



# INFORmed

A newsletter for Providers of Independent Care Health Plan

iCare is a wholly-owned subsidiary of Humana.

**Issue 3 • Q3/Q4 2022**

**Help spread the word!**

Please forward this email to others in your organization who need this information.

## **Wisconsin Department of Health Services (DHS) Personal Protective Equipment (PPE) Stockpile Available for Health Care Providers**

N95 respirators, KN95 masks, gowns, gloves, coveralls, respirator fit testing kits, and additional medical supplies are available to health care providers, including skilled nursing facilities, now through the [DHS Stockpile](#) using this [order form](#). [Email DHS](#) with any questions or assistance needs.

---

## **Reminder: iCare Launched a New Provider Portal**

iCare's [Provider Portal](#) is active! If you haven't registered for access, it's easy to do so using your TIN, NPI and most recent check number. The [iCare Provider Portal Reference Guide](#) provides further information and outlines functionalities.

If you have checks with 20 or more claims processed, you will need to register with a PIN. To request a PIN, [click here](#). In your email, include the provider's name, TIN and NPI. You can also use this email to contact us with questions or concerns. Click on "reply-to" to send your message. Upon receipt by iCare, your question will be routed to the appropriate department.

## iCare to Host FREE Flu Shot and Vaccination Health Fair

Help us spread the word. If you work with adult iCare members living in the city of Milwaukee, encourage them to attend our FREE Flu Shot Vaccination and Health Fair on Wednesday, October 12, 2022, 10 a.m. to 2 p.m. iCare members should RSVP by calling their Care Team, Monday through Friday, 8:30 a.m. to 5:00 p.m. at 1-800-777-4376.



**Time is running out to RSVP for iCare's FREE Flu Shot Vaccination and Health Fair! Don't delay — call 1-800-777-4376 (TTY: 711).**

**When:** Wednesday, October 12, 2022 • 10:00 a.m. to 2:00 p.m.

**Where:** iCare • 1555 N. RiverCenter Dr., Milwaukee, WI 53212  
Look for iCare signs and employees leading the way.  
Please do not use the Aurora Health Care entrance.

**Details:** Masks are required. If you do not have a mask, iCare will provide one to you. Bring your ForwardHealth and iCare ID cards. For accommodations of people with special needs, please call us.

- » Get a Flu and COVID shot. Ask us what other shots you may get.
- » Have your blood pressure checked and get a Diabetic Retinal Exam.
- » Meet with community health care partners and learn about available resources, receive free giveaways, and enjoy free food!

**If you RSVP'd,  
you do not  
need to do  
anything.**



**Customer Service:** 1-800-777-4376 • 24/7 • TTY: 711  
Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.  
[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

H2237\_JC2796\_C  
DHS approved 9/12/2022

## Join us for a FREE Virtual Training Event on Legal Decision Making

iCare, in partnership with the Greater Wisconsin Agency on Aging Resources, Inc., will host a webinar "Legal Decision Making in Wisconsin: Power of Attorney and Guardianship". The presenter is Polly Shoemaker, JD, Managing Attorney, Wisconsin Guardianship Support Center (GSC). GSC is operated by the Greater Wisconsin Agency on Aging Resources (GWAAR).

**Date:** Thursday, October 13, 2022

**Time:** 10:00 – 11:30 a.m., CST

This is a Microsoft Teams Live Event.

[Register](#) today. After submitting your registration form, an invitation will be sent to the email address you provide.

## Humana Released Impact Report

Humana, iCare's parent company, released its [2021 Humana Impact Report](#) which highlights initiatives and disclosures across five categories:



Access to  
Healthcare



Data Privacy  
& Protection



Environmental  
Impact



Product Quality  
& Safety



Talent & Diversity

Addressing and measuring our progress is critical to achieving our business strategy and creating broad stakeholder value. We know that transparency is how we will continue building trust with you.

Hear directly from Humana leaders about the company's commitment to environmental, social, and governance goals now and into the future. [Watch the video](#)

---

## 2023 Medicare Member Documents

Please review our [document library](#) for our Medicare plan members — from brochures to plan documents like the Provider/Pharmacy directories, Summary of Benefits, Evidence of Coverage, Comprehensive Formulary, and more. All 2023 Medicare plan documents will be available on the [iCare web site](#) by October 15, 2022.

---

## Supportive Home Care and Residential Care Providers: It is Imperative to Complete iCare's Monthly Survey

iCare contracted Supportive Home Care and Residential Care providers receive a monthly email from our Network Development department. This email includes a link to a form to report to iCare either your current capacity to accept new referrals, or current or upcoming vacancies (depending on your provider type).

**Every month any previous information submitted is deleted and replaced with the most up-to-date information received. So, it is imperative you watch for the email and take a few moments to complete the survey.**

If you do not receive the email and believe you should, please [contact us](#) so we may research and update your contact information, if necessary. Thank you.

## News Briefs

### Provider Reference Manual

These documents are a provider's primary resource to efficiently conduct transactions related to iCare members. Please download and save a copy for your reference.

- [Medicaid/Medicare Reference Manual](#)
- [Family Care Partnership Manual](#)

As updates occur to these documents, versions will be posted to our provider [web page](#) (scroll down half way on this page and click on the appropriate button), sent out through a INFORmed News Brief (email blast), and also included in this e-newsletter.

### 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 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 1-877-584-3539.
- [Email](#)

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



#### Corporate Headquarters

1555 North RiverCenter Drive, Suite 206

Milwaukee, Wisconsin 53212

[www.iCareHealthPlan.org](http://www.iCareHealthPlan.org)

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

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

