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## Subject: iCare InforMED Provider Newsletter - April 2019



# INFORmed

A newsletter for Providers of Independent Care Health Plan



### Issue 2 | April 2019

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#### HEDIS MEASURES

Independent Care Health Plan (*iCare*) strives to reach the Centers for Medicare and Medicaid (CMS) Five-Star Quality Rating. We rely on our medical and behavioral health providers to help us achieve this goal in many ways, including timely patient follow up appointments, medical record documentation, and prevention of avoidable re-admissions.

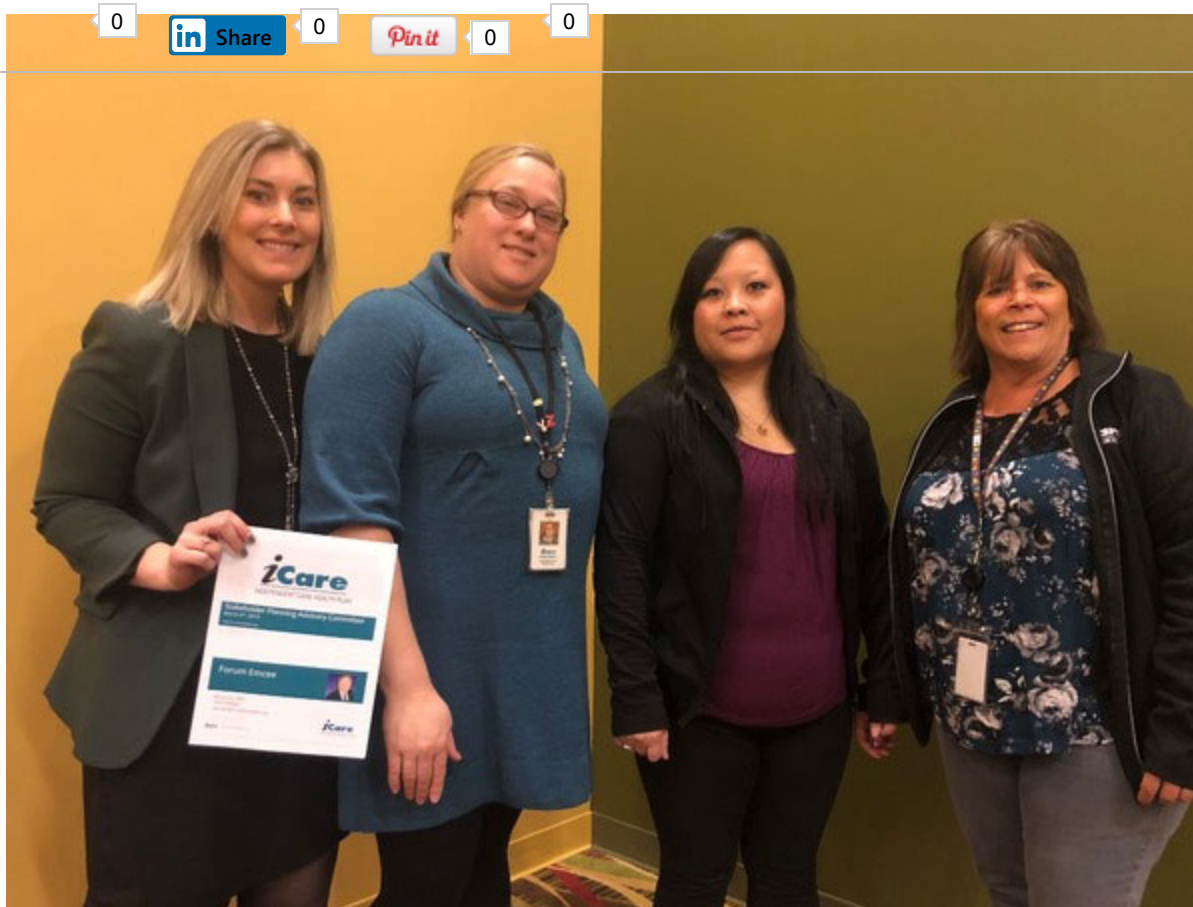
To address these concerns and provide high quality care:

- Post-discharge follow-up appointments should be completed within 7-14 days (if unable to accommodate, please see the patient within 30 days of discharge).
- During this appointment, providers should complete a Medication Reconciliation Post-Discharge (MRP) with all patients. Medical record documentation should indicate that discharge medications were reconciled with the patient's regularly prescribed medications within 30 days of the referenced discharge.

To assist our providers in completing the MRP, RNs and NPs from *iCare* are completing the medication reconciliation when able. Should you receive a faxed medication reconciliation from *iCare*, please sign, date, and return the document indicating you have reviewed it and will retain a copy within the patient's medical record.

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The 2019 *iCare* SPAC Spring Forum was an interactive experience, allowing collaboration between participants in Milwaukee, Madison and, as shown above, Green Bay.

### ***iCare* Hosted Providers and Community Leaders at Spring Forum**

On March 6, *iCare* hosted the Spring Stakeholder Planning Advisory Committee (SPAC) Forum. Forums were held simultaneously at locations in Milwaukee, Madison and Green Bay. The focus of the Spring Forum was to discuss homelessness and how this systemic issue is being addressed in Wisconsin. Featured speakers/panelists included **Leah Ramirez**, Homelessness Services Policy Manager, State of Wisconsin Medicaid Program; **Bob Burmeister**, Founder, Mr. Bob's Under the Bridge; **Emily Kenney**, Coordinated Entry Program Coordinator, IMPACT 2-1-1; **Pam Alarcon**, Community Connect Consultant, *iCare*; and **Bill Jensen**, Master of Ceremonies and Vice President, *iCare*.

To view all the SPAC photos, visit the following link: <https://bit.ly/2Dgd4fh>

To read/view the meeting materials and video, visit the following link: <https://www.icarehealthplan.org/BoardCommittees/SPAC/03.06.2019/>

The purpose of the SPAC is to create a means for providers and other stakeholders to participate in *iCare*'s program design, including but not limited to: benefits planning, Department of Health Services (DHS) initiatives, value-added services, provider-plan relations, quality and value-based purchasing metrics, and to provide input to the quality management/quality assurance and performance improvement programs.



**Bill Jensen, iCare Vice President(left) presents Vince McMurry with a \$500 bonus and plaque.**

### **iCare Recognizes Provider with Bonus and Recognition Award**

The iCare Provider Excellence Award recognizes iCare contracted providers who have recently offered our members superior service that exemplifies iCare's mission: to secure the wellness of persons with complex medical and behavioral conditions, respecting their dignity and the values of caring stakeholders. Providers can be nominated by iCare employees or others; nominations are reviewed by a Provider Rewards Program Committee. Winning providers receive a \$500 cash award and a plaque to display in their place of business.

The second iCare Provider Service Excellence Award was distributed at the Spring SPAC Forum on March 6th. Affiliated Home Health Care's Skilled Nurse Vincent McMurry was recognized for his outstanding service to an individual who was homeless.

[Read the news release >>](#)

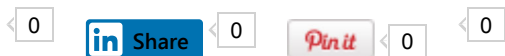
To learn more about the program, send an email with a subject line of *Provider Rewards Program* to [netdev@iCareHealthPlan.org](mailto:netdev@iCareHealthPlan.org) or visit the [Provider Awards page](#) on the iCare web site.

### **New Acupuncture Network: American Specialty Health (ASH)**

iCare has a new acupuncture network: American Specialty Health (ASH). What does this mean for our members? A larger network, more locations and great customer service. iCare Medicare Plan (HMO SNP) members get 30 acupuncture visits every calendar year.

#### **ASH contact information for members and providers:**

- **Members** should call iCare Member Services at **1-800-678-9133** for assistance with finding ASH providers or questions regarding iCare's acupuncture benefits.
- **Providers** with questions about the ASH Network or iCare's acupuncture benefits should contact ASH at **1- 800-972-4226** or visit their website: [www.ashlink.com](http://www.ashlink.com).



*iCare* Model of Care (MOC) is a care management model built on collaboration with members in our Medicare, Medicaid and Long Term Care (Family Care Partnership) programs. Every *iCare* member receives a comprehensive, integrated assessment accompanied by a comprehensive member-centered individualized care plan.

The care plan is designed to address all needs including physical, behavioral and mental health needs. Identifying healthcare providers to meet member needs is critical for *iCare*'s members. *iCare* contracts with most major health systems including those with geriatric, mental health, rehabilitative, and palliative care. Care management teams incorporate services available throughout the community to meet the needs of vulnerable members. Attention to essential needs is vital to the member's health; therefore an assigned care management team assists each member with referrals to various community based resources and support groups as needed.

The *iCare* MOC recognizes that health promotion and disease prevention must be centered on the whole person. Attention is given to each individual member's preferences and strengths in order to maximize optimal health. With *iCare*'s singular focus on Medicaid, Medicare and Family Care Partnership members, all aspects of *iCare*'s operations are completely devoted to this MOC and additional contractual requirements from the State of Wisconsin.

*iCare* acts as a partner to complement the efforts of its physicians, hospitals and ancillary providers to achieve our goals.

The 2019 MOC Training is available and is an annual provider training requirement per the Department of Health Services (DHS) and CMS. The MOC can be found on our [web site](#), on the [Provider Education](#) page.

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## Enhanced Benefits

*iCare* offers many enhanced benefits for all our Medicare Advantage Prescription Drug HMO SNP plans. We encourage you to read the 2019 Summary of Benefits documents for each plan to become familiar with *iCare* plan offerings. Please click on each plan below for benefit information:

[iCare Medicare Plan](#)

[Aurora CompleteCare](#)

[Lakeland Care +Health](#)

[iCare Family Care Partnership](#)

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## Call for Provider Updates

Has any of your information changed? We strive to keep our records and our provider directories current, not only to better serve our members, but also to remain compliant with DHS and CMS requirements. To update your information, please use the online forms on our website:

- The [Demographic Change Form](#) is for name, TIN, phone number or physical or billing address changes.
- The [Affiliation Change Form](#) is for adding or removing providers associated with a contracted provider group.

**Please note:** Organizations with delegated credentialing agreements should submit regular provider and facility rosters to [providerupdates@iCareHealthPlan.org](mailto:providerupdates@iCareHealthPlan.org).

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request assistance from a Provider Contract Specialist please e-mail [netdev@iCareHealthPlan.org](mailto:netdev@iCareHealthPlan.org).

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### Fraud, Waste, and Abuse

To report FWA directly or anonymously, please do one of the following:

- Visit our website: <http://www.icarehealthplan.org/Contact/Report.aspx>
- Contact Customer Service at: **1-800-777-4376**
- Email: [compliance@iCareHealthPlan.org](mailto:compliance@iCareHealthPlan.org)

For more information and/or training on Fraud, Waste and Abuse, please visit our website at [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) or call 1-800-777-4376 and request to speak with your Provider Relations Representative.

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1-800-777-4376 (TTY: 1-800-947-3529)

Office hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.