



2025 Provider Directory

iCare Medicaid SSI Plan | iCare BadgerCare Plus



iCare's office is located at 1555 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212.

For help or information, please call Customer Service at 1-800-777-4376, 24 hours a day, 7 days a week or visit our website at www.iCareHealthPlan.org. TTY users call 711.

Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Welcome!

Welcome to Independent Care Health Plan (*iCare*). We're happy you chose *iCare* as your health plan. *iCare* is an approved Health Maintenance Organization (HMO) and is a complete health and social services Medicaid and BadgerCare Plus managed program. This guide will help you choose the doctor who will take care of you.

Service Area

Counties in our service area include Adams, Ashland, Barron, Bayfield, Brown, Buffalo, Calumet, Chippewa, Columbia, Crawford, Dane, Dodge, Door, Douglas, Florence, Fond du Lac, Grant, Green, Green Lake, Iowa, Iron, Jackson, Jefferson, Juneau, Kenosha, Kewaunee, La Crosse, Lafayette, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Monroe, Oconto, Outagamie, Ozaukee, Pepin, Pierce, Racine, Richland, Rock*, Sauk, Sawyer, Shawano, Sheboygan, Trempealeau, Vernon, Walworth, Washburn, Washington, Waukesha, Waupaca, Waushara and Winnebago Counties.

***BadgerCare Plus excluded.**

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Choosing a Primary Care Physician (PCP)

It is important to have a primary care provider (PCP) to manage all your health care. However, *iCare* does not require you to select a PCP.

Your PCP is the physician who works with your Care Team and our plan to oversee your health care. Your PCP will arrange the covered health care services you get as a plan member.

Your PCP will help you decide if you need to see another doctor or specialist. They will also give you a referral. If there is a specialist or hospital that you want to use, ask your PCP if they make referrals to that specialist or use that hospital.

Your PCP and other providers and specialists in the *iCare* provider network practice culturally sensitive or culturally competent care. This means your provider gives care to patients with their individual backgrounds in mind. Examples are ethnic background and cultural beliefs. This can also include speaking the same language, having the same religious beliefs, and more.

The physicians, specialists, and other providers in the *iCare* provider network meet state licensing requirements. They also receive education and training to provide you medical care. If you would like more information about the people providing your health care, please call *iCare* Customer Service.

If you have a PCP, check the directory to see if he or she is part of the *iCare* provider network. If you need help picking a doctor from this book, call Customer Service at 1-800-777-4376 (TTY: 711). You may also find a PCP by using the “Find a Provider” search tool on the *iCare* website at www.iCareHealthPlan.org.

You can see any PCP in your plan, and you may change your PCP for any reason, at any time. It is possible that your PCP might leave our plan’s network of providers and you would have to find a new PCP. We will notify you if your PCP leaves our plan’s network.

You must get approval from your primary care physician before you see another doctor. Women may see a women’s health specialist, such as an Obstetrician and Gynecologist (OB/GYN), nurse midwife, or licensed midwife, without a referral in addition to choosing from their primary care physician.

Making an Appointment

Call your PCP when you have a health concern. Before you make the appointment make sure your doctor is part of the *iCare* provider network.

Getting to Your Doctor Visit

Members can schedule a ride to get to your regular doctor visit. The State’s transportation provider will arrange rides for covered medical appointments that are not an emergency. Please call the State’s toll-free telephone number (1-866-907-1493) to schedule a ride to your non-emergency medical appointment. You must call 48 business hours (2 business days) before your appointment. A same-day or next day ride might be arranged in an emergency. A ride is authorized for Medicaid covered services only.

Getting Your Medications

Your prescription drug benefit (also known as your pharmacy benefit) is provided by Wisconsin Medicaid. *iCare* does not provide Medicaid members pharmacy benefits.

You may get a prescription from an *iCare* network doctor, specialist, or dentist. Please remember this information:

- » Make sure the pharmacy accepts Wisconsin Medicaid.
- » You can get covered prescriptions, certain over-the-counter items and certain disposable medical supplies at any pharmacy that will accept your ForwardHealth ID card.
- » Your ForwardHealth ID card has important information for your pharmacy. Please have your card with

you. If you do not have your ForwardHealth ID card you can still go to the pharmacy. Tell them you have Medicaid. The pharmacist can call to get the needed information.

» You may have co-pays or limits on covered medications. If you cannot afford your co-pays, you can still get your prescriptions. Ask your doctor or pharmacist about medication limits.

To find a pharmacy, see what is covered, or if you have questions about prescriptions, call Wisconsin Medicaid Customer Service at 1-800-362-3002.

Mom and Baby Program

The *iCare* Mom and Baby program offers care management services to pregnant members who need support during pregnancy and postpartum. We will work together to identify your needs and goals for care. *iCare* care management services can assist with the following:

- Referrals to providers
- Referrals to community services
- Education on, before, and after delivery care with one of our nurses
- Care coordination with your providers
- Breastfeeding and newborn needs
- Other goals or needs you have related to your health and the health of your baby

Call us with questions about the program. We are here to offer support to you and your baby.

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 *iCare* Mom and Baby program, call Customer Service at 1-800-777-4376 (TTY: 711). We will ask you a few questions about your pregnancy to determine your specific needs and eligibility.

Types of Doctors

The doctors in this book are listed by the service they provide. Internal medicine doctors provide general medical care for adults only. Family practice doctors provide medical care for all ages. An OB/GYN doctor specializes in health care for women. They also provide care during and after pregnancy.

Dentists

iCare's Medicaid program dental services are available for the following counties: Milwaukee, Kenosha, Ozaukee, Racine, Washington, and Waukesha. If you live in these counties and you need to see a dentist, please call *iCare* Customer Service at 1-800-777-4376 (TTY: 711).

As a member of *iCare*, you have the right to a routine dental appointment within 90 days of your request either in writing or over the phone to the Customer Service Department. If you are an *iCare* Medicaid SSI member and live in a county that is not listed above, dental services are a covered benefit under Medicaid Fee-for-Service. If you are a BadgerCare Plus member and live in a county that is not listed above, dental services are a covered benefit under Medicaid Fee-for-Service.

Specialists

If you need to see a specialist, your PCP will refer you to one in the *iCare* provider network. We want to help you. Call Customer Service at 1-800-777-4376 (TTY: 711) if you have questions about a referral or specialist in the *iCare* network.

Behavioral Health and Substance Abuse

iCare provides mental health and substance abuse (drug and alcohol) services to all members.

A behavioral health (BH) care professional is someone who can help people get relief from mental health conditions. A BH care professional can be a psychiatrist, psychologist, social worker, marriage and family therapist, psychiatric nurse, or counselor with mental health training.

They can help you find ways to improve mental wellness. Anxiety, depression, bipolar, schizophrenia and other mental illness are common conditions. These conditions can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope.

They can also help you adjust to difficult or challenging life experiences. Examples include losing a job, having problems in school, or having family difficulties.

Sometimes an inpatient hospital stay is a necessary step in getting help with a behavioral health or substance abuse challenge. If you are admitted to a hospital for one of these conditions, we will outreach to you. We will offer care management services, so you get the follow up care you need. We will also support you through your recovery. We can help with follow up appointments and rides. We can also connect you to education, community resources and other supports you need.

If you need these services, call your primary care physician. You can also call *iCare* Customer Service to be connected to a member of our care team.

You do not need to get prior authorization (PA) for behavioral health services. You do not need to get PA for substance abuse services. However, you do need a PA for urine drug screens. The drug screen must be for treatment purposes to be approved. *iCare* does not cover drug screens for employment or non-medical purposes.

You must use a provider in the *iCare* provider network directory for these services.

There is no cost to members to use these programs. You can choose not to participate.

We are here to help. Contact us if you have questions about these services.

To request this program and for help coordinating care, please call *iCare* Customer Service at 1-800-777-4376 (TTY: 711). Customer service 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.

If you are in danger or having a medical emergency, call 911. If you are having thoughts of suicide or hurting yourself, call your county's crisis line (<https://www.preventsuicidewi.org/county-crisis-lines>) or the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).

All services provided by *iCare* are private.

Questions?

We want to help you. Call us if you have questions. Customer Service: 1-800-777-4376 (TTY: 711).

For more information about what is covered and not covered in your *iCare* plan, please refer to the BadgerCare Plus and Medicaid SSI member handbook. It is available on our website www.iCareHealthPlan.org or you can get a copy by calling Customer Service.

iCare's provider listing is updated every month. Call Customer Service or your doctor's office to find out if the doctor you want to see is currently in the *iCare* network.

iCare cannot promise that the providers you use will be covered under the plan. If your doctor leaves the network, we will help you select an *iCare* provider. If your doctor leaves, we can also arrange for you to stay with your doctor until the end of your care plan.

INTERPRETER SERVICES

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

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-777-4376 (TTY: 1-800-947-3529).

Hmong: 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).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電。1-800-777-4376 (TTY: 1-800-947-3529).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-777-4376 (TTY: 1-800-947-3529).

Arabic: تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 1-800-777-4376 (هاتف نصي: 1-800-947-3529).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-777-4376 (телетайп: 1-800-947-3529).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-777-4376 (TTY: 1-800-947-3529) 번으로 전화해 주십시오.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-777-4376 (TTY: 1-800-947-3529).

Pennsylvania Dutch: Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-777-4376 (TTY: 1-800-947-3529).

Laotian: ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 1-800-947-3529).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-777-4376 (ATS: 1-800-947-3529).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-777-4376 (TTY: 1-800-947-3529).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-777-4376 (TTY: 1-800-947-3529) पर कॉल करें।

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-777-4376 (TTY: 1-800-947-3529).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-777-4376 (TTY: 1-800-947-3529).

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

Burmese: ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကား ကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ်ဆိုပါ။

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

Notice of Non-Discrimination

Independent Care Health Plan (*iCare*), a wholly-owned subsidiary of Humana, complies with applicable Federal civil rights laws and does not discriminate or exclude people because of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Independent Care Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **1-800-777-4376 (TTY: 1-800-947-3529)**, available 24 hours a day, 7 days a week (Standard office hours: Monday – Friday, 8:30 a.m. – 5:00 p.m. Central time). If you believe that Independent Care Health Plan has not provided these services or discriminated on the basis of race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services, you can file a grievance in person or by mail, fax, or email with Independent Care Health Plan’s Grievance and Appeal Coordinator at 1555 North RiverCenter Drive, Suite 206, Milwaukee, WI 53212, **1-800-777-4376 x1076 (TTY: 1-800-947-3529)**, fax: 414-918-7598, or **advocate@icarehealthplan.org**. If you need help filing a grievance, Independent Care Health Plan’s Grievance and Appeal Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

- U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

This notice is available at **icarehealthplan.org**.

Important Contact Information

In case of an emergency, call 911.

- » **ForwardHealth Member Services**
1-800-362-3002
- » **Social Security**
1-800-772-1213
- » **Non-Emergency Medical Transportation**
1-866-907-1493



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