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



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



www.icarehealthplan.org

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.
- » 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.

If you are interested, or have questions please email info@icarehealthplan.org.

Take Care of Your Health

Getting regular checkups, screenings and immunizations may help prevent disease and help your doctor identify health problems early when they may be more treatable. These important services are included in your plan's benefits along with other preventive care benefits. Contact your Care Coach for more information. Always talk to your doctor about what is right for you.

Lowering Diabetes Health Risk. For people with diabetes, it means certain health risks. That's because diabetes affects organs and systems throughout your body. Those risks include a greater chance of heart disease, nerve damage, vision loss, and other health problems. Some health risks you can't change, like your age. But there are health risks you can change—like quitting smoking and eating healthy foods. Talk to your provider about why diabetes health problems happen and how to avoid them. Get regular health checkups and recommended tests.

Colorectal Cancer Screening. This preventive measure is recommended for people once they reach age 45. Colonoscopies are standard for this screening; however, alternative testing may be an option for you. Talk to your provider to learn more.

Breast Cancer Screening. Mammograms are x-rays of the breasts to look for cancer. Most of the time women survive breast cancer if it is found and treated early enough. Talk to your provider about how often you should get a mammogram.

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.

Four Easy Ways to Reach 211 Wisconsin

There are multiple ways for Wisconsin residents to reach 211 Wisconsin, so you feel secure and comfortable finding the help you need. Call, text, chat, or easily search for services on your own in their database at 211wisconsin.communityos.org.

211 is a free and confidential service that connects you with thousands of local programs and services. Simply dial 211 on your phone to reach one of our friendly, trained community resource specialists available 24 hours a day, 7 days a week.



Dial 211
(or 877-947-2211)



Chat now



Text your ZIP code
to 898211



Search services



Reporting Incidents

Your Care Team is available to talk with you about issues that you feel may be abuse, neglect, or financial exploitation. They can help you with reporting or securing services for safety. You should always call 911 in an emergency.

If you feel that you or someone you know is a victim of abuse, neglect, or financial exploitation, you can contact Adult Protective Services. Adult Protective Services help protect the safety of seniors and adults-at-risk who have experienced abuse, neglect, or exploitation. They also help when a person is unable to look after his or her own safety due to a health condition or disability.

You may call the following number to report incidents of witnessed or suspected abuse.

Call your Care Team at 1-800-777-4376 to consult with you regarding issues that you feel may constitute abuse, neglect, or financial exploitation. They will assist you with coordination of reporting or securing services for safety.

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.

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 Service at 1-800-777-4376 to request a copy to be mailed to you.

Stay Up to Date on Immunizations for Better Health

Protecting your health is easier than ever with routine immunizations. Vaccines help prevent serious illnesses like the flu, pneumonia, and measles-keeping you and your loved ones safe.

What you need to know:

- » **Children & Adolescents:** Vaccines protect against diseases like measles, mumps and whooping cough. Check with your child's doctor to ensure they are up to date.
- » **Adults:** Stay protected with flu shots and age-appropriate vaccines like shingles or pneumonia.
- » **Pregnant individuals:** the Tdap and flu vaccines help protect both you and your baby.

Need to schedule a vaccine? Call your doctor or check with your pharmacy today. Stay protected, stay healthy.



Healthy Eating

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 but there are many ways to get nutritious food affordably, safely, and conveniently. A few are listed below.

Government Programs

The Emergency Food Assistance Program is 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. You may be eligible to obtain groceries once per month if your gross household income does not exceed 300% of the poverty level. Call 211 Wisconsin and ask for the location and hours of the nearest TEFAP food pantry in your county.



Other programs available to individuals living in Wisconsin include, but are not limited to, the Commodity Supplemental Food Program, Elderly Nutrition Program, and WIC (Women, Infants, and Children) Program. Each program has its own eligibility requirements and are not available in all areas of the state. So, not everyone can qualify for each or all these programs. Please call 211 or visit www.dhs.wisconsin.gov/prevention-healthy-living/nutrition-food-assistance.htm for more information.

Eating Healthy on a Budget

MyPlate.gov offers tips and advice to help you get the most out of your food dollars. The Healthy Eating on a Budget resource can help you create a grocery game plan, shop smart, and prepare healthy meals at home. Check it out: www.myplate.gov/eat-healthy/healthy-eating-budget.

Aging: Elder Nutrition Program

The Wisconsin Department of Health Services (DHS) is on a mission to make senior dining "more than a meal." Each year, DHS gives meals to millions of older adults in Wisconsin. People aged 60 or older can get either:

- Meals in senior dining centers (called Senior Dining)
 - › Senior dining centers give older adults a place to enjoy a fresh, healthy meal with others. Centers offer a space for community and friendship. There are almost 500 senior dining centers in Wisconsin. You should know:
 - » Centers welcome contributions for meals.
 - » Most centers serve meals Monday through Friday at around noon. Days and times can vary.
 - » Most centers also sponsor programs on health, nutrition, and other topics.
 - » Some centers ask you to reserve a spot at least 24 hours before your meal.
 - › Meals sent to their home

The Elder Nutrition Program uses state and federal funds, plus contributions, to make it happen. DHS asks people who get meals to donate if they can.

All meals:

- Follow the most updated Dietary Guidelines for Americans. DHS can adjust meals for certain diets if needed for a medical reason.
- Provide at least one-third of daily nutrition needs for older adults.

Learn more about the Aging Elder Nutrition Program or find a Senior Dining location near you by visiting www.dhs.wisconsin.gov/aging/nutrition.htm.

You can get help from Aging and Disability Resource Centers (ADRC)

If you have questions about aging or living with a disability, your local ADRC can help. ADRCs provide information on a variety of programs and services. This includes long-term care options. You can get services by calling your local ADRC on the phone, scheduling a home visit, or by visiting their office in person. The ADRC handles enrollment and disenrollment for the Partnership Program. Visit www.dhs.wisconsin.gov/adrc for more information about ADRCs.

You can contact your local ADRC as listed below.

Adams County

ADRC of Adams, Green Lake, and Waushara Counties
569 N. Cedar Street
Adams, WI 53910
Toll-free: 1-877-883-5378
TTY: 711
www.adrcinformation.org

Columbia County

ADRC of Columbia County
111 E. Mullett Street
Portage, WI 53901
Local: 608-742-9233
Toll-free: 1-888-742-9233
TTY: 711
www.co.columbia.wi.us/columbiacounty/adrc/

Dane County

ADRC of Dane County
2865 N. Sherman Avenue
Madison WI 53704
Local: 608-240-7400
Toll-free: 1-855-417-6892
TTY: 711
www.daneadrc.org

Dodge County

ADRC of Dodge County
99 County Road DF, 3rd Floor
Juneau, WI 53039
Local: 920-386-3580
Toll-free: 1-800-924-6407
TTY: 920-386-3883
<https://www.co.dodge.wi.gov/departments/departments-a-d/aging-and-disability-resource-center>

Green Lake County

ADRC of Adams, Green Lake, and Waushara Counties
571 County Road A
Green Lake, WI 54941
Local: 608-328-9499
Toll-free: 1-877-883-5378
TTY: 711
www.adrcinformation.org

Jefferson County

ADRC of Jefferson County
1541 Annex Road
Jefferson, WI 53549
Local: 920-674-8734
Toll-free: 866-740-2372
TTY: 800-947-3529
www.jeffersoncountywi.gov/departments/human_services/aging_and_disability_resource_center/

Kenosha County

ADRC of Kenosha County
8600 Sheridan Road, Suite 500
Kenosha, WI 53143
Local: 262-605-6646
Toll-free: 1-800-472-8008
TTY: 711
<https://www.kenoshacounty.org/155/Aging-Disability-Resource-Center>

Marquette County

ADRC of Marquette County
428 Underwood Ave
P.O. Box 405
Montello, WI 53949
Toll-free: 1-855-440-2372
TTY: 711
www.adrcmarquette.org

Milwaukee County

ADRC of Milwaukee County
1220 W. Vliet Street, Suite 300
Milwaukee, WI 53205
Local: 414-289-6874
Toll-free: 1-866-229-9695
TTY: 711
<https://county.milwaukee.gov/EN/DHHS/Disabilities-Services/Disability-Resource-Center>

Racine County

ADRC of Racine County
14200 Washington Ave
Sturtevant, WI 53177
Local: 262-833-8777
Toll-free: 1-866-219-1043
TTY: 711
www.adrc.racinecounty.com/

Sauk County

ADRC of Sauk County
West Square Building
Room #102
505 Broadway
Baraboo, WI 53913
Local: 608-355-3289
Toll-free: 1-800-482-3710
TTY: 711
www.co.sauk.wi.us/adrc

Waushara County

ADRC of Adams, Green Lake, and Waushara Counties
209 S. Saint Marie Street
P.O. Box 621
Wautoma, WI 54982
Local: 920-787-0403
Toll-free: 1-877-883-5378
TTY: 711
<https://www.adrcinformation.org>

The Aging and Disability Resource Center (ADRC) of Wisconsin, now has a central line to connect you to your local ADRC!

Call 844-WIS-ADRC
(844-947-2372)

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 કૉલ 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**.

GHHNOA2025iC

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 <https://www.iCareHealthPlan.org>. You can get a hard copy of our Privacy Notice by calling Customer Service 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 Advocates 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 Advocates 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. 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.

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 – Friday, 8:30 a.m. – 5:00 p.m. CST.

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.

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.