



From all of us at iCare:  
We wish you a very happy holiday season and a  
healthy, peaceful, and prosperous New Year.

## Issue 4 • December 2021

### Help spread the word!

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

### **iCare Earns Quality Accolades**

We're proud to share some wonderful news about iCare Family Care Partnership (FCP). The FCP program received a rating of "EXCELLENT" on all 15 applicable standards, earning an overall compliance score of 98.3 percent from Metastar.

"Standards addressed in audits like this were put in place to ensure health plans are delivering high-quality care to members. It is very gratifying to be recognized for our efforts. We take quality very seriously; It is truly a full-team effort. We hope it helps members feel good about choosing iCare Family Care Partnership for their health and long-term care needs", said Margaret Kristan, iCare Vice President, Long Term Care & Community Inclusion.

Learn more about FCP's achievement on the [iCare Blog](#)

And more iCare quality news! We successfully completed the NCQA-Certified HEDIS® Compliance Audit™ for Medicare and Medicaid in 2020. It is an honor to be acknowledged by this prestigious organization for our efforts in achieving quality improvement. [Learn more](#) about iCare's quality, HEDIS 5 Star and P4P Programs.

Last but not least, iCare achieved a [4-Star Rating](#) from the Centers for Medicare and Medicaid Services for 2022!

## Join iCare's Credentialing Committee!

iCare is seeking qualified Medical Doctors (M.D.) to serve on our credentialing committee. The purpose of the credentialing committee is to monitor and maintain standards of the iCare network of participating practitioners.

The virtual committee meetings are every other month from 7:30 – 9:00 a.m.

Don't miss out on this unique opportunity to collaborate with an insurance company working hard to serve its members with complex health and social needs.

For additional information, including compensation, please reach out to [Lindsey Bartelt](#) at 414-918-7517.

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## Procedure Codes for Vaccine Counseling and COVID-19 Vaccine Home Administration

Vaccine administrators are encouraged to provide vaccine counseling to their patients. Vaccine administrators should use CPT procedure code 99401 (Preventive medicine counseling) to submit claims for vaccine counseling. Vaccine administrators may provide counseling during an evaluation and management visit. Modifier 25 should be added with CPT procedure code 99401 on the claim if counseling occurs during an evaluation and management visit. Effective for dates of service on and after August 26, and during the public health emergency, vaccine administrators will receive \$30.00 for providing vaccine counseling in addition to other services provided during the clinic or at-home visit, including administration of the vaccine itself.

For information on COVID-19 Vaccine Home Administration, [click here](#).

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## Make a Strong Flu Shot and COVID Vaccine Recommendation

As a health care provider, your strong recommendation makes a difference in whether your patients get a flu shot or the COVID-19 vaccine.

The CDC recommends annual flu shots for everyone 6 months and older. Reducing the spread of respiratory illnesses is important to protect people 65 years and older, vulnerable populations, and others during the COVID-19 pandemic. According to the CDC and the Advisory Committee on Immunization Practices, you may give the flu and COVID-19 vaccines at the same visit.

Every office visit is an opportunity to remind your patients that the flu and COVID shots help protect them from serious illness and complications. Don't miss this critical opportunity to keep your patients safe and healthy.



More Information:

- [CMS Flu Shot webpage](#)
  - [CDC Seasonal Influenza Vaccination Resources for Health Professionals](#)
  - [Vaccines.gov](#)
  - [Flu Shots: information for your Medicare patients](#)
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## PY2022 Member Documents

Please review our [library of helpful information](#) for our Medicare plan members from program brochures to plan documents like the Provider/Pharmacy directories, Summary of Benefits, Evidence of Coverage, Comprehensive Formulary and more. If you have any questions about any of the information in our library or can't find something, [email us](#). We are here to help.

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## Cultural Competency Training

iCare encourages and fosters cultural competency among staff and providers. iCare has adopted the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in an ongoing effort to carry out its mission, "to improve the quality of life for individuals with unique and complex medical, behavioral, and human service needs while providing value to our customers and stakeholders, embracing the diversity and dignity of those we serve."

The National CLAS Standards are a set of standards intended to advance health equity, improve quality and help eliminate health care disparities by establishing a blueprint for individuals and health care organizations to follow. To further promote cultural competency, iCare has placed two cultural competency training modules on the Provider Education page of its web site. We strongly encourage you to complete these trainings.

- [Cultural Competency Training](#)
  - [Cultural Competency Webinar](#)
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## 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 *i*Care Compliance Hotline at 1-877-584-3539.
- [Email](#)

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

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## News Briefs

### Provider Reference Manual

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

- [Medicaid/Medicare Reference Manual](#) (Last updated September 2021)
- [Family Care Partnership Manual](#) (Last updated October 2021)

Future 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.

### Reconsideration/Formal Appeal

Reconsideration/Formal Appeal is a formal process to review a processed claim when the provider does not agree with the outcome and feels the claim warrants an adjustment. The provider must submit this request in writing. Providers are not required to first submit a review/reopening request but are encouraged to do so for minimal processing errors. Providers should complete the [Reconsideration/Formal Appeal form](#) and attach supporting documentation, including the required [Waiver of Liability form](#).

Requests cannot be handled telephonically. They should be mailed to *i*Care within 60 days from the date of the Explanation of Payment or response to the review/reopening request to:

*i*Care Appeal Department  
1555 N. RiverCenter Dr., Suite 206  
Milwaukee, WI 53212

## Falls Prevention

Did you know that Wisconsin leads the nation in deadly falls among people age 65 and older? In fact, one in four people in this age group will have a fall each year making older adult falls a growing public health crisis as Baby Boomers enter the ranks of higher-risk age groups. *iCare* is joining aging advocates and public health officials in a statewide falls prevention initiative. Over the next year, we'll talk about falls education and provide resources for prevention to our membership and providers through social media, newsletters, our web site and other communication vehicles.

## *iCare* Events and Sponsorships

Have you visited [iCare's Events Calendar](#) recently? There's a lot happening with *iCare* this Winter! Whether you're looking for an opportunity to refer a patient to get a COVID-19 vaccine, volunteer your time to help others, or a way for your family to give back to your community, the *iCare* Event Calendar has everything you need. We encourage you to visit then bookmark this page in your browser favorites so you can check-in often to see what we have coming up.

## Electronic Visit Verification (EVV) — It's Not Too Late to Implement

Please see The Department of Health Services (DHS) [publication](#) on steps to set up EVV and EVV Customer Care Services contact information. DHS offered refresher trainings for EVV administrators. The online sessions are for administrative staff who are already using the state-provided EVV system from Sandata. The refresher trainings began October 28 and targeted a new topic each session through November 12, 2021. The sessions were recorded and posted to the [EVV web page](#).

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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 share *iCare's* latest news on COVID-19, *iCare* events and sponsorships, DHS and CMS news, and much more. Links to our pages are below. Like and follow-us!



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