



***i*Care BadgerCare Plus and Medicaid SSI Welcome Guide**

*i*Care Medicaid plans provide complete health care services.
As a member, you get the benefits you need to live your best life.

Please keep this Guide. You will reference it often while you are an *i*Care member. This includes if you join the plan, leave then return.



*i*Care'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 web site at www.iCareHealthPlan.org. TTY users call 711.

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

***i*Care is a wholly-owned subsidiary of Humana.**

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Welcome to *iCare*!

Welcome to Independent Care Health Plan (*iCare*)! We are glad you choose us for your health insurance.

With *iCare* BadgerCare Plus or Medicaid SSI you will have access to medical, dental, behavioral health, well woman care, family planning services and vision benefits. The State of Wisconsin manages your pharmacy benefit. To start the process for accessing your *iCare* covered benefits, please call us at 1-800-777-4376. TTY users, please call 711.

Many members like to visit us at *iCare*. We accept visitors by appointment only. Please call your Care Team first if you need to visit *iCare*. You can discuss if an appointment is necessary. If so, it will be scheduled during our business hours, Monday through Friday, 8:30 a.m. to 5:00 p.m.

Plan Information

ForwardHealth ID Card

Your ForwardHealth ID Card is how your doctor or pharmacist will know you are an *iCare* Medicaid member. You may have problems getting care or medication(s) if you do not have your ID Card. It is important to always carry your ForwardHealth ID card with you. Show it every time you get care. Also, be sure to tell your doctor or pharmacist that you are a member of *iCare*.

If your card is lost, stolen, or damaged, call ForwardHealth Member Services at 1-800-362-3002 to report it. A new card will be sent to you right away.

Tell Us About the Quality of Your Health Care

A grievance is any complaint about your HMO or health care provider that is not an adverse benefit determination (see "Appeals" in your *iCare* Member Handbook for more information about adverse benefit determinations). Grievance topics include things like the quality of services you were provided, rudeness from a provider or an employee, and not respecting your rights as a member. We would like to know if you ever have a grievance about your care or about *iCare*. Please call *iCare*'s Member Advocates at 1-800-777-4376 or write to us if you have a grievance. Our address is on the front cover of this booklet.

If you want to talk to someone outside *iCare* about the problem, call the BadgerCarePlus and Medicaid Ombuds at 1-800-760-0001. The Ombuds may be able to help you solve the problem or write a formal grievance to *iCare* or the Medicaid program. You can also contact the SSI Managed Care External Advocacy Project at 1-800-928-8778.

More information on filing a grievance is listed in your Member Handbook. You may file a grievance at any time. You will not be treated differently from other members because you file a grievance. Your health care benefits will not be affected.

Member Handbook

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 member handbook is updated every year.**

You can view the member handbook on our web site at <https://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 (<https://www.icarehealthplan.org/hardcopy>) to request one.

Diversity and Accessibility

Wisconsin has a diverse population with thousands of residents who do not consider English their primary language. Our multilingual Care Teams speak fluently in languages such as Spanish and Hmong. This allows us to effectively coordinate your health care with less confusion and better understanding of benefits and services. We also provide over-the-phone interpreter services for those members who do not speak English. This service can be accessed by calling our Customer Service department or our Member Advocates/Member Rights Specialists.

All non-English speaking members are directed to network physicians who understand their culture. Our provider network includes primary and specialty care providers who practice in areas where you live and spend time. In addition to a multilingual staff, there is a TTY phone number (711) for the hearing impaired. Special services also are available for those who are blind or have limited vision.

Member Advocates

The role of a Member Advocate is very important to you as an *iCare* member. Their responsibilities include investigating and resolving questions and concerns related to member access to health care. They work closely with the Care Coordination staff to assist them in making sure you receive the most appropriate care. They also serve as a contact with local, county and state agencies and help with cultural sensitivity issues. They can tell you more about your rights and responsibilities as an *iCare* member and help make sure *iCare* is supporting your needs and outcomes. You can reach a Member Advocate at 1-800-777-4376 or 414-231-1076.

Report to the State When You Have a Life Changing Event

If you have a change in your life, it needs to be reported them to the State of Wisconsin. ***iCare* is not able to change a member's address and phone number in our records.** If you do not report your changes to the State, you might miss out on benefit information. A life changing event includes a new phone number or email, a marriage or divorce, a change in income, or a change in living arrangement. You can find all the types of changes you must report listed in the letters you get about your benefits.

There are different ways that you can update your information:

- » Online: The easiest way to update your information is through the MyACCESS web site at <https://access.wisconsin.gov/access/>. Here you can log-in to your account then click "Report My Changes" from the side menu. If you don't have an account, you can create one.
- » Mobile App: Use the MyACCESS mobile app on your smart phone or tablet to report changes.
- » Phone: Call your county or tribal agency.
- » Fax or mail: Complete a paper change form and fax or mail it using the instructions on the form. Download a copy of the BadgerCare Plus form at <https://dhs.wisconsin.gov/library/collection/f-10183>. Get the Medicaid SSI form by visiting <https://dhs.wisconsin.gov/library/collection/f-10137>.
- » In person: Visit your county or tribal agency.
Find yours at <https://dhs.wisconsin.gov/forwardhealth/imagency/index.htm>



Don't Lose Your Health Care Coverage!

When you first apply for BadgerCare or Medicaid SSI you tell the Wisconsin Department of Health Services (DHS) about things like your household, income, assets, and insurance. To see if you can keep your benefits, DHS needs to update that information every year. This process is called a renewal.

It is important to renew your health insurance on time. You need to renew it when you get your renewal letter. If you do not renew your coverage by your due date, your health care insurance will end. To learn more and complete your renewal, visit <https://dhs.wisconsin.gov/forwardhealth/renewals.htm>.

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. Read the Privacy Notice at <https://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. If you have questions about the Privacy Notice you can write or call our Member Advocate/Member Rights Specialists. If you do not have any questions, you do not have to do anything.



Health and Wellness

It feels great when your health doesn't prevent you from participating in activities you enjoy, like spending time with loved ones. Usually that happens when you've made good choices like getting screenings, tests and immunizations, listening to your doctor's advice, and participating in programs and services that may help support healthy habits.

The next few pages discuss a few of the many benefits, programs and services available to iCare members. Please refer to your Member Handbook for more information.

Getting Care from Primary Care Providers

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 collaborates with your care team and our plan to oversee your health care. Your PCP will arrange or coordinate the covered health care services you get as a plan member. They will help you decide if you need to see another doctor or specialist and, if appropriate, give you a referral.

You can see any PCP in your plan, and you may change your PCP for any reason, at any time. Also, 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 may find a PCP by using the iCare Provider Network Directory or the "Find a Provider" search tool on the iCare web site at www.iCareHealthPlan.org. You can also get help from our Customer Service Department by calling 1-800-777-4376 (TTY: 711).

Health Risk Screening

The Health Risk Screening (HRS) is a questionnaire given by phone, or by paper copy you fill out and return to iCare. It asks you about your health history and if you have any health care conditions. The questionnaire also asks Health Equity questions. These questions will be about your race, ethnicity, language, gender identity, sex assigned at birth, sexual orientation. We will also ask which pronouns you use like "she, her, his, him, they or them." We ask these questions because some groups experience discrimination or unfair treatment in health care. Your answers help us see if we have any gaps in these areas. We can then work on efforts to reduce them. We want to make sure we meet your cultural and social needs related to health care.

We know this is personal information and you may not feel comfortable sharing it. You have the right not to answer. Your benefits and coverage do not change if you do or do not answer these questions. If you do share your personal information *iCare* protects it. Only your Care Team has access to your personal information. If you want to know more about Health Equity, please call your Care Team. They can answer your questions and send you more information if you request it.

Our Care Team will ask you to complete the HRS when you join *iCare* (within the first 60 days after you join). We do this so we can help match your current health care needs with the right providers, treatments, tests, and medications.

It is required that Medicaid SSI members take the HRS every year. This gives *iCare* the opportunity to check in to see how you are doing. We also want to know if any new health issues pop up so we can help you get the care you need. When it's your time to complete your annual HRS, *iCare* will contact you.

BadgerCare members may also take the HRS every year, although it is not required.

It is important that you talk with us so that you can get the care and services you need.

iCare will call you or mail a letter to you when it's time to complete your health risk screening. If you have any questions about your *iCare* Medicaid benefits or would like to schedule a time to talk about your health care needs, please call 1-800-777-4376 (TTY: 711).

Vision Benefit

iCare provides covered vision services, including eyeglasses; however, some limitations apply. Please call Customer Service at 1-800-777-4376 for more information. To find an eye doctor near you go to the *iCare* web site (www.iCareHealthPlan.org) or call NVA, our vision provider, at 1-888-287-0116.

Dental Benefit

iCare covers dental services for members who live in Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties. You must go to an *iCare* dentist. See the *iCare Medicaid SSI/BadgerCare Plus Provider Directory* or call Customer Service at 1-800-777-4376 for the names of our dentists. You can also visit the *iCare* web site (www.iCareHealthPlan.org) or call DentaQuest, our dental provider, at 1-888-291-3760.

If you live in a county that is not listed, dental services are a covered benefit under Medicaid Fee-for-Service. You may get dental services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider go to <http://www.forwardhealth.wi.gov/>. Or you can call ForwardHealth Member Services at 1-800-362-3002.





Fitness Benefit – Medicaid SSI Members Only

The fitness benefit is only available to *iCare* Medicaid SSI members. You can get reimbursed up to \$35/month towards a health/fitness center membership. Or you can use the \$35/month towards an exercise class of your choice. Mail *iCare* your receipt. We will reimburse you either by check or direct deposit.

If you are an *iCare* Medicare Plan (HMO D-SNP) member, you will use the SilverSneakers® fitness benefit.

If you leave the *iCare* Medicaid SSI Plan, you will lose the \$35/month benefit.

If you would like to see if you are eligible for the fitness benefit, contact us. We can send you a flyer with information on the rules of the program and answer questions. Please contact Customer Service at 1-800-777-4376 (TTY: 711). Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Community Health Workers

iCare has a team of Community Health Workers (CHW) that can help connect you and your family to resources such as housing, doctors or medical care, community education, alcohol or drug abuse treatment, food and clothing banks, social services agencies, and/or health education and information. If you choose to sign up for the program, a CHW is assigned to you by your zip code. The CHW knows what services are available for you where you live and will direct you to the best services for your needs. There is no cost for you to use these services. To see if CHW services are a good fit for you, call your Care Team.

Mom and Baby Program

The *iCare* for 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* case 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.

Complex Chronic Conditions

Having a high quality of life while managing multiple chronic conditions is a huge challenge. Examples of chronic conditions are diabetes, COPD, hypertension and/or mental illnesses and /or substance use disorders. If you have a chronic health condition, it requires juggling many different providers and treatments. You also need to know how those treatments work together. It can be hard to understand. Our case management teams are here to help.

Our case management teams will work with you to assess your needs. There are various levels of care management, and your team will help identify and place you in the level that is best for you. Your care team may help you establish health goals and overcome barriers to those goals. They can assist with provider referrals and care coordination. They can also assist with referrals to community resources.

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 more, please call *iCare* Customer Service at 1-800-777-4376. TTY users call 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.

Behavioral Health Services

Sometimes an inpatient hospital stay is a necessary step in getting help with a behavioral health challenge. 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.

If you are admitted to a hospital because of a behavioral health condition, 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.

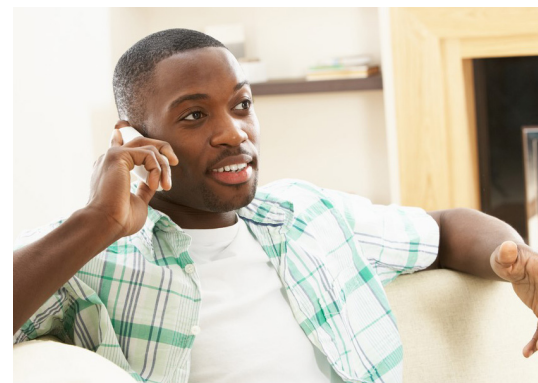
There is no cost to members to use this program. You can choose not to participate. We are here to help. If you would like more information, call us. To request this program, please call *iCare* Customer Service at 1-800-777-4376 (TTY: 711). Customer service is available 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

24/7 Nurse Advice Line

Questions about your health or your family's health can come up any time. Our Nurse Advice Line is here for you 24 hours a day, 7 days a week — at no cost. When you call, a registered nurse will answer health questions or provide health information. Nurses can also tell you how to take care of yourself at home when you do not feel well, but do not need to see a PCP. Call the Nurse Advice Line at 1-800-679-9874.

Flu Vaccine

Influenza (flu) vaccines protect against the most common flu viruses of the season. Most vaccines are shots (given with a needle) in the arm but sometimes a nasal spray is an option. Most everyone 6 months and older should get a flu vaccine each season. This is especially important for older adults and people with chronic





conditions. There are several types of vaccine. Ask your provider or pharmacist the best vaccine for you.

Flu vaccines are free with your health insurance. You can get a flu vaccine at your provider office or pharmacy. More information, talk with your provider, pharmacy or go to <https://www.cdc.gov/flu/prevent/flushot.htm>. You can also call iCare Customer Service for help at 1-800-777-4376 (TTY: 711).

Well-Child Visit — BadgerCare Plus Members Only

As your child grows, they develop new skills. Skills such as taking their first step, smiling for the first time, and crawling are called milestones. A missed milestone could be a sign of a problem. That's why it is important for your children to have a well-child visit. Seeing their doctor regularly helps them stay healthy, even if your child doesn't seem to have any health problems. During visits with your child's doctor you can ask questions and get advice.

Well-child visits are covered by iCare for BadgerCare Plus members. There is no cost to you. Your children need to be seen by their Primary Care Provider (PCP) or Pediatrician for a well-child visit at the following ages:

- | | | |
|-------------------|--------------------|----------------------------------|
| » Newborn | » 4 months of age | » 15 months of age |
| » 3-5 days of age | » 6 months of age | » 18 months of age |
| » 1 month of age | » 9 months of age | » 24 months of age (2 years old) |
| » 2 months of age | » 12 months of age | » Every year from ages 3-21 |

During a well-child visit, your provider will perform a screening to take a closer look at how your child is developing or ask you questions about your child.

You may have your own questions you want to ask the doctor about your child. iCare recommends you ask about:

Lead Screenings — If your child is under 2 years old, ask your doctor to do a lead screening. Children with high blood lead levels or even low levels, can have problems with learning, understanding information, paying attention and hearing. Lead also affects a child's developing brain. Your child should be screened for blood lead levels at 12 and 24 months of age.

Immunizations — Children should also receive their immunizations. Babies need immunizations like DTap, Polio, Varicella, MMR, Flu, HepA and HepB, PCV, Rotavirus and Hib. Adolescents (ages 7-18) should get their HPV, Tdap and Meningococcal. Other shots might be necessary if your child needs to catch up on missing vaccines or if certain health or lifestyle conditions put them at increased risk for serious diseases.

As a parent, you know your child best. If your child is not meeting the milestones for their age or you think there could be a problem with the way your child plays, learns, speaks, acts, or moves, talk to your child's provider, and share your concerns. Don't wait. Acting early can make a real difference!

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)] schwetzscht, 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 ရရှိနိုင်ပါသည်။ 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).

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

iCare is a wholly-owned subsidiary of Humana.

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 or have questions, contact Independent Care Health Plan at 1-800-777-4376 (TTY: 711). Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

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.