



Issue 2 • 2021

## New Provider Blogs Available!

The second and third posts in *iCare's* Blog Series on 5 Star Ratings and Member Satisfaction are now available on the [iCare web site](#):

- "How *iCare* Can Help Your Patients Get Their Needed Prescription Drugs", by **Sarah Dykstra**, PharmD, Director of Pharmacy Services. [Read it.](#)
- "Partnering with *iCare* to Address Social Determinants of Health", by **Marlena Anderson**, BSN, RN, CCM, Director of Specialty Services. [Read it.](#)

Once you read both the articles, let us know your thoughts on how we can support you in your efforts with *iCare* members. [Email us.](#)

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## How do you stay on top of *iCare* News?

***iCare's* web site** — [www.iCareHealthPlan.org](http://www.iCareHealthPlan.org) — is a provider's resource for education, claims, prior authorization, training for newly contracted providers and annual training for those already in network, and a lot more. We encourage you to visit often and if you have questions please [contact us](#).

***iCare's* social media pages** — [Facebook](#) (member-centric) and [LinkedIn](#) (stakeholder and provider) — share *iCare's* latest news on COVID-19, *iCare* events and sponsorships, Department of Health Services (DHS) and Centers for Medicare and Medicaid Services (CMS) news, and much more. Like and follow-us!

## Medicare Annual Wellness Visits are Engaging Patients and Providers

Many patients are hesitant to see a doctor during the pandemic, even for potentially serious issues. But, by offering incentives to patients *and* providers, the iCare Medicare Annual Wellness Visit program is changing behaviors.

To help re-engage patients, iCare is offering to reimburse providers up to \$100 in add-on payments for each iCare Medicare Plan (HMO D-SNP) member.

- **Earn a \$50 add-on payment in addition to the Medicare fee-for-service rates for each qualifying Medicare Annual Wellness Visit (AWV) billed** under codes 99396, G0402, G0438 or G0439 completed between January 1, 2021 through the end of the federal public health emergency. Code G0402, an initial preventative physical examination (IPPE), was added to the Add-On Payment Program on January 1, 2021.
- **Earn an additional \$50 for submitting medical records** directly to iCare within 30 days of the Medicare Annual Wellness Visit. Please visit the [Add-on Payment Program page](#) to review the medical records that need to be submitted.

**iCare strongly encourages you to reach out to your patients insured by us to schedule their AWV. If you need assistance with your outreach efforts please contact us.**

### What's Next?

After you visit the [Add-on Payment Program details page](#) on the iCare web site and sign up for the program, you will be contacted by a Network Development Representative to complete your enrollment.

Questions about the add-on program? [Contact](#) the iCare Network Development Department.

The program will continue throughout the federal public health emergency.

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## Healthy Rewards Program for iCare Medicare Plan Members

As you work with iCare Medicare Plan members, remind them about our Healthy Rewards Program. It allows members to earn gift cards for healthy activities like getting a Medicare wellness exam. These are the kind of things you would recommend for them, and may even coincide with measures that are important to you. [Learn more.](#)

## **iCare's Vice President & General Counsel Featured in Article**

Congratulations to iCare's very own Vice President & General Counsel, Liz Bartlett! Liz was featured in an article by Vanguard magazine. This case-study style article details iCare's history since its inception in the mid-1990's when it offered a single health plan, to the addition of new lines of business, and through the recent transaction making iCare a wholly-owned subsidiary of Humana.

To read the Vanguard article and learn more about Liz's background and role at iCare, visit [the Blog](#).

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## **Coalition to End Social Isolation and Loneliness — Partner Engagement Survey**

Social isolation and loneliness are on the rise in the U.S. and have significant physical, emotional, and psychological impacts — especially among older adults and people with disabilities. The COVID-19 pandemic has exacerbated the issue; however, it has long been recognized as a serious public health problem.

A group of organizations, including AARP, DHS, the Wisconsin Institute for Healthy Aging, the Greater Wisconsin Agency on Aging Resources, and the Wisconsin Association of Senior Centers, have organized to form a Coalition to End Social Isolation and Loneliness in Wisconsin.

Four specialized work groups will be formed and they invite you to indicate your interest in joining this work by completing their [survey](#).

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## **iCare Associates Go Above and Beyond for Members**

At iCare, one of our Core Values is to Inspire Wellbeing — to look for opportunities to make an even greater difference in the lives of our members, to listen for what is important to them, and build partnerships to achieve healthy outcomes.

Watch a [short video](#) on how Sister Liza took it upon herself to help our members in need. Sister Liza, Maggie, and the whole iCare Wisconsin Interdisciplinary Care Team (WICT) are focused on helping members at the highest risk.

## News Briefs

**Provider Demographic/Affiliation Changes:** 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 web site:

- 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 by [email](#).

**Fraud, Waste, and Abuse:** Do you suspect that someone is committing or has committed any form of Fraud, Waste or Abuse (FWA)? To report FWA directly or anonymously, please do one of the following:

- Fill out the [electronic form](#)
- Call the iCare Compliance Hotline at 1-877-564-9614
- [Email](#)

Learn more about [iCare's Compliance Program, which includes Fraud, Waste and Abuse information](#).

**New Prior Authorization Specific Listing — REMINDER:** The Prior Authorization Department updated the Procedure Specific Listing for Q2 2021. **It was effective April 1, 2021.** [Review it here](#) (scroll down on the page).

**2021 Model of Care (MOC):** Please review iCare's 2021 MOC. Per DHS, It is an annual provider training requirement. The MOC can be found on our [website under Education > Resources for Providers > Policies and Protocols](#)

