

In the Q2 2024 issue:

Community Partner Advisory Committee	2
Behavioral Health/Emotional Wellness Program	2
Back to School Health Fair	3
Wisconsin Immunization Registry	3
Seek Help for Domestic Abuse	4
Nurse Advice Line is Here for You	4
Prior Authorization	4
Privacy Policy or Notice	5
Fraud, Waste, and Abuse	5
Member Handbook Update	5

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1555 N. RiverCenter Dr.
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Milwaukee, WI 53212



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



www.iCareHealthPlan.org



Community Partner Advisory Committee

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.

We are looking for iCare members to join the iCare Community Partner Advisory Committee. This committee provides feedback and recommendations to iCare leadership on iCare's Health Equity Plan – a yearly plan to reduce health disparities and work towards health equity.

iCare's membership is broad and diverse. Our membership spans multiple races, ethnicities, cultures, abilities, genders, and languages.

Interesting facts about iCare members:

38% of iCare Members identify as white, 33% identify as Black, 13% identify as Hispanic, and 4% identify as Asian or Pacific Islander.

iCare has members who speak Spanish, Hmong, Arabic, Chinese, Vietnamese, Burmese, Rohingya, Russian, Lao, Somali, and more.

Please consider this committee if:

- » You are an iCare Member.
- » 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.
- » Can participate in at least two committee meetings per year. iCare can provide transportation. If you are unable to attend a meeting, you are willing to have a phone conversation.

If you are interested, please contact Kris Peterka at iCare Health Plan at 1-800-777-4376 (TTY: 711) or email info@icarehealthplan.org.

Behavioral Health / Emotional Wellness Program

Sometimes an inpatient hospital stay is a necessary step to get the care needed to manage a mental illness or substance use disorder (behavioral health conditions). These conditions are very uncomfortable and difficult to manage alone or even with support.

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

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 **Emotional Wellness Program** or have questions, please call iCare Customer Service at 1-800-777-4376 (TTY: 711).

Save the Date! Back to School Health Fair in Milwaukee

Save the date for the 23rd Annual Back to School Health Fair hosted by the City of Milwaukee Health Department on **Saturday, August 10, 2024**, at the Milwaukee Academy of Sciences, **2000 W Kilbourn Ave, Milwaukee, WI**. This is a FREE event and open to the public.

Unlock the potential of tomorrow and gear up for future of academic excellence, while ensuring your child's health with routine vaccines that safeguard their journey ahead.

The health fair will include:

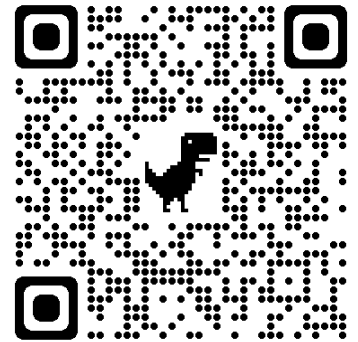
- » FREE backpacks and school supplies
- » School-related immunizations
- » Fun activities for the whole family
- » On-site food vendors
- » AND MORE!

Stop by and see all the health fair has to offer, including iCare resources!

Wisconsin Immunization Registry

Did you know you can check your child's vaccination records online? By visiting the Wisconsin Immunization Registry at [www.dhfs.wisconsin.gov](http://www.dhfs.wisconsin.gov/immunization) or **scan the QR Code (right)**, you can see your child's vaccination records.

If your child needs a vaccine, call their provider's office, pharmacy, or local health department and ask if they can vaccinate.



Seek help for Domestic Abuse

Domestic abuse can happen to anyone. Reporting abuse of those who are unable to help themselves is encouraged and commendable. If the abuse is happening now or is violent in nature, call 911. For additional resources we encourage those seeking help for domestic abuse to call 920-212-SAFE. Visit www.920212SAFE.com for more information.



Need help
to stay safe?
We're here.

**(920)
212
SAFE**



Control and abuse at home can happen to anyone.
Reach out to be safe. We can help.

CALL **920-212-SAFE** CLICK **920212SAFE.com**



GoldenHouse
Help and Healing for Domestic Abuse

The Be Safe Campaign seeks to enhance awareness of local domestic violence resources and is a joint effort of Golden House and the Community Coordinated Response team - Diversity and Inclusion Committee within Brown County.

Nurse Advice Line is Here for You!

Questions about your health can come up any time. You can use the 24/7 Nurse Advice Line when you can't speak to your primary care provider (PCP). A nurse can talk to you about your symptoms and answer questions about your health or medications. If you are sick or injured, they can also help you decide if you should go to your PCP, urgent care, or the emergency room. Call the Nurse Advice Line at 1-800-679-9874. Calls are free!

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.



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. The Privacy Notice was updated in May 2023. To read the Privacy Notice, visit www.iCareHealthPlan.org/privacy. You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Service 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.

Fraud, Waste, and 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.

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.
- » 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. Or you can request that a copy be mailed to you at no cost. Call Customer Service at 1-800-777-4376 (TTY: 711) or use the Hard Copy Request Form on our web site www.icarehealthplan.org/hardcopy to request one today.

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 800-777-4376 (TTY: 711). Someone who speaks English 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 800-777-4376 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

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 800-777-4376 (听障专线：711)。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 800-777-4376 (聽障專線：711)。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 panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 800-777-4376 (TTY: 711). 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 800-777-4376 (TTY: 711). 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 800-777-4376 (TTY: 711) 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 800-777-4376 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 800-777-4376 (TTY: 711) 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 800-777-4376 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: تتعلق بخططنا أسئلة أي أن علاجاتنا لأمراضنا. يرجى الاتصال بنا إذا كنت بحاجة إلى مساعدة فورية، يرجى الاتصال بنا على 800-777-4376 (TTY: 711). نحن نقدم المساعدة لعملائنا الذين يتحدثون اللغة العربية. هذه الخدمة مجانية.

Hindi: हमारे पास आपके लिए निम्नलिखित सेवाएं उपलब्ध हैं। यदि आपको कोई प्रश्न है, तो हमें 800-777-4376 (TTY: 711) पर कॉल करें। हम आपको मदद करने में सक्षम हैं। यह सेवा निःशुल्क 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 800-777-4376 (TTY: 711). Un nostro incaricato che parla Italiano vi 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 800-777-4376 (TTY: 711). 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 ouwa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 800-777-4376 (TTY: 711). 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 800-777-4376 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康保険と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をご用意しています。通訳をご用命になるには、800-777-4376 (TTY: 711) にお電話ください。日本語を話す者が支援いたします。これは無料のサービスです。



INDEPENDENT CARE HEALTH PLAN

iCare is a wholly-owned subsidiary of Humana

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

Health and Wellness or Prevention
Information

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Are you a Dual Member?

Being a “dual member” means that you have a Medicare and Medicaid health plan. A dual eligible health plan helps your benefits work together. You may be eligible to be an *iCare* dual member. To be a dual member with *iCare*, you need to have *iCare* Medicaid and be eligible for Medicare.

If you become eligible for Medicare, *iCare* may mail you a letter. The letter will explain your Medicare coverage options. One choice is to become a member of *iCare* Medicare Plan (HMO D-SNP). *iCare* Medicare Plan includes health care and prescription drug coverage.

Or you can also choose to get your Medicare coverage through another Medicare Advantage plan or Original Medicare. In both cases, you may need to enroll in a separate prescription drug plan. Remember it is your choice!

To learn about your Medicare options, Visit [Medicare.gov](https://www.medicare.gov). Call 1-800-MEDICARE (1-800-633-4227) 24/7. Tell them you got a letter saying you have Medicaid now and are going to be eligible for Medicare. Ask for help with your Medicare choices. TTY users should call 1-877-486-2048. If you have questions about your *iCare* Medicaid SSI Plan benefits, please call Customer Service. If you have questions about being an *iCare* dual member, call an *iCare* Member Retention Specialist, Monday through Friday, 8:30 a.m. to 5:00 p.m. at 414-272-5621.



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.

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 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.