

iCare is a wholly-owned subsidiary of Humana.

Getting your  
COVID vaccine  
and Booster shot  
is safer than getting sick!  
Learn more, page 2.

# iCare Medicaid SSI and BadgerCare Plus MEMBER NEWS

Issue 1 • Q1 2022



**At iCare, you are not just a member. You are family. Your health and happiness are ALWAYS our priority!**

At iCare, we are committed to improving the health and quality of life for you, your family, and the communities we serve. In 2022, our team's commitment to you is stronger than ever.

As we reflect on 2021, we know the challenges that everyone has gone through and the strength it has taken to get to where we are today.

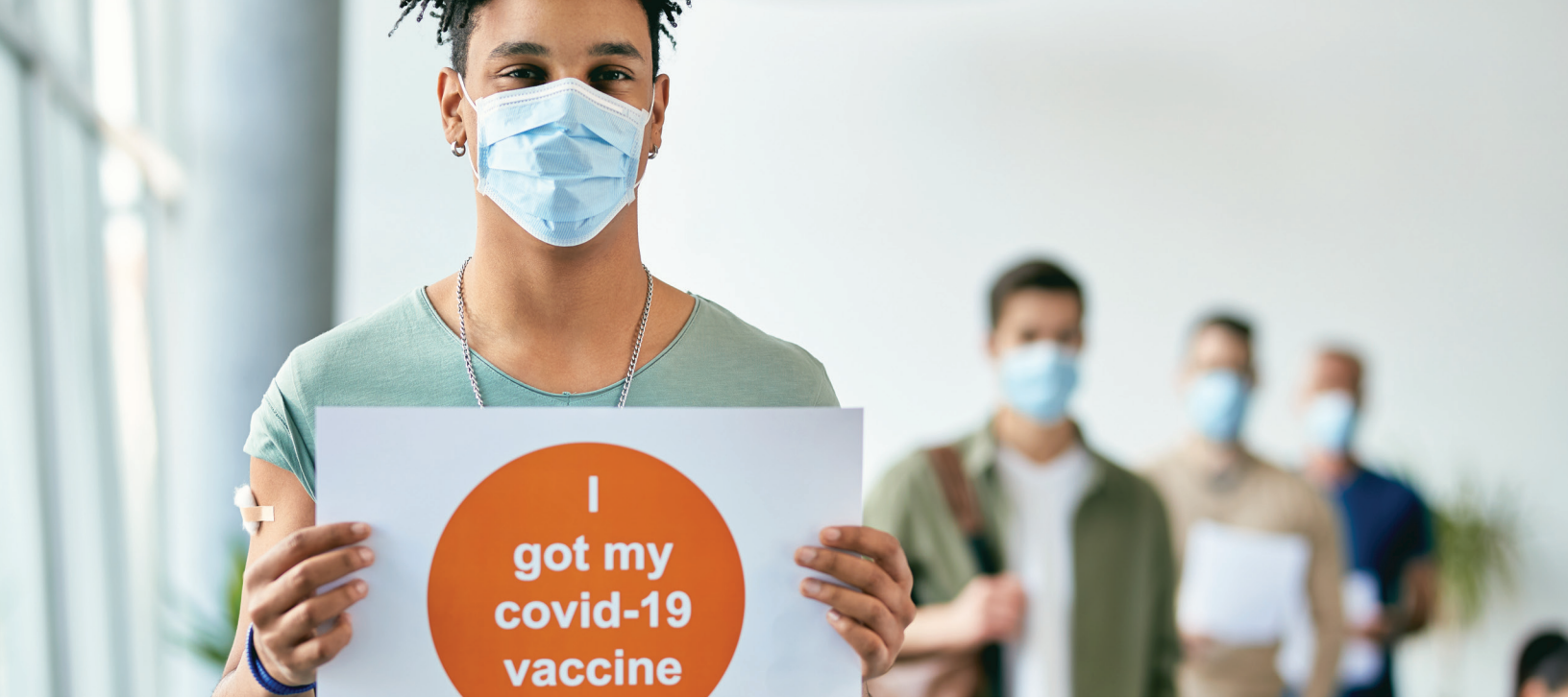
Thank you to all for social distancing, wearing your mask, washing your hands, and getting your COVID-19 vaccine. We are in this together as we fight the coronavirus and work towards healthy communities.

**We're here for you. Call your Care Team, Customer Service, or Member Advocates at 1-800-777-4376 (TTY: 711).**

**Customer Service is available 24/7. iCare associates are available Monday – Friday, 8:30 a.m. – 5:00 p.m.**

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## Getting your COVID vaccine is safer than getting sick!

It's okay to have questions about COVID-19 vaccines. There are a lot of different messages being shared about COVID-19 vaccines in the news and on social media. With so much information out there, it can be difficult to know which sources of information you can trust.

To help, we have provided more information below. Remember, vaccines are free regardless of where you get it. Proof of insurance or citizenship is not required. Transportation to your appointment is available.

**Getting your COVID vaccine or booster REALLY is safer than getting sick! Below are facts, based on scientific evidence, that address common vaccine myths. This information comes from credible sources: the Wisconsin Department of Health Services and the Centers for Disease Control (CDC).**

**MYTH:** COVID-19 vaccines will affect my fertility.

**FACT:** There is currently no evidence that COVID-19 vaccines cause fertility problems in women or men.

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**MYTH:** COVID-19 vaccine will increase the risk of miscarriage.

**FACT:** Studies show that people who received the COVID-19 vaccine while pregnant are not at an increased risk of having a miscarriage.

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**MYTH:** A COVID-19 vaccine can make me sick with COVID-19.

**FACT:** None of the COVID-19 vaccines will cause you to become sick with COVID-19.

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**MYTH:** COVID-19 vaccines can alter my DNA.

**FACT:** COVID-19 vaccines do not interact with, or change, your DNA in any way. COVID-19 vaccines deliver instructions to our cells to help build protection against SARS-CoV-2, the virus that causes COVID-19.

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**MYTH:** COVID-19 vaccines contain microchips.

**FACT:** COVID-19 vaccines were developed to help your body fight against SARS-CoV-2, the virus that causes COVID-19. They do not contain fetal cells, blood products, the live SARS-CoV-2 virus, mercury, egg, latex, pork products, preservatives, or microchips.

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**MYTH:** Receiving a COVID-19 vaccine can make you magnetic.

**FACT:** COVID-19 vaccines do not contain any ingredients that produce an electromagnetic field at the site of your injection. None of the COVID-19 vaccines contain metal.

**MYTH:** COVID-19 will shed vaccine components in or outside of my body.

**FACT:** The COVID-19 vaccines available in the U.S. do not contain a live virus. Therefore, they do not shed, or release, any vaccine components in or outside of your body.

**MYTH:** The natural immunity I get from being sick with COVID-19 is better than the immunity I get from COVID-19 vaccination.

**FACT:** No vaccine is 100% effective. Therefore, we can expect some people who are fully vaccinated to get COVID-19. The COVID-19 vaccines are extremely effective at preventing serious illness, hospitalization, and death caused by COVID-19. People who are not fully vaccinated are much more likely to get severely sick from COVID-19 than people who are fully vaccinated.

**To find a COVID-19 vaccine provider, visit [Vaccines.gov](https://www.vaccines.gov) or call 1-877-947-2211.**

## COVID Booster Shots

A “booster dose” is a supplemental vaccine dose given to people when the immune response to a primary vaccine series is likely to have decreased over time. The booster dose is intended to boost your immune system for better, longer-lasting protection. Safety data from the CDC shows that booster and additional doses are safe. Side effects, which are expected with vaccination, were mostly mild, moderate, and lasted only a few days, like the last dose of the primary series.

Getting vaccinated is about protection. Given that evidence suggests immunity is fading over time for some people who were initially well-protected by the vaccine, the booster dose can strengthen and extend their protection against infection, serious illness, hospitalization, and death from COVID-19.

If you are 18 years or older you may choose which COVID-19 vaccine you receive as a booster shot. The CDC’s recommendations now allow for mix and match dosing for booster shots.

If you need help scheduling your booster shot, contact the location that set up your previous appointment. If you need to get your booster shot in a location different from where you received your previous shot, visit [Vaccines.gov](https://www.vaccines.gov) or call 2-1-1 or 1-877-947-2211.

If you received:	Who should get a booster?	When to get a booster?	Which booster should you get?
<b>Pfizer-BioNTech</b>	Everyone 12 years and older.	At least 5 months after completing your primary COVID-19 vaccination series.	» Teens 12–17 years old may only get a Pfizer-BioNTech COVID-19 vaccine booster. » Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations.
<b>Moderna</b>	Adults 18 years and older.	At least 5 months after completing your primary COVID-19 vaccination series.	Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations.
<b>Johnson &amp; Johnson’s Janssen*</b>	Adults 18 years and older.	At least 2 months after receiving your J&J/Janssen COVID-19 vaccination.	Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations.

\*Although Pfizer and Moderna (mRNA) vaccines are preferred, J&J/Janssen COVID-19 vaccine may be considered in some situations. Get more information: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/janssen.html>

## COVID–19 Testing Fraud

With the increase in fraud linked to COVID–19 testing, *iCare* wants to make sure you are aware of how to find trusted testing sites and know how to report any concerns.

To ensure you receive COVID–19 testing from a trusted testing provider, use resources and testing sites listed on the Wisconsin Department of Health Services (DHS) COVID–19: Community Testing Sites web page (<https://www.dhs.wisconsin.gov/covid-19/community-testing.htm>). You can also call your health care provider, local pharmacy, or county and tribal health departments. Request a free test from the federal government at [COVIDTests.gov](https://www.covidtests.gov) OR a free at-home collection kit from DHS at <https://www.dhs.wisconsin.gov/covid-19/collection.htm>

You can direct complaints about a COVID–19 testing experience or testing fraud to the DHS Office of Inspector General by calling 1-877-865-3432 or reporting online at <https://www.reportfraud.wisconsin.gov/rptfrd/default.aspx>. Complaints would include incorrect results, missing results, fake results and more.

For those members who have access to the internet, we've posted more information on COVID–19 testing (along with other great health information/education!) to the *iCare* Blog: [www.iCareHealthPlan.org/Blog](http://www.iCareHealthPlan.org/Blog) We encourage you to check it out!

## Member Handbook Update

We want you to have easy access to all the resources that can help you get the most from your benefits and live your best life. The member handbook is a great tool to learn about your health plan and what's available to you. You can learn more about:

- » Member rights and responsibilities
- » Covered services
- » Language services and cultural competency
- » Filing a grievance or appeal
- » Common medical terms
- » Using your ForwardHealth ID card

**The member handbook was updated for 2022.** You can view the member handbook on our web site at <https://www.icarehealthplan.org/MemDocs> or you can request that a copy is sent to you at no cost. Call Customer Service at 1-800-777-4376 (TTY: 711) or use the Hard Copy Request Form on our web site (<https://www.icarehealthplan.org/hardcopy>) to request one today.

## Digital ForwardHealth Card

Effective December 11, 2021, BadgerCare Plus and Medicaid SSI members with a MyACCESS account can now access digital versions of their ForwardHealth cards in the MyACCESS mobile app. Members can also save PDFs and print out paper copies of their cards from the app. The digital versions and paper printouts of the cards are identical to the physical cards for the purposes of accessing Medicaid-covered services. A digital or printed version of a ForwardHealth card is a valid version of the card and should not be treated any differently from a physical ForwardHealth card. If a provider requires a version of the card for their files, they can ask you to bring a printed version to the visit or email a PDF version. Providers may not deny services based solely on a member showing a digital or printed card.

## Nurse Advice Line is Here for You!

Questions about your health can come up any time. You can use the 24/7 Nurse Advice Line when you are not able to speak to your primary care provider (PCP). A nurse can talk to you about symptoms and answer questions about your health or medications, and help you decide if you should go to your PCP, urgent care, or the emergency room. Call the Nurse Advice Line at 1-800-679-9874. Calls are free!

For questions about benefits, or PCP and specialist information, and for general assistance, please call Customer Service at 1-800-777-4376 (TTY: 711). The Nurse Advice line does not replace seeking care from your provider.



## New NEMT Manager

Veyo is the new non-emergency transportation (NEMT) vendor for BadgerCare Plus and Medicaid SSI members.

Non-emergency transportation is a service that can help you get to health care appointments if you have no other way to get there. This service connects you with free rides on public buses, specialized medical vehicles, or other types of vehicles depending on your needs.

Veyo is required by federal law to use the least costly type of ride to get you to your appointment based on your needs.

**Please note:** If you have a medical emergency, you should call 911.

There are different ways to schedule different types of rides. Those rides are called Routine Rides, Recurring Rides, and Urgent Rides. There are also rules on how to cancel a ride.

You can schedule rides over the phone or online if you have access to the internet. Call 1-866-907-1493 (TTY: 711) or visit <https://member.veyo.com/member-landing>. You will need to create an account and schedule rides at least two full business days before your appointment. There are more rules on how to schedule rides online.

For more information about rides, how to file a complaint, the new rules, denied transportation or fair hearings:

- » Visit [wi.ridewithveyo.com](http://wi.ridewithveyo.com) or call 1-866-907-1493 or TTY: 711
- » See your ForwardHealth Enrollment and Benefits Handbook, P-00079 ([dhs.wisconsin.gov/library/P-0079.htm](http://dhs.wisconsin.gov/library/P-0079.htm))
- » See your Member Updates at [dhs.wisconsin.gov/forwardhealth/resources.htm](http://dhs.wisconsin.gov/forwardhealth/resources.htm)
- » Call DHS Member Services at 1-800-362-3002



## Reducing Risk of Falls

Each year, millions of people — especially those 65 or older — fall. In fact, more than one out of four older people fall each year, but less than half tell their doctor. Falling once doubles your chances of falling again. Many falls do not cause injuries. But one out of five falls does cause a serious injury such as a broken bone or head injury. These injuries can make it hard for a person to get around, do everyday activities, or live on their own. What conditions could make you more susceptible to a fall? They are called risk factors, and most falls are caused by a combination of risk factors, which include:

- » Osteoporosis (thinning of bone tissues and loss of bone density)
- » Lower body weakness
- » Vitamin D and calcium deficiencies
- » Difficulties with walking and balance
- » Use of medicines, such as tranquilizers, sedatives, or antidepressants
- » Vision and hearing problems
- » Foot pain or poor footwear
- » Home hazards

### What can you do to prevent a fall?

Preventing falls has become an important issue for all of us, considering the potential for serious injury and loss of independence. If you recognize that you are at risk, the good news is there are steps you can take to prevent falls:

- » Talk to your health care provider. They will help you to evaluate your risk for falling. It is important to discuss any falls you had and specific things you can do to prevent falls from occurring in the future. Don't be afraid to admit or talk about any falls you had.
- » Have your eyes checked by an eye doctor at least once a year and be sure to update your eyeglasses if needed.
- » Ask your doctor or pharmacist to review the medications you are currently taking to see if any might make you dizzy or sleepy, which could lead to falling (this should also include over-the-counter medicines or any herbal preparations).
- » Do strength and balance exercises that make your legs stronger and improve your balance.
- » Make sure your home is a safe environment. Get rid of things you could trip over. Add grab bars inside and outside your tub or shower and next to the toilet. Put railings on both sides of stairs. Make sure your home has lots of light.

As the saying goes, "An ounce of prevention is worth a pound of cure." Taking steps now before a serious fall happens is the best way to reduce your personal risk for a fall.

## Get Your Flu Vaccine

The best way to prevent seasonal flu is to get vaccinated every year. The flu and COVID-19 are both respiratory illnesses but they are caused by different viruses. So, when flu season arrives it is important to get a flu shot.

The flu shot CANNOT give you the flu, ever. And it's FREE! The flu shot is especially important for people over 65 years of age, pregnant women, and young children. Here are some quick tips and reminders:

- » Flu shots are covered by *iCare* — no co-insurance and no co-payment needed.
- » Flu shots are available at almost any pharmacy you already use. Flu shots are also available at your doctor's office or at an urgent care.
- » Speak with your local pharmacist, primary care provider or health clinic with any questions or concerns about immunizations. You can also contact *iCare* for help.
- » Even if you are primarily staying home, it is important for to be up to date with all vaccines.

If you have access to the internet, there is great information about flu vaccines on the CDC's web site:

<https://www.cdc.gov/flu/>



## Asthma in Winter

Asthma attacks are scary. Winter weather in Wisconsin can trigger asthma attacks for some people. While the weather cannot be controlled, asthma can be. Here are some tips:

- » Wrap a scarf around your nose and mouth or wear a mask to warm the air before it enters your lungs.
- » Breathe in through your nose and out through your mouth. Dry air irritates airways. Your nose is a natural humidifier.
- » Use a clean humidifier in your home, especially at night when you sleep.
- » Take your prescribed controller medications — if your doctor prescribed a medicine or inhaler to use every day to control asthma, take it every day even if you feel fine. These medicines help prevent an attack.
- » Keep your rescue inhaler with you in case you do experience an attack.
- » Make sure you are using your inhaler correctly. It is easy to do it the wrong way. When this happens, the medicine does not work well. Watch a video to follow along with the correct way to use your metered dose inhaler: [https://www.cdc.gov/asthma/inhaler\\_video/default.htm](https://www.cdc.gov/asthma/inhaler_video/default.htm)
- » Wash your hands often. Get your flu and COVID-19 shots.

If you need help finding a provider to manage your asthma or are having trouble filling your medications, please give us a call.



## Concerned about your child's development?

As your child grows, they develop new skills. Skills such as taking their first step, smiling for the first time, and crawling are called milestones. A missed milestone could be a sign of a problem.

That's why it is important for your children to see their pediatrician for a well-child visit. Taking your child to the doctor for a well-child visit is important to your child's health. Seeing their doctor regularly helps them stay healthy, even if your child doesn't seem to have any health problems. During visits with your child's doctor, you can ask questions and get advice.

Well-child visits are covered by *iCare* for BadgerCare Plus members. There is no cost to you.

Your children need to be seen by their Primary Care Provider (PCP) or Pediatrician for a well-child visit at the following ages:

- » Newborn
- » 3-5 days of age
- » 1 month of age
- » 2 months of age
- » 4 months of age
- » 6 months of age
- » 9 months of age
- » 12 months of age
- » 15 months of age
- » 18 months of age
- » 24 months of age (2 years old)
- » Every year from ages 3-21

During a well-child visit, your provider will perform a screening to take a closer look at how your child is developing or ask you to complete a questionnaire about your child.

In addition to other topics you may want to discuss with your child's doctor during the well-child visit, *iCare* recommends you ask about:

- » **Lead Screenings** — If your child is under 2 years old, ask your doctor to do a lead screening. Children with high blood lead levels or even low levels, can have problems with learning, understanding information, paying attention and hearing. Lead also affects a child's developing brain. Your child should be screened for blood lead levels at 12 and 24 months of age.
- » **Immunizations** — Children should also receive their immunizations. Babies need immunizations like DTap, Polio, Varicella, MMR, Flu, HepA and HepB, PCV, Rotavirus and Hib. Adolescents (ages 7-18) should get their HPV, Tdap and Meningococcal. Other shots might be necessary if your child needs to catch up on missing vaccines or if certain health or lifestyle conditions put them at increased risk for serious diseases.

As a parent, you know your child best. If your child is not meeting the milestones for their age or you think there could be a problem with the way your child plays, learns, speaks, acts, or moves, talk to your child's provider, and share your concerns. Don't wait. Acting early can make a real difference!





## **iCare for Mom and Baby**

At *iCare*, we care about keeping you and your family healthy. *iCare for Mom and Baby* is a free program offered to BadgerCare Plus members offering support for you and your baby through knowledge, compassion, and dignity.

To help meet your needs, the program offers:

- » Prenatal services (before delivery)
- » Postpartum care (after delivery)
- » Community resources
- » Behavioral Health Support
- » Smoking Cessation and Addiction Treatment
- » 24/7 Nurse Advice Line

Questions? Interested in enrolling in the program? Please call us at 1-800-777-4376, ext. 3066, and ask to speak with the *iCare for Mom and Baby* team. We will ask you a few questions to determine your specific needs.

## **Perinatal Mood and Anxiety Disorders**

Perinatal and anxiety mood disorders, (also called PMADs) may begin during pregnancy and can last up to a year after delivery. These are characterized by emotional and/or physical problems that make it hard to enjoy life and function well. Depression (perinatal and/or postpartum depression) can include feelings of sadness, difficulty concentrating, and lack of pleasure in everyday things. Anxiety disorders (perinatal and/or postpartum) are different and can cause feelings of worry and/or irritability and could result in panic attacks.

If you have changes in your mood which effect your everyday life, call your health care provider right away. There are solutions you and your provider can come up with together to help make you feel better. If it is challenging to reach your provider, call the *iCare* Nurse Advice Line 1-800-679-9874 or Postpartum Support International 1-800-944-4773. Text "Help" to 1-800-944-4773. For life-threatening emergencies, please dial 911.

## **Family Planning**

Are you planning to grow your family? Do you have questions about the next step to take after deciding to have a child? *iCare* provides private family planning services to all members, including minors. If you do not want to talk to your PCP about family planning, call our Customer Service Department at 1-800-777-4376. We will help you choose an *iCare* family planning doctor who is different from your PCP. We encourage you to get family planning services from an *iCare* doctor so that we can better coordinate all your health care. However, you can also go to any family planning clinic that will accept your ForwardHealth ID card, even if the clinic is not part of *iCare*.

# Medicaid SSI Plan Members ONLY



## Personal and Home Products Catalog Update

*i*Care Medicaid SSI members receive a monthly \$10 benefit to purchase personal and home products through DrugSource, Inc. **DrugSource has increased prices on the products/items below effective December 2021.** To place an order, call 1-877-319-9667 (TTY: 1-800-526-0844), Monday – Friday, 8:30 a.m. – 6:00, CST. If you need a copy of the *i*Care Medicaid SSI Personal and Home Products Catalog, call *i*Care Customer Service.

ID	Category	Product Name	SKU	Old Price	New Price
5196	Children's Products	Baby Shampoo, 15 oz	5196008	\$2.59	\$3.49
4573	Disinfectant Wipes	Disinfectant Wipes Canister, 35 count	4573008	\$2.39	\$2.99
4568	Disinfectant Wipes	Wet Wipes Antibacterial Disinfecting Wipes, 40 count	4568008	\$2.39	\$2.99
5198	Nutritional	Special K Protein Bar, Chocolate Peanut Butter	5198001	\$15.99	\$17.29
5197	Nutritional	Special K Protein Bar Double Chocolate	5197001	\$15.99	\$17.29
5190	Personal Hygiene	Freshscent Lady's Stick Deodorant, 2.25 oz	5190004	\$2.19	\$2.39
5191	Personal Hygiene	Freshscent Men's Stick Deodorant, 2.25 oz	5191004	\$2.19	\$2.39
4120	Personal Hygiene	Ivory Bar Soap, 3 count	4120001	\$2.49	\$2.89
4567	Personal Hygiene	Dial Professional Antiperspirant & Deodorant, 1.5 oz	4567008	\$1.99	\$2.59
4560	Personal Hygiene	Dial for Men Odor Armor Antibacterial Soap, 2 Bars	4560008	\$2.19	\$2.79
4564	Personal Hygiene	Comfort Grip Handle Hairbrush	4564008	\$2.29	\$2.89
4565	Personal Hygiene	Nail Clipper	4565008	\$2.29	\$2.89
4566	Personal Hygiene	Regular Maxi Pads with Wings, 8 count	4566008	\$2.95	\$3.69
4576	Personal Hygiene	Family Comb Set, 12 count	4576008	\$3.59	\$4.49
4562	Personal Hygiene	Cotton Swabs, 200 count	4562008	\$3.79	\$4.79
4578	Personal Hygiene	Handheld Mirror with Stand	4578008	\$3.79	\$4.79
4577	Personal Hygiene	Hand Mirror and Compact Set	4577008	\$4.29	\$5.39
4561	Personal Hygiene	Arm & Hammer Ultra Max Deodorant, 1 oz	4561008	\$1.99	\$2.69
5192	Personal Aids	Microfiber Towel	5192008	\$6.25	\$7.81
4574	Personal Aids	Body Sponge — Loofah	4574008	\$2.59	\$3.29
4569	Home Products	Printed Scrub Sponges, 2 count	4569008	\$2.19	\$2.79

# Medicaid SSI Plan Members ONLY



## Fitness Benefit Update

*iCare* Medicaid SSI members may receive up to \$35 a month towards a health/fitness center membership and/or exercise class of your choice — just mail *iCare* a receipt. *iCare* will only reimburse *iCare* Medicaid SSI members for the cost of the monthly membership/class fee up to \$35. Start-up or annual fees are not included in the *iCare* Fitness Reimbursement Program.

If you are an *iCare* Medicare Plan (HMO D-SNP) member, you will use the SilverSneakers® fitness benefit. If you leave the *iCare* Medicaid SSI Plan, you will lose the \$35/month benefit.

**The *iCare* department that processes the receipts changed. Please note the bold line below. Receipts can be mailed to:**

Independent Care Health Plan  
**Attention: Fitness Reimbursements**  
1555 North RiverCenter Drive, Suite 206  
Milwaukee, Wisconsin 53212

Members in the *iCare* Medicaid SSI plan must submit a receipt for each month that they wish to be reimbursed. Receipts must clearly show that the member has already paid for the month that he/she wishes to be reimbursed. *iCare* will not accept fitness club bills. Only *iCare* Medicaid SSI members are eligible for the monthly reimbursement benefit; family and friends are excluded.

*iCare* will honor reimbursement requests up to 30 days after the last day of the month to be reimbursed. For example, if an *iCare* Medicaid SSI member would like to be reimbursed for their January membership they must submit their receipt by March 1. Please allow up to 30 days for reimbursement. Transportation to a fitness club is not a covered benefit. ***iCare* has the right to change or discontinue this benefit at any time.**

If you have any questions regarding the program, please contact Customer Service at 1-800-777-4376 (TTY: 711), Monday – Friday, 8:30 a.m. – 5:00 p.m.

**ALL *iCARE*  
MEMBERS:  
You're invited to  
connect with us  
on social media!**



**Facebook:** @IndependentCareHealthPlan



**Twitter:** @iCareHealthPlan



**Instagram:** @icare\_healthplan

Doctors, nurses, and other health care professionals on *iCare*'s staff review the articles 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.



1555 North RiverCenter Drive  
Suite 206  
Milwaukee, Wisconsin 53212

Health and Wellness or Prevention Information

IC314 • DHS Approved 02/09/2022



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

## iCare’s Privacy Policy

The law says we must keep your health information private. The iCare Privacy Notice tells you what information we collect and how we use it. This Notice is posted to our web site at <https://www.iCareHealthPlan.org/privacy>. You can get a hard copy of our Privacy Notice. Ask us to mail you a copy by calling Customer Service at 1-800-777-4376 (TTY: 711).

If you have questions about the Privacy Notice you can write or call our Member Advocate/Member Rights Specialists at iCare, Attention: Member Advocate/Member Rights Specialist, 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212, phone: 1-800-777-4376 ext.1076. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. If you do not have any questions, you do not have to do anything.

**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).

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

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူ ဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့်ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-800-777-4376 (TTY: 1-800-947-3529) တွင် ဖုန်းခေါ်ဆိုပါ။

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

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.

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, braille, 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).