



**Corporate Office**  
 1555 N. RiverCenter Dr., Ste. 206  
 Milwaukee, WI 53212  
**www.iCareHealthPlan.org**  
**Customer Service:** 1-800-777-4376 (TTY: 711)  
 iCare is a wholly-owned subsidiary of Humana.

Don't delay!  
 If you haven't already,  
 get your flu shot and schedule  
 your annual check-up, screenings  
 and tests! See pages 2-3.

# iCare Family Care Partnership Medicaid-only MEMBER NEWS

Q4 2022



**At iCare, you are not just a member.  
 You are family. Your health and  
 happiness are ALWAYS our priority!**

Your iCare Family Care Partnership Care Team is here to work with you to help you live as independently as possible so you can remain connected with family, friends, and your community.

You're important to us and we're here to support you. There is always someone you can reach out to at iCare to ask questions or share your concerns.

Customer Service is available 24 hours a day, 7 days a week. Call 1-800-777-4376 (TTY: 711). To reach a Member Advocate, call Customer Service and dial extension 1036.

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

**In the Q4 2022 issue:**

It's Time for Your Flu Shot..... 2  
 Tested Positive for COVID? Anti-viral Medications  
 May Help. .... 2  
 Take Care of Your Health ..... 3  
 Are You Prepared for an Emergency? ..... 4  
 How to Spot and Avoid Scam Artists..... 5  
 Fraud, Waste and Abuse..... 5

Please Report Accidents or Injuries to iCare Family Care  
 Partnership..... 5  
 Keep Your Contact and Insurance Information  
 Current ..... 6  
 Help with Your Internet Service Bill..... 6  
 Advanced Directives ..... 6



## It's Time for Your Flu Shot

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 vaccines. Ask your provider or pharmacist which vaccine is best for you.

The flu vaccine cannot give you the flu. You may feel a little achy, have a low-grade fever, or soreness at the injection site. This is a normal reaction to the vaccine. Flu vaccines do not always protect you from getting the flu, but they are the best protection from getting seriously ill from the flu. Flu causes thousands of hospitalizations and deaths each year.

Flu vaccines are free with your health insurance. You can get a flu vaccine at your provider office or pharmacy. Need help finding a flu vaccine? Go to Vaccine Finder: <https://www.vaccines.gov/find-vaccines/>

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).

## Tested Positive for COVID? Anti-viral Medications May Help.

If you test positive for COVID-19, anti-viral medications may prevent you from becoming seriously ill, hospitalized, or dying. The Wisconsin Department of Health Services (DHS) has launched a free telehealth program to connect you to medical personnel who can determine if you are eligible for an anti-viral and prescribe it. A few reminders and tips:

- » Anti-viral medications must be started within 5 days of symptoms starting. Anti-viral medications are free and available at over 600 pharmacies statewide. No insurance required.
- » Medical personnel are available 7 days a week from 8:00 a.m. to 8:00 p.m. This program is only for COVID-19 treatment, not for other medical needs. Before you contact this telehealth service, make sure you have a list of medications and vitamins you are taking. If you have kidney disease, your last lab results.

There are two ways to get COVID-19 treatment through telehealth services. Call 1-833-273-6330 (TTY: 711) or visit [https://home.color.com/consults/covid\\_antivirals/request/about?partner=covid-19-treatment-wi](https://home.color.com/consults/covid_antivirals/request/about?partner=covid-19-treatment-wi)

To get more information, visit <https://www.dhs.wisconsin.gov/covid-19/telehealth.htm>

## Take Care of Your Health

Getting regular checkups, screenings and immunizations may help prevent disease and help your doctor identify health problems early when they may be more treatable. These important services are included as part of your plan's preventive care. A few are listed below. Contact your Care Coach for more information about your benefits. Always talk to your doctor about what is right for you.

**Annual Wellness Visit (AWV).** A yearly appointment with your primary care provider (PCP) to create or update a personalized prevention plan. This plan may help prevent illness based on your current health and risk factors. Keep in mind that the AWV is not a head-to-toe physical. If you need assistance with scheduling your Annual Wellness Visit, contact your Care Coach.

**Mental Health Services.** For people that have a behavioral health challenge like anxiety, depression, bipolar, schizophrenia and other mental illness, it can be difficult to manage alone and even harder if someone is also using alcohol or drugs to cope. We're here to help. We will offer care management services so you can get the treatment and follow up care your need. We will support you through your recovery.

**Colorectal Cancer Screening.** This preventive measure is recommended for people once they reach age 50. Colonoscopies are standard for this screening; however, alternative testing may be an option for you. Talk to your doctor to learn more.

**Breast Cancer Screening.** Mammograms are x-rays of the breasts to look for cancer. Most of the time women survive breast cancer if it is found and treated early enough. Talk to your doctor about how often you should get a mammogram.

**Diabetic Retinal Exam.** Diabetic retinal exams can occur at the office of your ophthalmologist, optometrist, or primary health care provider. The exam is quick and comfortable. It is recommended that all patients living with diabetes have a retinal exam at least once per year. If diabetic retinopathy is identified, your physician will discuss next steps with you, including a potential referral to an eye specialist, as needed.

**Blood Pressure Test.** A blood pressure test may be done as a part of a routine health checkup or as a screening for high blood pressure (hypertension). Some people use home monitors to check their blood pressure at home. Blood pressure screening is an important part of general health care. How often you should get your blood pressure checked depends on your age and overall health.



## Are You Prepared for an Emergency?

When something bad happens, do you know what to do? Do you worry that you won't know a natural disaster is coming? Are you afraid rescuers won't find you if you need help getting out? Having a plan and being prepared when emergencies happen is the best way to help yourself and your family.

The Wisconsin Council on Physical Disabilities Emergency Preparedness Toolkit is a resource tool on evacuation and escape planning, providing all people, particularly those individuals with physical or other disabilities, emergency preparedness information. It includes tools and resources like Emergency Preparedness Toolkit Smart Phone Application, checklists (general, disability, car and important documents) reminder tags, a medical emergency wallet card and much more.

If you, a family member, or friend have access to the internet, we encourage you to visit this web page and read and/or download electronic copies of the many posted resources (other formats are available on this page) <https://www.dhs.wisconsin.gov/cpd/toolkit.htm>.

If you would like to request hard copies of materials to be mailed to you, please complete the Council on Physical Disabilities online form at <https://bit.ly/3Elj6uT>. If you need the materials in an accessible format, please call 608-266-3118.

If you do not have access to the web site, contact your Care Coach by calling 1-800-777-4376. They can talk you through what resources are available and help fill out the online hard copy request form.



## How to Spot and Avoid Scam Artists

Recognizing these common signs of a scam could help you avoid falling for one.

Four signs that it's a scam:

1. Scammers PRETEND to be from an organization you know.
2. Scammers say there's a PROBLEM or a PRIZE.
3. Scammers PRESSURE you to act immediately.
4. Scammers tell you to PAY in a specific way.

### How To Avoid a Scam

- » Take steps to block unwanted calls and to filter unwanted text messages.
- » Don't give your personal or financial information in response to a request that you didn't expect. Honest organizations won't call, email, or text to ask for your personal information, like your Social Security, bank account, or credit card numbers.
- » If you get an email or text message from a company you do business with and you think it's real, it's still best not to click on any links. Instead, contact them using a web site you know is trustworthy. Or look up their phone number. Don't call a number they gave you or the number from your caller ID.
- » Resist the pressure to act immediately. Honest businesses will give you time to decide. Anyone who pressures you to pay or give them your personal information is a scammer.
- » Know how scammers tell you to pay. Never pay someone who insists you pay with cryptocurrency, a wire transfer service like Western Union or MoneyGram, or a gift card. And never deposit a check and send money back to someone.
- » Stop and talk to someone you trust. Before you do anything else, tell someone — a friend, a family member, a neighbor — what happened. Talking about it could help you realize it's a scam.

To report a scam visit <https://reportfraud.ftc.gov/#/>

Source: <https://consumer.ftc.gov/articles/how-avoid-scam>

## 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? If you think that someone engaged in any form of health care fraud, waste and/or abuse, contact us:

- » Go to our web site at <https://www.icarehealthplan.org/> and click on "Report Fraud" at the top of the page.
- » Write to *iCare*, Attention: Compliance Officer, 1555 N. RiverCenter Drive, Ste. 206, Milwaukee, WI 53212.
- » Call the Humana Ethics Help Line at 1-877-584-3539 (1-877-5-THE-KEY).
- » Visit the Humana Ethics Help Line reporting web site: [www.EthicsHelpline.com](http://www.EthicsHelpline.com).

When you contact us, providing us with as much information as possible helps us investigate. You can report and not give your name or phone number, but this can make investigating more challenging.

## Please Report Accidents or Injuries to *iCare* Family Care Partnership

*iCare's* Quality Department and the Family Care Partnership Care Team monitor all reports of incidents. For example, an incident could be an accident or injury, like a fall, even if you don't receive medical care. *iCare* needs to be informed if an incident happens to you. Call your Interdisciplinary Team or IDT, Care Coach, or Nurse Care Manager so they can assist with putting processes in place to hopefully prevent the incident from occurring again. All incident reports need to be investigated and closed within 30 days after you notify your team. The Quality Department monitors to make sure the incidents get closed on time and to your satisfaction. Questions? Call your Care Coach or Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.



## **Keep Your Contact and Insurance Information Current**

If you move, change phone numbers, or have any major life changes like a marriage, divorce or someone new moving into your home, please report them to *iCare* Customer Service and the Wisconsin Department of Health Services (DHS). We need the most up-to-date information. If we do not have your current information on file, you might miss benefit or renewal information, or might not know about programs and services that are important to you. To update your contact information, log in at <https://access.wisconsin.gov/access/> or use the MyACCESS mobile app. Or call your local ADRC. Find yours at <https://www.dhs.wisconsin.gov/adrc/index.htm>. Contact *iCare* Customer Service by calling 1-800-777-4376 (TTY: 711).

## **Help with your Internet Service Bill**

Are you struggling to afford internet service? The Affordable Connectivity Program is a new long-term government program that may help to lower the cost of broadband service for eligible households. To be eligible, your household income should be below 200 percent of the Federal Poverty Guidelines or having a member of the household who meets at least one of the criteria outlined at <https://www.fcc.gov/acp>.

To get started, go to [ACPBenefit.org](https://www.acpbenefit.org) to apply or print out a mail-in application then contact your preferred participating provider to select a plan and have the discount applied to your bill. Some providers may have an alternative application that they will ask you to complete. Eligible households must both apply for the program and contact a participating provider to select a service plan. For more information and full details, visit <https://www.affordableconnectivity.gov/> or call 1-877-384-2575.

## **Advance Directives**

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, if you want to, you can fill out a written form to give someone the legal authority to make medical decisions for you if you ever become unable to make decisions for yourself. You may also give your doctors written instructions about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called "Advance Directives." There are several types of advance directives and different names for them. Documents called "Living Will" and "Power of Attorney for Health Care" are examples of advance directives. Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether you have signed an advance directive.

Read more about Advance Directives in your Member Handbook or our Advance Directives brochure, which is on the *iCare* web site: <https://www.icarehealthplan.org/Members/Member-Documents.htm>. To request a hard copy of either document, call Customer Service at 1-800-777-4376.

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)] schwetzsch, kantscht 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 ရရှိနိုင်သည်။ 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).



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Health and Wellness or Prevention Information

## **iCare's Privacy Policy**

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. This Notice is posted to our web site at [iCareHealthPlan.org/Privacy](http://iCareHealthPlan.org/Privacy). You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week.

We have the right to change the terms of the Notice at any time. The new Notice will be effective for all health information we have. Until changes are made to the Notice, we will comply with this version. We will notify you if there are changes to this Notice and how to obtain the updated version of the Notice.

### **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. 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. If you need help filing the complaint, the Member Advocates can help you. You may also file a complaint with the Secretary of the Department of Health and Human Services by writing to Office of Civil Rights, Department of Health and Human Services, 200 Independence Ave. SW, Washington, D.C. 20201.

### **Questions**

If you have questions about the Privacy Notice you can write or call our Member Advocate/Member Rights Specialists at *iCare*, Attention: Member Advocate/Member Rights Specialist, 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212, phone: 1-800-777-4376 ext.1076. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. If you do not have any questions, you do not have to do anything.

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.

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 contact Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m., CST.

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.