ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-777-4376 (TTY: 1-800-947-3529).

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-777-4376 (TTY: 1-800-947-3529).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-800-777-4376 (TTY: 1-800-947-3529).

注意:如果您说中文,您可获得免 费的语言协助服务。请致电1-800-777-4376 (TTY 文字电话: 1-800-947-3529).

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa laguu heli karaa iyagoo bilaash ah. Wac 1-800-777-4376 (TTY: 1-800-947-3529).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 1-800-947-3529)

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-800-777-4376 (TTY: 1-800-947-3529).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ()န်ေ ဆာင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ် ဆိုပါ။

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-800-777-4376 (telefon za gluhe: 1-800-947-3529).

Independent Care Health Plan:

- » Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- » Provides free language services to

people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Independent Care Health Plan at 1-800-777-4376. TTY: 1-800-947-3529.

Independent Care Health Plan (iCare) is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in iCare Medicare plans depends on iCare's contract renewal.

iCare Family Care Partnership is available to anyone who has both medical assistance from the State and Medicare. and is functionally eligible as determined by the State Long-Term Care Functional Screen. For more information about long-term care options available to you contact the Aging & Disability Resource Centers. The Resource Center can also assist you with information about eligibility and enrollment.

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.

H2237 IC2359 C BBM Approved 11/27/2019 BAQO Approved 12/2/2019



Customer Service:

1-800-777-4376

TTY: 1-800-947-3529 www.iCareHealthPlan.org

Corporate Headquarters

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

Know What to Do in an Emergency



Feeling sick? Injured? You have options.

- » Call your doctor's office.
- » Go to an urgent care clinic.
- » Call the 24-hour Nurse Advice Line.
- » Go to the Emergency Room.

Look inside to learn more. \Rightarrow





Important Contacts

*i*Care Customer Service: 1-800-777-4376

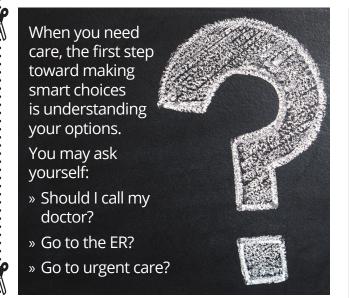
24 hours a day, 7 days a week.

Office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

TTY: 1-800-947-3529

*i*Care Nurse Advice Line: 1-800-679-9874

MY DOCTOR		
Doctor's Name:		
Practice Name:		
Address:		
City:	State:	Zip:
Phone:		
URGENT CARE	I	
Name:		
Address:		
City:	State:	Zip:
Phone:		
HOSPITAL NE	AR ME	
Name:		
Address:		
City:	State:	Zip:
Phone:		



To help you in these situations we've created, on the right, a quick tip sheet on:

- » What is and isn't an Emergency?
- » What to do in an Emergency?
- » What happens at the ER?
- » What happens at hospital discharge?

*i*Care suggests learning the locations of medical facilities in your area before experiencing a health crisis and recording the names and phone numbers of those locations.

Use the form to the left, which provides a single place to record the information.

Once you've written down the information, cut it away from this brochure and display it in a visible place.

If you have a ForwardHealth ID card, keep it with you or in a safe place at home so you can quickly grab it in an emergency. If you are an *i*Care Medicare or Medicare FCP member, keep your *i*Care ID card with you, too.

We always want to help you. Call us with questions or concerns.

Is it an Emergency?



What should I do in an Emergency?



What happens when I go to the ER?



What happens when I'm discharged?



You need emergency care right away if you suffer an injury or illness that can result in death or permanent disability.

Examples:

- » Choking
- » Severe or unusual bleeding
- » Trouble breathing
- » Poisoning
- » Broken bones
- » Severe chest pain
- » Suspected stroke
- » Severe burns
- » Severe pain
- » Seizures
- » Drug overdose
- » Shooting/stabbing

Care may also be needed for dental emergencies.

Emergency dental care will be provided right away for severe pain, acute infection swelling, lockjaw, fever or trauma.

» If your condition is severe, go to the nearest emergency room (ER). If you are unable to get to the ER, call 911.

- » Call your PCP within 24 hours of going to the ER.
- » Call your iCare Care Coordinator so they can help you coordinate follow-up care. If you can't call, have someone call for you.

When you get to the hospital a health care provider may ask about your symptoms, take your blood pressure, temperature and other vital signs, ask when you last ate or drank, and ask about your medical history.

They may also send a representative from admissions to collect your insurance information, your address and phone number(s), and the name and contact information of your next-of-kin or designated health care representative.

You will have to wait unless your condition is critical. You may be asked to wait because other patients need care right away, beds or treatment rooms need to be prepared, or a specialist may need to be consulted for your condition.

A nurse or doctor will explain to you how to take care of yourself at home.

You may have to schedule a follow-up appointment with your PCP. Do not go to the ER for follow-up care.

Instructions will be given to you on your medicines, if you are given any prescriptions you should ask:

- » What is the medicine?
- » When do I take the medicine?
- » How much medicine do I take?
- » How long do I take the medicine?
- » Are there side effects from the medicine? What should I do if I notice any side effects?

If you travel outside of Wisconsin and need ER services, health care providers can treat you and send the claims to *i*Care. You will have to pay for any service you get outside of Wisconsin if the health care provider refuses to submit claims or refuses to accept *i*Care's payment. If you travel outside of the United States, *i*Care covers ER services in Canada and Mexico only.