

## **iCare Family Care Partnership (HMO D-SNP) Members**

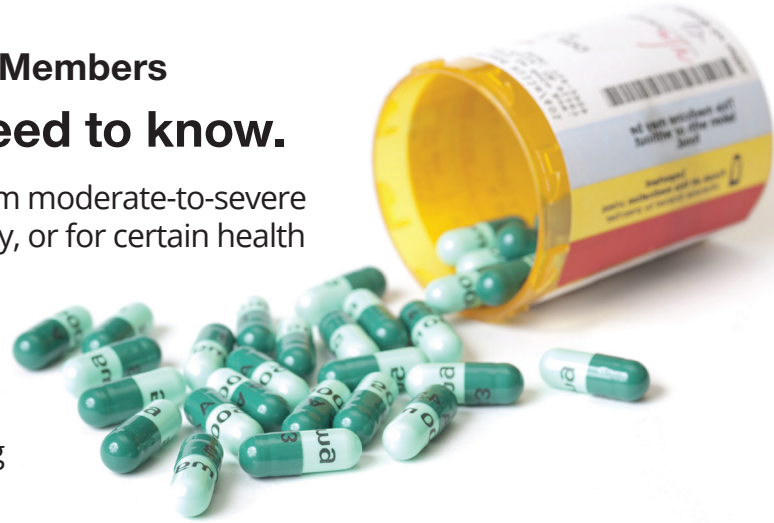
# **Prescription Opioids: What you need to know.**

Prescription opioids can be used to help relieve short-term moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions.

These medications can be an important part of treatment but also come with serious risks like addiction and overdose, especially with prolonged use.

At iCare Family Care Partnership, we know that managing pain treatment can be a challenge. You need to find pain relief that works, but you also want to keep yourself safe.

We want to make that easy, by checking in with you on your current treatments and offering new options that may work for you.



### **What are some options or treatments for pain management?**

Some of these options may work better than opioids and have fewer risks and side effects. Options may include:

- » Physical or occupational therapy, or pain relief devices ordered by your doctor and authorized by iCare. Motion is lotion for your joints and mood lifting.
- » Acupuncture for chronic low back pain\*.
- » Behavioral therapy or counseling. Learn relaxation and stress reduction techniques. Practice daily.
- » Using your Over-the-Counter (OTC) benefit of \$40 a month to purchase OTC medications like naproxen, ibuprofen, acetaminophen or OTC topical pain creams.\*\*
- » Chiropractic and other services covered by Medicaid and Long-Term Care benefits like specialized medical equipment and supplies. Refer to your Evidence of Coverage or EOC, Chapter 4 for more information or talk to your Care Team.

Always talk with your health care provider before you start new ways to manage your pain that does not involve prescription opioids. To discuss more pain relief options that are covered under iCare Family Care Partnership, call your Care Team or speak to Customer Service.

### **If my pain medications are working for me, what should I do?**

- » Stay in touch and work with your provider on your pain management strategy to make sure you are getting the safest most effective care.
- » Look out for potential side effects, like nausea, constipation, tiredness or confusion.
- » Keep safe by knowing about the long-term side effects of using opioids, including an increased risk of heart disease, dependence and overdose.
- » Use the programs on drug safety and managing medications available to you through iCare Family Care Partnership. Learn more by reading your Evidence of Coverage or EOC, Chapter 5, Section 10.

**If you are concerned about pain medication misuse, we can help.**  
**Details are on back!**



**Customer Service**  
1-800-777-4376 • TTY: 711  
[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.  
Customer Service is available 24 hours a day, 7 days a week.

## If you're concerned about pain medication misuse, iCare can help.

Members of iCare Family Care Partnership with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP)\*.

You're also covered for outpatient programs that offer substance misuse recovery and mental health support. Talk to your Care Team or your health care provider about your concerns.

Find local treatment centers by using the iCare Provider Search tool or iCare Medicare Plan Provider Directory on our web site: [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org). You can request a copy of our Provider Directory by calling us at 1-800-777-4376, 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

Know that we're working alongside you to ensure your pain management is truly effective at treating your pain and supporting the life you want to live.



### Corporate Office

1555 North RiverCenter Drive  
Suite 206  
Milwaukee, Wisconsin 53212

### Customer Service

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TTY: 711  
[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

\*Prior authorization may be required and there are limitations and exclusions. Please refer to the plan's Evidence of Coverage or EOC, Chapter 4 Benefits Chart for more information, call your Care Coordinator or Customer Service for more information.

\*\*Please consult your doctor or pharmacist prior to use to assure these OTCs are safe with your current medications.

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.

Independent Care Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, braille, other formats). We also provide free language services to people whose primary language is not English such as qualified interpreters and information written in other languages.

Questions? Call 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week for more information. Office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

Independent Care Health Plan (iCare), which insurces 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.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-777-4376 (TTY: 711).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-800-777-4376 (TTY: 711).

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: 711)。

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac 1-800-777-4376 (TTY:711).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 711).

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-800-777-4376 (TTY: 711).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်ပါသည်။ 1-800-777-4376 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-800-777-4376 (telefon za gluhe: 711).

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