

Please note: The information presented in this brochure should not be considered a legal opinion or advice.

We want to help you.
Call us if you have questions.

Customer Service: 1-800-777-4376
TTY: 711

Our customer service is open
24 hours a day, 7 days a week.

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

We all have the right to make decisions about the future of our own health care. These decisions are called Advance Medical Directives.

Advance Medical Directives are:

- » Decided before a serious illness.
- » A way to state your choices for healthcare. Or you can name someone to make those choices if you become unable to make decisions.
- » Two common types:
 - » Living Will
 - » Power of Attorney for Health Care

Why should I have a Living Will or Power of Attorney for Health Care?

- » It states your choices about treatments you want or don't want.
- » It tells your family, friends, and providers what medical care decisions you want made for you.
- » Provides guidance to your providers.

- » Relieves your family and friends from guessing about what types of care you want.

What is a Living Will?

A living will informs your doctor about your wishes on life-sustaining measures. These are used when you are near death or in a persistent vegetative state. Life-sustaining measures include treatments or machines that keep your heart, lungs, or kidneys functioning when they are unable to do so on their own.

A living will goes into effect only when two doctors agree in writing that you are near death. It also goes into effect if you are in a persistent vegetative state that cannot be reversed and are unable to understand or express your health care choices.

What is Power of Attorney for Health Care?

You choose another person to make decisions about your medical care. That person will make medical decisions for you when you are not able to speak for yourself. This person is called your "agent."

Your agent can make a wide range of health care decisions for you. These decisions include whether or not you should have an operation, receive certain medications, or be placed on a life support system.

In some areas of health care, your agent is not allowed to make decisions for you unless you give him or her permission.

Your agent will make decisions for you based upon your directions, his or her knowledge about you and your wishes, and his or her opinion about what is best for

you. It is important to choose someone who knows you well. You should also discuss your treatment preferences with him or her in advance.

A power of attorney for health care goes into effect only when two doctors agree that you can no longer understand your treatment options or express your health care choices to others.

Who can make an Advance Directive?

In Wisconsin, if you are 18 years of age or older and of "sound mind" you can make an Advance Directive.

Are Advance Directives required?

You don't have to make an Advance Directive. If you do have one, you may change or cancel it at any time by telling your doctor or health care provider. The different ways you can do this are also explained in the letter that comes with the forms you complete.

You will receive medical care if you do not make an advance directive. There is a greater chance you will not receive the types of care and treatments you want if you have not made an advance directive.



Where should I keep my advance directive?

You should keep your advance directive in a safe place where you and others can easily find it. You should make sure your family members and your attorney (if you have one) know you have made an advance directive and know where it is located. You should also ask your doctor and your other health care providers to make your advance directive part of your medical record.

How do I obtain copies of these forms and also get more information?

The Wisconsin Department of Health Services (DHS) has information about Advance Directives. This includes how to get the forms and who to contact for help. Visit their website: <https://www.dhs.wisconsin.gov/guide/end-life-planning.htm>. These forms may also be available from your attorney, doctor, or hospital.

How can I submit a complaint?

You have the right to submit a complaint with DHS' Division of Quality Assurance, regarding noncompliance with advance directive requirements.

- » Call the toll-free complaint line at 1-800-642-6552 (TTY: 711). Leave a voicemail message and your call will be returned by the next working day.
- » Submit a complaint online by completing the Complaint Intake Survey <https://www.surveymoz.com/s3/4488026/DQA-Complaint-Intake-Survey>

If requested, iCare can assist you with submitting a complaint. Call Customer Service at 1-800-777-4376. (TTY: 711).

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, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້

ໂດຍບໍ່ເສຍຄ່າ. 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။

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

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 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.



Corporate Headquarters
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Milwaukee, WI 53212
1-800-777-4376

Advance Directives

- » Power of Attorney for Health Care
- » Living Will



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