

# iCare NEWS



iCare Medicaid Plans | Issue 2 • 2021



## Purchase healthy foods that are affordable, convenient and safe.

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. iCare wants you to know about the ways to get nutritious food affordably, safely and conveniently.

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. Many accept the Wisconsin QUEST card. 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 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. It 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+ 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. Learn more at <https://bit.ly/3e2iWtL>



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Sister Liza (left) and Maggie (right) work on *iCare's* WICT team.

For more information, check out a short video at [iCareHealthPlan.org/stories](https://iCareHealthPlan.org/stories)

## *iCare* Associates Go Above and Beyond for Members

Most people call Elizabeth Segleau “Liza”. Some call her “Sister Liza” because, in addition to being a Care Manager on *iCare's* Wisconsin Interdisciplinary Care Team (WICT) team, she is also a Catholic nun.

Sister Liza was born in Bronx, New York and was raised on a coffee farm in Costa Rica, Central America. Through her participation at her local church in the mountains near Concepcion de San Rafael de Heredia, her deep relationship with God grew. She returned to the United States as an adult and entered the Sisters of the Divine Savior in 1995 in Milwaukee, Wisconsin. Since she joined *iCare* in 2018, she has assisted members with physical health and all psychosocial needs through assessments, plans, and interventions.

Sister Liza saw an opportunity to make an even greater difference in the lives of her members: she learned that Catholic Extension's Sisters on the Frontlines Program was offering grant funds to help individuals suffering adverse effects of the pandemic. Sister Liza took it upon herself to apply for the grant in hopes of helping members who were in desperate need. Just a few weeks later, *iCare* received a \$1,000 grant.

Sister Liza then reached out to her WICT team co-workers to create a plan to put the funds to good use. When *iCare* CEO/President Tony Mollica heard of the grant, he was quick to not only match the grant: he approved a 200% match, bringing the total to \$3,000.

Maggie French, a WICT Community Health Worker, knew of several *iCare* members in need of urgent help. One is an expectant mother in Kenosha with nowhere to live. Another is a war veteran in Milwaukee suffering from extensive war trauma, at risk for being evicted. And the third is a member in Dane county awaiting a heart transplant. He has limited resources and faces travel, lodging and other costs related to his frequent medical visits. All will benefit from the grant funds.

The *iCare* WICT program is for *iCare* Medicaid SSI members only who need more personalized care for a short period of time. Most members are involved for 3-9 months. Members in this program are cared for by an Interdisciplinary Care Team (ICT). An ICT is made up of nurses, case managers, mental health specialists and community health workers. *iCare* outreaches to members who are eligible for the program and will invite them to participate.



*iCare* member Sami

“I cannot thank the *iCare* employees enough. Maggie has been helping me by encouraging me to remain patient and be safe, and she has been talking to me about caring for myself.

I really thank Maggie and all the team members for all their help.”



## iCare Associates Go Above and Beyond for Members

# Radiate Compassion

**A**t iCare, we have four Core Values. One of them is to Radiate Compassion. This means we take extra care to be sensitive to your health care and social service needs.

Recently Kathleen, an iCare Prenatal Care Coordinator, began working with a member. For privacy reasons we will call her C.H. C.H. was pregnant and had medical and social risk factors that could have made her pregnancy difficult.

Kathleen worked with C.H. She connected her to the resources she needed to help reduce many of the difficulties in her life. Through C.H.'s hard work and commitment, she managed her pre-existing health conditions and took her medications correctly. She had a full-term pregnancy and delivered a very healthy baby.

Here is C.H.'s story as told by Kathleen:

*C.H. was responsive and in good spirits while working together. As her needs arose, she was proactive in contacting me for supports. Her fiancé lost employment due to COVID and gained custody of his two daughters from a previous relationship. They needed clothing for her stepchildren along with furniture as she and her fiancé were sleeping on a couch. I was able to refer her to the St. Vincent de Paul, Neighbor in Need Program where she was able to receive the items she needed to make home comfortable for the family. At the time of receiving furniture, she had also fallen behind in rent. She needed financial assistance along with employment*

*resources for her fiancé. I referred her to Community Advocates for rental assistance. I referred her fiancé to several programs too, including the Pathways New Father Program and the Fatherhood Initiative.*

*A final item of concern for C.H. was obtaining a breast pump. At her request, I created an account with Aeroflow and she was able to receive her breast pump prior to delivery.*

*I enjoyed my time working with C.H. as each referral or resource provided to her, she was proactive in contact and follow up.*

There really is no greater compliment than when our members have a positive experience or tell us about the great customer service they receive. If you have a great experience, let us know!

- » Write us at:  
iCare, Attention: Marketing Department  
1555 North RiverCenter Drive, Suite 206  
Milwaukee, Wisconsin 53212
- » Call us at 1-800-777-4376 (TTY: 711)
- » Email us at [info@iCareHealthPlan.org](mailto:info@iCareHealthPlan.org)
- » If you have access to the internet, fill out our form: <https://www.iCareHealthPlan.org/ContactUs.htm>  
Scroll down on the page until you get to "Send us a message". Then use the drop down boxes and fields to enter your information.

# COVID-19 Update

Let's get back to who and what we missed most!

Everyone 16 years and older is now eligible for the COVID-19 vaccine.

COVID-19 has changed how we live and how we feel. COVID-19 vaccines are the first step to get us back to whom and what we miss most. Have you made plans to get your vaccine?

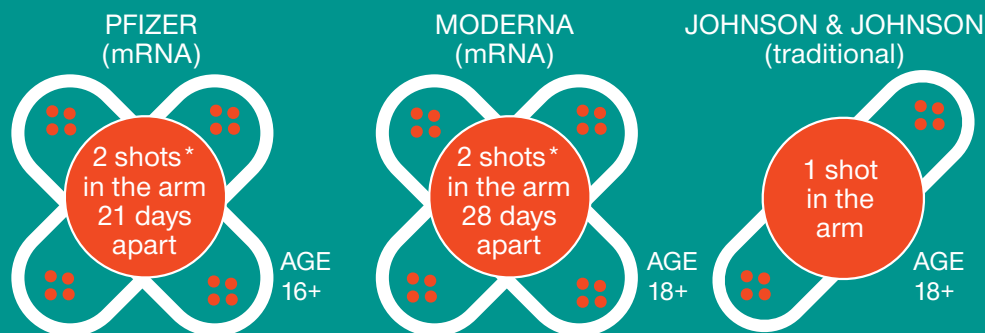
iCare encourages you to get a COVID-19 vaccine. It is highly effective at preventing COVID-19 disease. We understand you may be unsure about getting the vaccine. To help you decide, we have provided more information below. **Remember, vaccines are free regardless of where you get it. Proof of insurance or citizenship is not required.**

Same day transportation to COVID-19 vaccine appointments with MTM, Inc. (Wisconsin's NEMT manager) is available for eligible BadgerCare Plus and Wisconsin Medicaid members. To schedule a ride, first confirm your vaccine appointment then call MTM at 1-866-907-1493 (TTY: 711). Please have your ForwardHealth ID number and the address of the vaccination site ready when you call.

Is the vaccine safe?	Two shots for protection.	Where to get the vaccine.	After you get vaccinated.
<p>Researchers took no safety shortcuts. Over 50 million people in the U.S. have had at least one dose of the vaccine.</p> <p>The vaccine does not contain live virus. You cannot get COVID-19 from the vaccine.</p>	<p>To be fully protected, some vaccines require two shots about 3-4 weeks apart.</p> <p>You will need to receive the same brand of vaccine for both shots.</p> <p>Keep your shot card. It has important information about the type of vaccine you received and when you need to return for the 2nd shot.</p> <p><b>You are fully vaccinated 2 weeks after your final shot.</b></p>	<p>To schedule an appointment for the vaccine:</p> <ul style="list-style-type: none"> <li>» Call your health care provider.</li> <li>» Call your local community-based vaccination clinic. To locate the one closest to you visit <a href="https://vaccinate.wi.gov/en-US/">https://vaccinate.wi.gov/en-US/</a></li> <li>» Call the Wisconsin COVID-19 Vaccine Assistance Hotline at 1-844-684-1064.</li> <li>» Call Walgreens at 1-800-925-4733.</li> <li>» Use the DHS Map of Vaccine Providers located at <a href="https://www.dhs.wisconsin.gov/covid-19/vaccine-map.htm">https://www.dhs.wisconsin.gov/covid-19/vaccine-map.htm</a></li> <li>» Call your iCare Care team and we will try to help.</li> </ul>	<p>Vaccines may cause side effects like a sore arm, headache, fever, body aches and fatigue for 1-2 days.</p> <p>These reactions mean the vaccine is teaching your body how to fight COVID-19 if you are exposed.</p> <p><b>Continue to wear a mask, wash your hands, and social distance until enough people have received the vaccine.</b></p>

## COVID-19 Vaccines at a Glance

\*Both shots must be the same vaccine.



Please note:

At the time this newsletter was printed the one-dose Johnson & Johnson vaccine is/was on pause.

This information is changing quickly. If you have questions, please contact the resources listed in the "Where to get the vaccine" column above.

More COVID-19 information, page 5.

**Currently, here is what the CDC says you can do after being fully vaccinated (2 weeks after the last shot):**

- » Gather indoors with fully vaccinated people without wearing a mask.
- » Gather indoors with unvaccinated people from one other household (for example, visiting with relatives who all live together) without masks, unless any of those people or anyone they live with is at risk for severe illness from COVID-19.
- » If you've been around someone who has COVID-19, you do not need to stay away from others or **get tested unless you have symptoms** or live in a group setting (like a group home or facility).

**If you have access to the internet and want more information on the COVID-19 vaccine and who can get it, these are a couple great resources:**

- » <https://www.dhs.wisconsin.gov/covid-19/vaccine-about.htm>
- » <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>



## **COVID-19 Scammers — Warning!**

Please be on the lookout!

The Wisconsin Department of Health Services (DHS) and the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) are warning Wisconsinites of scammers who are trying to take advantage of the COVID-19 vaccine rollout to steal money and personally identifiable information. Scammers may use calls, text messages, emails, social media, or door-to-door visits to mislead the public or cause harm. They are working with local and federal authorities to prevent these scams. In the meantime, we want to let you know how you can protect yourself and your loved ones from potential fraud.

Keep scammers away with these simple tips:

- » Do not give out your personal or financial information. If you have any questions about a request, check with your doctor or visit the DHS website for the latest information: <https://www.dhs.wisconsin.gov/covid-19/vaccine.htm>
- » Don't click on links in unsolicited emails. It could download a virus onto your computer or device. Even emails and posts that seem to be asking you to sign up for a vaccine list, promoting vaccine availability, or promoting awareness and prevention tips may contain dangerous links.
- » Ignore online offers for vaccinations. Always talk with your doctor or another healthcare professional before you try any product claiming to treat, cure, or prevent COVID-19.
- » You should not have to pay out of pocket to get the COVID-19 vaccine. The federal government and the DHS will not call, text, or email you seeking personal or financial information.
- » Use reliable sources for the most current information.

**Please note:** iCare usually mails information to members but may also call and use our social media pages to let you know about vaccine distribution. None of these communications should require personal information like Social Security or Medicare numbers or ask for payment to reserve your vaccine.

To report scams or fraud, for help with potential identity theft, locate consumer resources, or assistance with consumer issues contact DATCP's consumer protection hotline at 1-800-422-7128, email [datcphotline@wisconsin.gov](mailto:datcphotline@wisconsin.gov) or visit [www.datcp.wi.gov](http://www.datcp.wi.gov)

## iCare's Privacy Policy

The law says we must keep your health information private. The iCare Privacy Notice tells you how we do that. You can get a copy of our Privacy Notice. Ask us to mail you a copy. To ask us to mail you a copy, call Customer Service at 1-800-777-4376 (TTY:711), 24 hours a day, 7 days a week. The full Privacy Notice is also posted on our website at: <https://www.iCareHealthPlan.org/privacy>

### Questions

If you have questions about the Privacy Notice you can write or call us. You can mail your letter to iCare. Address it to: Independent Care Health Plan, Member Advocate/Member Rights Specialist, 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI. 53212. You can call our Member Advocate/Member Rights Specialist to help make your request at 414-231-1076. If you do not have any questions, you do not have to do anything.

### Changes to the Privacy Notice

We have the right to change the Privacy Notice at any time. The new Privacy Notice will be effective immediately. It will apply to the information we have in your member record.

Any changes to the Privacy Notice will be mailed to you. We mail it to the address you gave us. It will also be posted to our website. We will use the current notice until changes are made.

### 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. If you need help filing the complaint, the Member Advocates can help you.
- » Mailing us a letter. 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.

## Ready, set... grow! SSI Members only: Container garden for your health!

iCare is offering a NEW and FREE container gardening program to our iCare Medicare Plan (HMO D-SNP) and **iCare Medicaid SSI members living in Milwaukee county**. You are invited to join!

There so many benefits to your health when you grow your own food through container gardening at your home. You will produce fresh, healthy foods for your dining table AND it is great for your physical and mental health, especially if you are living with chronic health conditions like Diabetes or Hypertension.

Please let us know you want to join by calling 414-231-2902. If we do not answer, leave a message, Tell us your first and last name, iCare member ID number and your phone number. We'll reserve a spot for you and call you back to explain more about the program. Thank you!

## iCare's Offices are Temporarily Closed to Members

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

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](http://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 iCare, Attention: Compliance Officer. Send it to the address on the left.

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.

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 lagu heli karaa iyadoo bilaash ah. Wac 1-800-777-4376 (TTY: 1-800-947-3529).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. 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 ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ်ဆိုပါ။

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

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 4376-777-800-1 (هاتف نصي: 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: 711).

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.



1555 North RiverCenter Drive  
Suite 206  
Milwaukee, Wisconsin 53212

Health and Wellness or Prevention Information



**We appreciate you as an *iCare* Member and want to say THANK YOU for putting your trust in *iCare* for your health care needs.**

## **Members Must Report Changes to Income Maintenance or Tribal Agency**

Have you recently had a life change like:

- » You changed where you live.
- » Someone moved into, or out of, your home.
- » Got married or divorced.
- » You or someone in your home has a new, or ended, pregnancy.
- » You or someone in your home no longer has a tax-related deduction.
- » You have different health insurance coverage.

Please report any life changes to the State. If that does not happen, you might miss out on new benefits or might not receive information that is important to you. This is especially important during the COVID-19 pandemic — we want to make sure you get the health care you need.

There are different ways that *iCare* members can update their information.

- » Call your income maintenance or tribal agency. Find yours at <https://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm>
- » Go to the ACCESS web site (<https://access.wisconsin.gov/access/>). Members can log into their account and click Report My Changes from the side menu.
- » Complete the appropriate paper form below and fax or mail it, using the instructions on the form:
  - BadgerCare Plus and Family Planning Only Services Change Report form, F-10183 (<https://www.dhs.wisconsin.gov/library/F-10183.htm>)
  - Medicaid or Caretaker Supplement Change Report form, F-10137 (<https://www.dhs.wisconsin.gov/library/F-10137.htm>)

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.

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. IC297 DHS Approved 04/08/2021



### **Get social with *iCare*!**

<https://www.facebook.com/IndependentCareHealthPlan>

<https://www.twitter.com/iCareHealthPlan>

<https://www.youtube.com/user/iCareHealthPlan>

[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

[info@iCareHealthPlan.org](mailto:info@iCareHealthPlan.org)

**Customer Service: 1-800-777-4376  
(TTY:711), 24/7**

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