

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 iyagoo 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။

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 4376-777-8001- (هاتف نصي: 3529-947-8001-).

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.



1555 N. RiverCenter Dr., Ste. 206 Milwaukee, WI 53212

www.iCareHealthPlan.org

1-800-777-4376 | TTY: 1-800-947-3529

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iCare Medicaid SSI Plan Members: **We are here for you.**

If you need a little extra help with your medical, behavioral health or social service needs, you can participate in our Intensive Care Management Program.



**We want to help you. We want you to be healthy. Call us.**  
**Customer Service:** 1-800-777-4376  
**TTY:** 1-800-947-3529

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.



## Your iCare Interdisciplinary Care Team

Below are the people working with you. We encourage you to cut this panel away from the brochure and hang it in a safe place. Call us if you need help or have questions. We want to help you!

Name:

Title:

Phone:

Email:

Name:

Title:

Phone:

Email:

Name:

Title:

Phone:

Email:

Name:

Title:

Phone:

Email:

**iCare Customer Service:** 1-800-777-4376  
**TTY:** 711 | **24 hours a day, 7 days a week.**



### Who is iCare?

iCare provides medical, dental, behavioral health, vision and medication coverage. We do this through our Medicaid, Medicare and Long-Term Care programs. iCare knows that these needs must be met so you can be healthy.

### What is the High Intensity Case Management Program?

The High Intensity Case Management Program is for iCare Medicaid SSI Plan members who need more personalized care for a short period of time. Most members are involved for 3-9 months.

When you are in this program, you will be cared for by an Interdisciplinary Care Team (ICT). An ICT is made up of nurses, case managers, mental health specialists and community health workers.

### How does the program work?

The goals of this program are to help you:

- » Get the care you need during your recovery from a medical or behavioral health incident.
- » Be more self-sufficient during your recovery.

- » Reduce the amount of times you use the emergency room.
- » Prevent another hospitalization.
- » Link to community services like housing, food, transportation, education, alcohol or drug abuse treatment, and more.

iCare determines who is eligible for the program. The ICT will outreach to these members and ask if they would like to participate in the program. The ICT will help you learn how to access the services you need now, so that you can successfully manage your own needs in the future. Your ICT will help you set goals for yourself. They will also help you meet those goals. You are expected to take an active role throughout this process.

### What happens when I am enrolled in the program?

When you agree to be enrolled in the program, the ICT will:

- » Engage you in your recovery process.
- » Assist you in identifying your strengths and needs.
- » Provide service planning to identify your goals and how to achieve them.

- » Link you to available community resources.
- » Coordinate health care with your current provider(s) and monitor your progress.
- » Advocate for your rights or your need to receive services.

The ICT will also provide health education resources and information. They will provide support and guidance to you through face-to-face home or facility visits, or by phone.

### What about transportation to appointments or other services?

Your ICT is not permitted to transport you to appointments. Your ICT can help you find other options for transportation. Depending on the type of appointment, it may be covered by your iCare Medicaid SSI Plan.

### How often will I see my ICT?

How often you see your ICT depends on your individual needs and goals. At a minimum, you will meet with your ICT once a month. You can always keep in touch with your ICT by phone.

### Is there a cost?

There is **no cost** to you to participate. You must remain an iCare Medicaid SSI Member to receive these services.