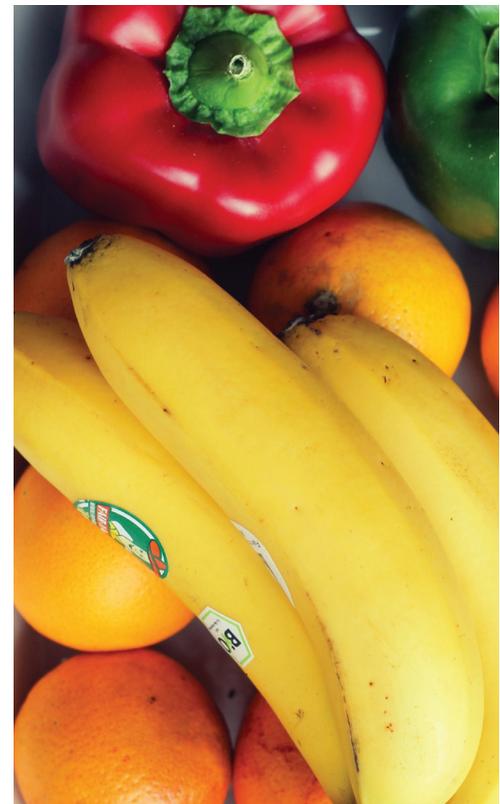
AND... More Food Programs

Besides the Healthy Food Programs mentioned in this newsletter, there are several others available to individuals living in Wisconsin like:

- » Commodity Supplemental Food Program
- » Elderly Nutrition Program
- » WIC (Women, Infants, and Children) Program
- » WIC Farmers Market Nutrition Program
- » Senior Farmers Market Nutrition Program
- » Supplemental Nutrition Assistance Program – Education or SNAP – Ed.

All these programs have their own eligibility requirements and are not available in all areas of the state. So, not everyone can qualify for each or all of these programs. Please call 211 or visit <https://www.dhs.wisconsin.gov/prevention-healthy-living/nutrition-food-assistance.htm> for more information.

Another option is to call your Care Coordinator and ask to sign up for the Community Health Workers and Health Coaches program. This program is offered to members at no cost and can help connect you and your family with food programs and other social services.



A row of wooden blocks spelling out the word "RESOURCES" in large, black, sans-serif capital letters. The blocks are arranged horizontally on a light-colored wooden surface. Other wooden blocks with letters are scattered in the background, some slightly out of focus.

RESOURCES

INFORMATION YOU CAN USE. *i*CARE NEWS BRIEFS

Updated 2021 Member Materials

At the time *i*Care prepares the Evidence of Coverage, Summary of Benefits, and Annual Notice of Change, 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). Instead of including any dollar amounts in these categories we include these statements:

» This (these) is (are) the 2020 cost sharing amount(s) and may change for 2021. We/*i*Care Medicare Plan will provide an updated rate as soon as they are released by Medicare.

On November 6, CMS released 2021 premiums, deductibles and co-insurance amounts for the Medicare Part A and Part B programs. We have updated the documents mentioned above to include the 2021 dollar amounts. The updated documents are posted on the *i*Care website — www.iCareHealthPlan.org. Or you can find them on the “Member Documents” page (www.icarehealthplan.org/memdocs).

If you would like to request a hard copy to be mailed to you, please call 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. You can also email info@iCareHealthPlan.org or request online at www.iCareHealthPlan.org/hardcopy.

Have You Received a Bill for Health Care Services?

Members of *i*Care health plans may receive a bill from a provider. If you receive a bill, don't pay it. Please contact *i*Care first before you pay so we can help you determine if you need to pay the bill, or not, and provide instructions on what to do next. After you contact *i*Care and we determine you don't need to pay the bill, mail a copy of the bill to:

Independent Care Health Plan
1555 North RiverCenter Drive, Suite 206
Milwaukee, Wisconsin 53212

Questions? Please call Customer Service at 1-800-777-4376 (TTY: 711). Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

iCare's Offices are Temporarily Closed to Members

iCare always had an open door policy with our members. We loved having you visit us in person to chat with your Care Coordinator or to attend a Flu Clinic.

For everyone's health and safety during the COVID-19 health emergency, the buildings that house iCare's offices are closed to the public. As such, we have suspended ALL visits to iCare. We respectfully ask you not to visit or try to enter the building through another business to gain access to the iCare Suite. Should you need anything, please contact your Care Coordinator. They are always here to help!

Thank you for your cooperation. We hope to resume in-person visits with you soon.

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? You can help yourself. You can also help iCare. You can do this by telling us about your worries. 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. You can also call the iCare Compliance Hotline at 1-877-564-9614 or write to:

Independent Care Health Plan
Attention: Compliance Officer
1555 North RiverCenter Drive, Suite 206
Milwaukee, Wisconsin 53212

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 know iCare has a Blog and we're on Facebook?

You can read articles about health education and other interesting topics at www.iCareHealthPlan.org/blog and on our Facebook page at www.facebook.com/IndependentCareHealthPlan.

Community Connect Program

Our mission with our Community Connect Program is to connect iCare members and non-members to educational resources that help achieve their path to a greater quality of life. And you get to know iCare a bit better in the process! Our program representatives can travel to your apartment community and host a class for you, your friends and fellow residents. To sign up and learn more, call 1-866-939-0040 (TTY: 711).

Tell Us if You Have a Complaint

We would like to know if you have a complaint. It can be about iCare, about a provider or quality of care, waiting times, customer service or other concerns while you are a member of iCare. If you have a complaint, you can talk to a Customer Service Representative. You can also talk to your Care Coordinator or our Member Advocates. They will be happy to help you. If they can't help with the problem, they will tell you who to contact outside of iCare. Please call us at 1-800-777-4376 (TTY: 711) if you have a complaint, or you can write to us at:

Independent Care Health Plan
Attention: Appeals and Grievances
1555 North RiverCenter Drive, Suite 206
Milwaukee, Wisconsin 53212

If your problem is about decisions related to benefits, coverage, or payment, you need to use the process for coverage decisions and appeals. Go to Section 5 in Chapter 9 of your Evidence of Coverage. Read your EOC on the iCare website (www.iCareHealthPlan.org) or request a hard copy by calling Customer Service.



1555 North RiverCenter Drive
Suite 206
Milwaukee, Wisconsin 53212

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Health and Wellness or Prevention Information

iCare Customer Service

Toll free: 1-800-777-4376

TTY: 711

www.iCareHealthPlan.org



We appreciate you as an iCare Medicare Plan member and want to say THANK YOU for putting your trust in iCare for your health care needs. Stay healthy and safe!

Did you move? Do you have a new phone number?

It is important you tell us when you move. It is also important you tell us when you have a new phone number. Why? We want to make sure you get 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 (TTY: 711). You also need to contact Social Security at www.ssa.gov/myaccount or call 1-800-772-1213.

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: 1-800-947-3529).

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: 1-800-947-3529).

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. H2237_IC2575_C