

iCare NEWS



Get social with iCare!
www.facebook.com/IndependentCareHealthPlan
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www.iCareHealthPlan.org
info@iCareHealthPlan.org
Customer Service: 1-800-777-4376 (TTY:711)



Exciting news for *iCare* members:

Humana expanded its ownership of *iCare*!

We have exciting news for our members! Humana owned 50% of *iCare* through a joint partnership since 1994. The Centers for Independence, Inc. owned the other 50%. Humana purchased the Centers for Independence, Inc. 50% ownership in *iCare*. Humana now owns 100% of *iCare*. The sale closed on January 1, 2021.

This is a great time for *iCare*. We will be able to tap into Humana's technology and services to provide you with better health care. We'll also be able to provide more programs and services to you and your community.

What does this change mean to you?

- » **YOUR MEMBERSHIP IN *iCARE* WILL NOT CHANGE. YOU ARE AN *iCARE* MEMBER, NOT A HUMANA MEMBER.**
- » *iCare* will continue to operate as a separate company.
- » *iCare*'s Medicaid and Medicare programs will remain the same. We will continue to offer *iCare* Medicare Plan (HMO D-SNP), Medicaid SSI, BadgerCare Plus and *iCare* Family Care Partnership (HMO D-SNP).
- » Your health insurance benefits, social service and health and wellness programs are not changing in 2021.
- » You will work with the same people at *iCare*. Pharmacy Services, Care Coordinators and Care Managers will not change. The Customer Service and Prior Authorization teams will not change.
- » The *iCare* Provider Network will not change. You will see the same doctors and specialists. You will use the same hospitals, labs, DME providers and other health care services.
- » *iCare* will remain in Wisconsin. Our name, addresses and office locations will remain the same.
- » If you need help, you will call the same phone numbers. Customer Service can be reached 24 hours a day, 7 days a week at 1-800-777-4376 (TTY: 711). Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

iCare will continue to make sure your health care and social service needs are met. Both Humana and *iCare* have a strong commitment to you and Wisconsin. Call us if you need help or have questions. Your Care Coordinator or Care Manager is here for you.



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STAY HEALTHY AND SAFE

COVID-19 UPDATE

Information about the COVID-19 vaccine is changing from day to day. It can be confusing and you may have concerns like “what is the shot?”, “will it affect my health?” and “when and where can I get one?” We want you to know *iCare* is working with our partners to stay informed of the latest news. We are also making plans on how we will support you when the vaccine becomes available.

Remember, it is still possible to get COVID-19. It is still very important to wear your mask, wash your hands and social distance.

Below is what we know about the COVID-19 vaccine today:

Does the COVID-19 vaccine work?

Right now, only two vaccines are allowed to be given. One is made by a company called Moderna; the other is made by Pfizer. Both are at least 94% effective. This means if you are fully vaccinated, it is highly unlikely you will get COVID-19. The vaccine is proven to work in adults of all ages, races, gender and in people with many chronic conditions.

Is the COVID-19 vaccine safe?

The Food and Drug Administration (FDA) has determined these are safe vaccines. So far, some people have had mild side effects. The FDA continues to monitor the safety of the vaccines. They will stop using the vaccine if it is found to be harmful.

What are the side effects?

The most common side effects are fever, headache, and body aches. These side effects are more common after the second shot.

How many shots do I need?

The two vaccines currently being given require that each person get two shots: you get one shot, wait 3-4 weeks then get a second shot.

When can I get my shot?

Right now, health care workers, people living in skilled nursing and long term care facilities, and people 65 and over are allowed to get shots. As more vaccine is made, more people will be eligible.

Where can I get my shot?

When you are eligible for the vaccine, there will probably be many places you can get your shot like your provider’s office, the pharmacy or possibly a local vaccination site.

How will I know when it is my turn to get my shot?

iCare will try to make sure you stay up-to-date. Check our web site often: www.icarehealthplan.org/Blog. You can also call your health care provider or talk with your pharmacist.

Will I have to pay for the vaccine?

No. The cost of the vaccination is 100% covered. No matter where you get the vaccine, you will not have to pay for it. You will not have a co-pay.

COVID-19 testing is still important. Here is a list of testing resources:

- » Call 211. They will have an up-to-date list on where to get a test in your community
- » Wisconsin Department of Health Services (DHS): www.dhs.wisconsin.gov/covid-19/community-testing.htm

In home testing options:

- If you have internet and a device **with video** capability, DHS offers free in-home COVID-19 testing: www.dhs.wisconsin.gov/covid-19/collection.htm
- If you have internet and a device but **no video** capability, *iCare* offers in-home testing: www.icarehealthplan.org/free-test

Where can I get more information?

Here are two helpful links:

- » The Centers for Disease Control (CDC): www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html
- » DHS: www.dhs.wisconsin.gov/covid-19/vaccine-about.htm

**From everyone at *iCare*,
please stay healthy and safe!**

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-777-4376 (TTY: 1-800-947-3529).

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-800-777-4376 (TTY: 1-800-947-3529).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-800-777-4376 (TTY: 1-800-947-3529).

注意:如果您说中文, 您可获得免费的语言协助服务。请致电 1-800-777-4376 (TTY 文字电话: 1-800-947-3529)。

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyadoo bilaash ah. Wac 1-800-777-4376 (TTY: 1-800-947-3529).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-777-4376 (TTY: 1-800-947-3529).

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-800-777-4376 (TTY: 1-800-947-3529).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ်ဆိုပါ။

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-800-777-4376 (telefon za gluhe: 1-800-947-3529).

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 1-800-777-4376 (هاتف نصي: 1-800-947-3529).

Independent Care Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact Independent Care Health Plan at 1-800-777-4376 (TTY: 1-800-947-3529).



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iCare Customer Service

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info@iCareHealthPlan.org



We appreciate you as an iCare Member and want to say THANK YOU for putting your trust in iCare for your health care needs.

Has your information changed?

It is important to tell us if you move. It is also important to tell us when you have a new phone number. Why? We want to make sure you get information about your health care plan from iCare. Your Care Coordinator or Care Manager also needs to talk to you about your health care. Please read below for instructions on how to change your phone number or address.

Medicare Members

Update your information by going to the iCare web site: www.icarehealthplan.org/ContactUs.htm. Fill out the "Send us a Message" form at the bottom of the page then click on the button "Send my message to iCare". Or you can call us at 1-800-777-4376 (TTY: 711). You also need to contact Social Security at www.ssa.gov or call 1-800-772-1213.

BadgerCare Plus Members

iCare is not able to change a BadgerCare Plus member's address and phone number in our own

records. You need to report your changes to your local Income Maintenance (IM) agency. If you move to a different county, you must also contact the IM agency in your new county to update your eligibility. If you become pregnant, please call the IM agency to report your pregnancy.

To find an IM in your area, visit www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm or call the HMO Enrollment Specialist at 1-800-291-2002. The Enrollment Specialist will help you choose a new HMO that serves your new area and/or update your address.

Medicaid SSI Members

If you move or change a phone number, you need to update your information with Social Security Administration by calling 1-800-772-1213 or visit www.ssa.gov.

Family Care Partnership Members

Report changes of address/phone number(s) to your Care Team by calling 1-800-777-4376 (TTY: 711).

Independent Care Health Plan (iCare), which insures iCare Medicare Plan (HMO D-SNP) and iCare Family Care Partnership (HMO D-SNP), is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in iCare Medicare plans depends on iCare's contract renewal. Questions? Call 1-800-777-4376 (TTY: 711) for more information.

Independent Care Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-777-4376 (TTY: 1-800-947-3529).

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).

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. H2237_IC2581_C DHS Approved 1/19/2021