

iCare Medicare Plan (HMO D-SNP) MEMBER NEWS

Issue 2 • Q4 2022



At iCare, you are not just a member — you are part of our family. Your health and happiness are our priority.

iCare is here to make a positive difference in the lives of our members and commits to providing you benefits, programs and services geared toward your personal health care needs. How do we do this?

- » By adding benefits to the iCare Medicare Plan that enhance your emotional and physical health. These benefits cost you nothing and are above what Original Medicare offers. **Check out pages 6-12 for the NEW and ENHANCED added benefits for 2023.**
- » Through your Care Team. You can call them anytime for help or guidance with your benefits or health needs.
- » Offering social services and programs. iCare works with you to make sure needs outside of medical care are met through plan benefits, such as having access to healthy foods, securing safe and affordable housing, addressing loneliness and social isolation, and much more. See page 13.

We are always looking for the best way to serve you! Call Customer Service or our Member Advocates with your suggestions at 1-800-777-4376 (TTY: 711), Monday – Friday, 8:30 a.m. – 5:00 p.m.

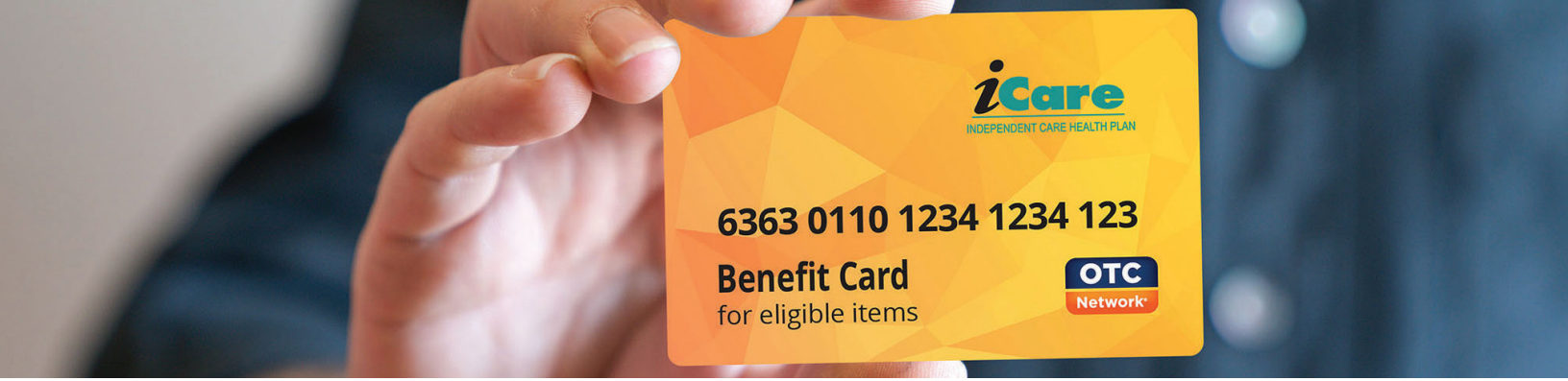
IN THIS ISSUE

2022 Information and Health Education

Important Information about your 2022 OTC, Healthy Foods and Healthy Rewards program balances	2
It's Time for Your Flu Shot.....	3
Tested positive for COVID? Anti-viral medications may help	3
Updates from your iCare Pharmacist.....	4

Introducing your 2023 benefits!

iCare Medicare Plan Added Benefits	6
Healthy Options allowance and iCare Spending Account Card	9
Flexible Care Assistance	12
Social Services and Programs.....	13
Plan Reminders	
News Briefs.....	14



Important Information about your Over-the-Counter (OTC), Healthy Foods and Healthy Rewards program balances!

Unused OTC and Healthy Foods balances expire December 31, 2022. 2022 Healthy Rewards earnings expiration date extended. **Read the details below!**

Currently, iCare Medicare Plan members can purchase Medicare approved Over-the-Counter (OTC) items and healthy foods, PLUS earn rewards to purchase wellness items through our Healthy Rewards program. **These benefits and program end on December 31, 2022.** What this means to you:

- » You will receive a new card called the iCare Spending Account Card to use with your Healthy Options allowance. You'll also receive a new OTC catalog (watch for both in your mailbox!). This benefit is enhanced for 2023 — you'll have more spending freedom! See pages 9-11 for details.
- » Hold on to your 2022 iCare Benefit Card* (it looks like the card in the photo above). Remember to allow for enough time to replace your card if your current one is lost. Replacement cards can take up to 10-14 days to arrive in your mailbox. If you need to replace your card, call Customer Service at 1-800-777-4376 (TTY; 711).
- » If you complete an eligible healthy activity in 2022, you will receive a letter when your reward is loaded. Once your reward* is loaded you can use your card to purchase eligible wellness items from participating retailers.
- » To make sure members receive their 2022 Healthy Rewards, eligible healthy activities that were completed in 2022 will be loaded to the iCare Benefit Card until 4/30/2023. All 2022 Healthy Rewards expire on 7/31/2023, or 90 days after you disenroll, whichever comes first.
- » Track your spending/available balance and use up your money! **You do not have to wait to speak to an iCare Customer Service Representative to get your balances. Visit www.OTCNetwork.com or download the OTCNetwork App to check your balance and for a list of eligible items and retailers.**
- » Remember, the 2022 benefits and program include the following:

 Over-the-Counter Approved OTC items in-store and online.	 Healthy Foods Approved healthy foods in-store and online.	 Healthy Rewards Purchase eligible wellness items with earned rewards.
Examples of Eligible OTC Items: <ul style="list-style-type: none"> » Cold, Cough, and Allergy Relief » Pain Relief » Digestive Health » First Aid » Vitamins 	Examples of Eligible Healthy Food Items: <ul style="list-style-type: none"> » Fruits and Vegetables » Dairy Products » Rice and Whole Grains » Breakfast Foods » Soups and Pasta 	Examples of Eligible Wellness Items: <ul style="list-style-type: none"> » Hair Care » Household Products » Shaving/Grooming » Body and Facial Care » Soap and Detergents
Balance Expiration Date <ul style="list-style-type: none"> » December 31, 2022 	Balance Expiration Date <ul style="list-style-type: none"> » December 31, 2022 	Balance Expiration Date <ul style="list-style-type: none"> » July 31, 2023

It's Time for Your Flu Shot

Protect yourself and your loved ones.

The flu can be dangerous to your health. Getting your flu shot is the best way to reduce your risk. And if you do get sick with the flu, with an immunization its likely your symptoms will not be as bad or last as long. The flu shot CANNOT give you the flu, ever.

For better protection against flu, the U.S. Centers for Disease Control and Prevention (CDC) recommends people 65 or older get one of the three higher-dose flu vaccines, if available. Why? As we age, our immune system weakens, and seniors need the higher dose vaccine to produce a protective response.

iCare covers the costs of flu shots and COVID-19 vaccines. This means there is no cost to you. Flu shots and COVID-19 vaccines are available at almost any pharmacy, your doctor's office or at an urgent care.

You can safely get a flu, COVID-19 shot, including the updated COVID-19 vaccine, and other recommended vaccines, at the same visit.

To find a flu and/or COVID-19 vaccination site near you, go to [Vaccines.gov](https://www.vaccines.gov), or speak with your local pharmacist, provider or health clinic. You can also contact iCare for help. If you have access to the internet, check out the CDC's web site www.cdc.gov/vaccines/adults/index.html

NOTE: Starting in 2023, people with Medicare Part D drug coverage will pay nothing out-of-pocket for even more vaccines, including the shingles vaccine, which are recommended by the Advisory Committee on Immunization Practices (ACIP).

Tested positive for COVID?

Anti-viral medications may help.

If you test positive for COVID-19, anti-viral medications may prevent you from becoming seriously ill, hospitalized, or dying.

The Wisconsin Department of Health Services (DHS) has launched a free telehealth program to quickly connect you to medical personnel who can determine if you are eligible for anti-virals and prescribe it.

A few reminders and tips:

- » Anti-viral medications must be started within 5 days of symptoms starting.
- » Anti-viral medications are free and available at over 600 pharmacies statewide. No insurance required.
- » Medical personnel are available 7 days a week from 8:00 a.m. to 8:00 p.m.
- » This program is only for COVID-19 treatment, not for other medical needs.
- » Before you contact this telehealth service, make sure you have a list of medications and vitamins you are taking. If you have kidney disease, your last lab results.

There are two ways to get COVID-19 treatment through telehealth services:

1. Call 1-833-273-6330 (TTY: 711)
2. Visit https://home.color.com/consults/covid_antivirals/request/about?partner=covid-19-treatment-wi

To get more information, visit www.dhs.wisconsin.gov/covid-19/telehealth.htm



Pharmacy Corner — Updates from your *iCare* Pharmacist!

2023 Enhanced Vaccine and Insulin Coverage

At *iCare*, we strive to help our members achieve total health so that they may live their best lives, which includes efforts to provide our members with access to more affordable prescription drugs. Helping to further support these initiatives, President Biden signed the Inflation Reduction Act into law on August 16, 2022. This means that *iCare* Medicare Plan may have additional benefits that were not described in your 2023 Annual Notice of Changes. Benefits include:

- » \$0 vaccines. *iCare* Medicare Plan covers most Part D vaccines at no cost to you.
- » \$0 insulin co-pay. You will not pay more than \$0 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it is on.

If you have questions about these benefits, please contact Customer Service.

SortPak Pharmacy Partnership

We are pleased to announce our partnership with SortPak Pharmacy to offer a convenient way for you to track and remember to take your prescriptions!

SortPak offers two easy options to get your prescriptions — through a single box or through a packet.

1. SortPak can help you stay organized through its SyncPak system. Each month, all your prescriptions will be delivered to your home in a single box. You do not have to worry about refills at various times of the month.
2. SortPak can also deliver your prescriptions to your home each month in packets that are customized with the date and time you should take them. When it is time for your next dose, just tear off your next scheduled packet and take as directed.



Example of SyncPak System #1

SortPak and SyncPak delivery is provided for you at no extra cost.

Because you are an *iCare* Medicare Plan member and qualify for “Extra Help,” in 2023 the \$0 Rx Co-pay Benefit is included in your plan. This means you will pay \$0 for all Medicare Part D covered prescription drugs on your formulary, for all tiers, and through all stages. See page 6 for more information on this 2023 benefit and refer to *iCare* Medicare Plan’s Evidence of Coverage for an explanation about Extra Help and for a description of benefits and costs.

SortPak will try to reach you to see if you would like to participate in this program. You can also call SortPak Pharmacy toll-free at 1-877-570-7787 (TTY:711) to speak to a representative. Be sure to have the names of all your prescriptions. You should also be ready to give the SortPak representative your doctor’s name and contact information.

If you need help, the *iCare* Pharmacy team is available to help get SortPak a list of your medications as well. For questions about your prescription benefit, please call *iCare* Customer Service at 1-800-77-4376, 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. TTY/TDD users should call 711.

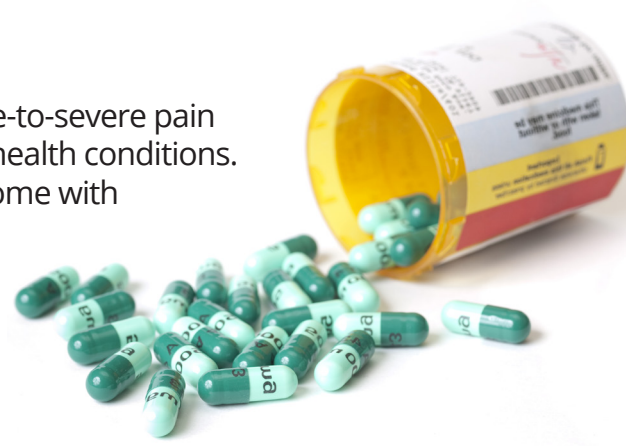


Example of SortPak System #2

Prescription Opioids: What You Need to Know

Prescription opioids can be used to help relieve short-term moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks like addiction and overdose, especially with prolonged use.

We know that managing pain treatment can be a challenge. You need to find pain relief that works, but you also want to keep yourself safe. We want to make that easy, by checking in with you on your current treatments and offering new options.



What are some options or treatments for pain management?

Some of these options may work better than opioids and have fewer risks and side effects. Options may include:

- » Exercising using SilverSneakers.^{®+} Start at a slower pace than you think you can do and increase over time.
- » Physical or occupational therapy or pain relief devices ordered by your doctor* and authorized by iCare. Motion is lotion for your joints and mood lifting.
- » Behavioral therapy or counseling.* Learn relaxation and stress reduction techniques. Practice daily.
- » Using your Healthy Options allowance (see pages 9-11) to purchase Over-the-Counter (OTC) medications like naproxen, ibuprofen, acetaminophen, or OTC topical pain creams.**

Always talk with your health care provider before you start new ways to manage your pain that does not involve prescription opioids. To discuss more pain relief options that are covered by iCare Medicare Plan, call your Care Team or speak to Customer Service.

If my pain medications are working for me, what should I do?

- » Stay in touch and work with your provider on your pain management strategy to make sure you are getting the safest most effective care.
- » Look out for potential side effects, like nausea, constipation, tiredness, or confusion.
- » Keep safe by knowing about the long-term side effects of using opioids, including an increased risk of heart disease, dependence, and overdose.
- » Use the programs on drug safety and managing medications available to you through iCare Medicare Plan. Learn more by reading your Evidence of Coverage or EOC.

If you are concerned about pain medication misuse, we can help.

iCare Medicare Plan members with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program.* You are also covered for outpatient programs that offer substance misuse recovery and mental health support. Talk to your Care Team or your health care provider about your concerns.

Find local treatment centers by using the iCare Provider Search tool or iCare Medicare Plan Provider/Pharmacy Directory on our web site at www.iCareHealthPlan.org. You can request a copy of our Provider/Pharmacy Directory by calling us at 1-800-777-4376, 24 hours a day, 7 days a week. Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Know that we are working alongside you to ensure your pain management is truly effective at treating your pain and supporting the life you want to live.

+SilverSneakers is a registered trademark of Tivity Health, Inc. © 2022 Tivity Health, Inc. All rights reserved.

*Prior authorization may be required and there are limitations and exclusions. Please refer to the plan's Evidence of Coverage for more information.

**Please consult your doctor or pharmacist prior to use to assure these OTCs are safe with your current medications.



iCare Medicare Plan Added Benefits for 2023!

Below and on the next few pages is a listing of iCare Medicare Plan (HMO D-SNP) added benefits for 2023. We have several NEW and ENHANCED benefits designed with your health and well-being in mind so be sure to read up on everything the plan offers you.

Not every member will use or be eligible for these benefits. Your Care Team will work with you to determine what is best for your personal health needs — ask them how to get started. Prior authorization or a doctor's order may be required for some of these benefits. Refer to your plan documents like the Summary of Benefits and Evidence of Coverage for more information.



NEW! Healthy Options allowance & Spending Account Card

\$150/month to spend how you want on OTC, healthy foods, home supplies, and/or personal wellness care products, in addition to other categories. See pages 9-11 for details.



NEW! \$0 Rx Co-Pays

\$0 co-pays for all Medicare covered Part D medications — on ALL tiers, on ALL formularies, in ALL stages of prescription drug coverage for members who receive “Extra Help” for prescription drug costs. Part D Prescription drugs on Tiers 1 through 4 are a \$0 co-pay at a 1-month or 3-month supply through a retail pharmacy or mail-order. Tier 5 (Specialty Drugs) is a \$0 co-pay and limited to a 30-day supply at a retail pharmacy only.

To learn more about the plan's Medicare Part D prescription drug coverage, coverage stages, and drug tiers, please review the 2023 Summary of Benefits or Evidence of Coverage (EOC).



Wellness and Health Care Planning

This resource helps members create an advance directive where they can combine the elements of a living will, medical power of attorney, do not attempt resuscitation, and an organ donation form. Available in-person, telephonic, or web based. Digital tool offered by 5 Wishes.



ENHANCED for 2023 Meals

If you are transitioning to home from an inpatient hospital or skilled nursing facility, you are eligible for a maximum of 56 meals per year (7 days total, 2 meals per day, up to 4 times a year). Please call your Care Team to see if you are eligible for this benefit.



ENHANCED for 2023! Flexible Care Assistance

\$500/year for additional support for eligible members. This benefit is included in iCare Medicare Plan (HMO D-SNP) only. See page 12 for additional information.



ENHANCED for 2023! Non-emergency Transportation (NEMT)

The *iCare* transportation benefit provides non-emergency transportation by car, van or wheelchair accessible vehicle to and from plan approved locations for up to 50 one-way trips annually, up to 25 miles each way at a \$0 co-pay. To arrange transportation, please call ModivCare at 1-877-813-5602 (TTY: 711).



ENHANCED for 2023! Dental

Includes preventive and comprehensive dental benefits with a \$4,000 maximum coverage limit (an increase of \$1,500 from 2022 to 2023!) per calendar year. You must use dentists and dental specialists in the *iCare* dental network, DentaQuest. There may be limits on how much the plan will provide. Please contact Customer Service for more information.

\$0 Co-pay for Preventive Care

- » Oral Exams: Up to three per calendar year, includes emergency diagnostic exam up to one per year, and periodic oral exam up to two per year.
- » Prophylaxis (Cleaning): Up to six per calendar year, includes periodontal maintenance up to four per year and prophylaxis (cleaning) up to two per year.
- » Fluoride Treatment: Up to two per calendar year.
- » Dental X-rays: Include bitewing x-rays and intraoral x-rays up to one set per year, and panoramic film or diagnostic x-rays up to one every 5 years.

\$0 Co-pay for Comprehensive Care

- » Non-routine Services: Two visits included every year.
- » Diagnostic Services: One visit included every 3 years.
- » Restorative Services: Include fillings up to unlimited per year, re-cementation of crown and re-cementation of dentures up to one every 5 years, crown up to one per tooth per lifetime.
- » Endodontics: Include root canal and root canal retreatment up to one per tooth per lifetime.
- » Periodontics: Include scaling and root planing (deep cleaning) up to one per quadrant every 3 years, scaling for moderate inflammation up to one every 3 years.
- » Extractions: Surgical extractions are covered; unlimited per year.
- » Prosthodontics, Other Oral/Maxillofacial Surgery, Other Services: Includes partial dentures and complete dentures up to one set every 5 years. Denture adjustment, denture relines, denture repair, denture rebase, and tissue conditioning up to one per year. Occlusal adjustments up to one every 3 years. Oral surgery up to two per year. Bridges up to one every 5 years.



ENHANCED FOR 2023! Vision

Our added vision benefit includes:

- » \$400 year for:
 - Contact lenses.
 - One (1) set of eyeglasses (lenses and/or frames).
 - Fitting for eyeglasses (lenses and frames).
- » Plus \$50/year for a routine eye exam.
- » And a \$0 co-pay for the routine eye exam.

You can choose from an extensive network of National Vision Administrators (NVA) care providers.



SilverSneakers®

SilverSneakers is more than a fitness program, it is a way of life. It gives you the opportunity to connect with your community, make friends and stay active. What does SilverSneakers include?

- » **Fitness Membership:** Thousands of popular locations – visit as many as you wish!
- » **Classes:** Classes for all levels and abilities led by instructors who specialize in senior fitness.
- » **Online Resources:** Fitness location directory, health and nutrition tips, and SilverSneakers On-Demand™ video workouts at SilverSneakers.com.
- » **Mobile App:** SilverSneakers GO™ mobile app with workout programs, location finder and more.

At-home kits are offered for members who prefer working out at home or for those who cannot get to a fitness location due to injury, illness, or being homebound. Call to get yours. The type of kit is subject to availability.

PLEASE NOTE: SilverSneakers no longer mails ID cards. To participate in SilverSneakers you only need your SilverSneakers ID number.

Getting your SilverSneakers ID number is easy:

- » Go to [SilverSneakers.com/eligibility](https://www.silversneakers.com/eligibility) and follow the steps.
- » Download the SilverSneakers GO™ app -> log in -> tap the profile icon. Your ID will appear at the top of the next screen.
- » Call SilverSneakers at 1-888-423-4632 or 1-866-584-7389, Monday through Friday, 8:00 a.m. to 8:00 p.m., ET.

SilverSneakers membership is usually effective by the middle of the month after enrollment in iCare Medicare Plan. If you have any issues, please call iCare Customer Service.

SilverSneakers is a registered trademark of Tivity Health, Inc. © 2022 Tivity Health, Inc. All rights reserved.





NEW for 2023!

Healthy Options allowance and iCare Spending Account Card

iCare Medicare Plan members have more options to help you live fully with the \$150/month Healthy Options allowance using the iCare Spending Account Card!

Your Healthy Options allowance linked to your new iCare Spending Account Card[^] helps you buy the things you need. Your card provides more flexibility to use it towards what you think is important. You can use all the money to purchase from one category or spend some on each one. It is up to YOU!

Healthy Options allowance

Use your Healthy Options allowance to buy products like healthy foods, OTC, personal supplies, and to help with bills like utilities, rent, mortgage and more. See page 11 for the categories and a listing of a few of the many eligible items and services.

- » You get \$150.00 every month. Shop with it in-store and online starting 1/1/2023.
- » Your allowance rolls over each month and expires 12/31/2023 or if you disenroll from the plan. It cannot be combined with other benefit allowances. Limitations and restrictions may apply.
- » Members will be responsible for any out-of-pocket costs over the available iCare Spending Account Card balance.



Questions?

Visit HealthyBenefitsPlus.com/iCare

Download the **Healthy Benefits+** mobile app

Call **1-866-757-1964 (TTY: 711)** anytime.

iCare Spending Account Card

The *iCare* Spending Account Card is as easy to use, but you **must activate your card** to start using it.

To get started, visit HealthyBenefitsPlus.com/iCare, download the *Healthy Benefits+* mobile app, or call 1-855-256-4620 (TTY: 711) anytime.

Once your card is activated, you can shop for:

Items such as food, OTC, home and personal care supplies, and more:

- » In-store at in-network retailers, such as Walgreens, Walmart, Pick 'n Save, Metro Market, Piggly Wiggly, and Woodman's. Other in-network retailers may be available. Visit the Store Finder at HealthyBenefitsPlus.com/iCare to find local participating stores.
- » Online at participating retailers, including Walmart.com. Sign in or create a profile at HealthyBenefitsPlus.com/iCare. Once you are signed in, you can easily browse approved products and services.
- » For eligible bill pay services, in-store, online, or by phone.
- » For eligible pest control and non-medical transportation service providers.
- » Use the store locator, check your balance and see the terms and conditions, go to HealthyBenefitsPlus.com/iCare or call 1-866-757-1964 (TTY: 711) anytime.

Please do not throw away your card and keep it safe. *iCare* is not responsible for funds lost due to lost or stolen cards. Limitations and restrictions may apply.

Bill pay services:

Bill payment will be withdrawn on the date you select. The documented home address with *iCare* Medicare Plan must match the service address where you currently reside. *iCare* is not responsible for any fees or loss of service associated with past due payments and may not include all utility companies. Service fee may apply.






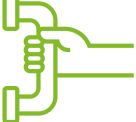



- » You can pay your eligible utility bills at your local Walmart Customer Service desk or money center.
- » Sign in or create a profile at HealthyBenefitsPlus.com/iCare. Click on the Bill Pay page and complete your payment. You can also pay your bill directly on your service provider's web site if they accept Visa.
- » To pay your utility bill, call 1-866-757-1964 (TTY: 711). Have your bill ready. The customer service representative will need to know your date of birth and ZIP code.

For pest control and non-medical transportation:

Use your card where the primary business is pest control or non-medical transportation. Swipe your card with the service provider or use the 16-digit card number and 3-digit CVV online (ex: Uber, Lyft app). If your current *iCare* Spending Account balance cannot cover entire charge, please be sure to have alternate payment ready.

See page 11 for the categories and a listing of a few of the many eligible items and services.

What can I buy with my Healthy Options allowance?

Category	Product or Service Examples	
 <p>Over-the-Counter (OTC)</p>	<ul style="list-style-type: none"> » Vitamins and supplements » Digestive health » Personal care products » Allergy, cold, and flu 	<ul style="list-style-type: none"> » Pain relief » Blood pressure monitor » Pill box organizer
 <p>Healthy Foods</p>	<ul style="list-style-type: none"> » Breads, tortillas, and rolls » Coffee, tea, and juice » Milk, eggs, cheese, and yogurt » Produce, meals, and vegetables » Fresh meal kits and deli items 	<ul style="list-style-type: none"> » Meat and seafood » Baking goods, canned goods, nutritional shakes, and pasta » Fresh fruits and vegetables and packaged salads
 <p>General Supports for Living</p>	<ul style="list-style-type: none"> » Rent/mortgage » Utilities and government services such as electric, sanitation, water, and sewer 	<ul style="list-style-type: none"> » Internet and Telecom
 <p>Home and Personal Care Supplies</p>	<ul style="list-style-type: none"> » Essential Paper Products: Paper towels, napkins, paper plates, toilet paper, facial tissue (Kleenex), and paper cups » Essential Cleaning Supplies: Bathroom, kitchen and dust cleaner/wipes, laundry and dishwasher detergent, and dish soap 	<ul style="list-style-type: none"> » Essential Personal Wellness Care: Personal soap, shampoo, conditioner, body wash/facial cleanser, and dental care » Essential Air Quality & Water Filtration: Indoor HVAC filters, water filter pitcher/faucet attachment, fan, air conditioner, space heater, and humidifier
 <p>Pest Control</p>	<ul style="list-style-type: none"> » Extermination services: Available at any retailer or service provider that accepts Visa. 	
 <p>Assistive Devices</p>	<ul style="list-style-type: none"> » Grab bars » Raised toilet seats » Low vision aids 	<ul style="list-style-type: none"> » Reaching aids » Bedroom safety aids
 <p>Pet Care & Supplies</p>	<ul style="list-style-type: none"> » Pet food » Pet toys 	<ul style="list-style-type: none"> » Litter » Flea shampoo
 <p>Disaster Recovery</p>	<ul style="list-style-type: none"> » Water » First aid » Band aids 	
 <p>Nonmedical Transportation</p>	<ul style="list-style-type: none"> » Public transportation » Uber » Lyft » Taxi <p>Available at any retailer or service provider that accepts Visa.</p>	



ENHANCED for 2023!

Flexible Care Assistance

There are certain times in life when we all could use a bit of extra help. With *iCare's* Flexible Care Assistance benefit, you can receive assistance and services that not only make things easier for you, it may also provide a break for family or friends who provide help and support to you.

Members who are eligible and participate in Care Management are given an allowance up to \$500/year to offset costs on items and services such as:

- » Medical expense assistance
- » Housekeeping services
- » Meal delivery services
- » Caregiver services
- » Adult day care
- » Utilities and/or rent
- » Non-medical transportation
- » Medical supplies and prosthetics
- » Pest control
- » Alternative therapies
- » Home and bathroom safety devices

Members may discuss a full list of items and services with their Care Team. This allowance may be used at your Care Team's discretion and will be used to address your unique needs. Members must have one of the following conditions to use the Flexible Care Assistance Benefit:

- » Chronic alcohol and other drug dependence
- » Autoimmune disorders
- » Cancer
- » Cardiovascular disorders
- » Chronic heart failure
- » Dementia
- » Diabetes
- » End-stage liver disease
- » End-stage renal disease
- » Severe hematologic disorders
- » HIV/AIDS
- » Chronic lung disorders
- » Chronic and disabling mental health conditions
- » Neurologic disorders
- » Stroke

Benefits are limited to a maximum amount of \$500, all services combined, per year and must be coordinated and authorized by your Care Team. Contact yours to learn how this benefit can work for you. This benefit is only included in *iCare* Medicare Plan (HMO D-SNP) in 2023 and is part of a special supplemental program for the chronically ill. Not all members qualify.

Social Services and Programs — Because Your Health Needs Go Beyond the Benefits You Receive

iCare works with you to make sure needs outside of medical care are met through plan benefits such as having access to healthy foods, securing safe and affordable housing, addressing loneliness and social isolation, and much more. These social programs and services and health and wellness programs are offered as part of your *iCare* Medicare Plan, in conjunction with your health care benefits, to keep your mind, body and spirit healthy and happy.

In addition to our own programs, we will help you connect to available resources in your community.

If you feel as though your health is affected by any of the circumstances listed (or not listed) on this page, *iCare* may be able to help. Call Customer Service and ask about the programs that may be available to you.

Community Health Workers

We offer a team of Community Health Workers (CHW) that can help you and your family with your social service needs. If you sign up for the program, a CHW is selected for you by your zip code. The CHW knows what services are available for you where you live.

They can connect you and your family with resources such as:

- » Housing
- » Doctors or medical care
- » Education
- » Alcohol or drug abuse treatment
- » Food and clothing banks
- » Social service agencies

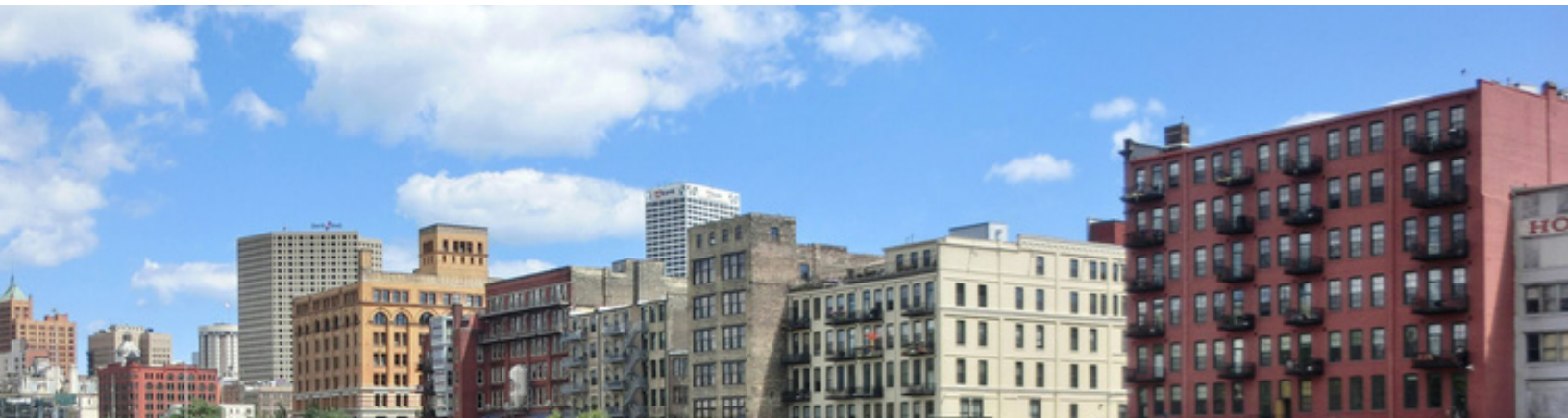
The CHW will also provide health education resources and information. They will provide support and guidance to you through face-to-face home or facility visits or by phone. This is an optional program. There is no cost to participate and you can opt out at any time.

Food Accessibility

Getting healthy foods can be a challenge for some people and *iCare* is here to help. In addition to the foods you can purchase with the Healthy Options allowance, our Care Team can share resources where you can get nutritious food affordably, safely, and conveniently. Your Care Team can also connect you directly to local organizations offering programs like home delivery, mobile neighborhood-based food trucks, and farmer's markets accepting food assistance programs such as FoodShare Wisconsin. Interested in growing your own produce? *iCare* has a Gardening Program — ask your Care Team if you may participate.

Eviction Control and Housing Relocation Program

If you are facing eviction, *iCare* can help. *iCare* uses housing navigators to work with your property owner to keep you in your home, if possible, and connect you to new housing if you must move. We may also be able to assist our homeless members.





News Briefs

Keep Your Contact and Insurance Information Current: Report Life Changes

If you have any life changes, please report them to *iCare* Customer Service, the Wisconsin Department of Health Services (DHS) and Medicare. We, and these agencies, need the most up-to-date information. If we do not have your current information on file, you might miss benefit or renewal information, or might not know about programs and services that are important to you.

Life changes include, but are not limited to:

- » A change where you live or someone moved into, or out of, your home.
- » A marriage or divorce.
- » A new phone number or email address.
- » Different or new health insurance coverage.

We want to make sure you continue to get the health care you need so we ask you to please:

Update

Make sure all the agencies you work with have your current mailing address, phone number, email, or other vital information that could affect your benefits.



- » To update your contact information, log in at access.wi.gov or use the MyACCESS mobile app. Or call your local agency. Find yours: www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm
- » Contact the Social Security Administration (SSA) by calling 1-800-772-1213 or visit www.ssa.gov
- » Contact *iCare* Customer Service by calling 1-800-777-4376 (TTY: 711)

Ask



Questions? Visit your local DHS agency or call DHS Member Services at 1-800-362-3002. Call SSA at the phone number above. You can also call *iCare* Member Retention Specialists at 414-272-5621. They will help you figure out your next steps, together.

Update on 2023 Benefits

At the time *iCare* prepares the 2023 Annual Notice of Changes (ANOC) and Summary of Benefits (SB), some premiums, deductibles and co-insurance amounts for the medical deductible, inpatient hospital coverage, inpatient psychiatric hospital, and skilled nursing facility stays are not yet released by the Centers for Medicare and Medicaid Services (CMS).

In the ANOC and SB, these categories include this statement: “These are 2022 cost-sharing amounts and may change for 2023. *iCare* Medicare Plan (HMO D-SNP) will provide updated rates at www.iCareHealthPlan.org as soon as they are released by Medicare.”

CMS released the 2023 cost sharing amounts for the Medicare Part A and Part B programs. We posted the benefits and 2023-dollar amounts on the *iCare* web site. Go to www.iCareHealthPlan.org >For Members >Medicare Plans > 2023 *iCare* Medicare Plan >2023 Benefits Update.

Please note: Your cost sharing is based on your level of Medicaid eligibility. Please read your plan documents and become familiar with any out-of-pocket costs you may be responsible for like co-pays or co-insurance. Please contact your Medicaid agency to determine your level of cost-sharing.

You may need to pay these costs to your providers, up front, if applicable. If you go to an appointment and your provider asks you to pay up front and you feel as though you are not responsible for these costs, contact Customer Service. They can help you work through any issues or refer you to someone who can.

Plan documents include your Summary of Benefits (SB) and the Evidence of Coverage (EOC). Both are posted on our web site at www.iCareHealthPlan.org/MemberDocs. Please call *iCare* Customer Service at 1-800-777-4376 if you need a hard copy of these documents.

Fraud, Waste and/or Abuse

Do you think you did not get services *iCare* paid for? Do you think you may be a target of fraud, waste and/or abuse? Do you know someone who is causing fraud, waste and/or abuse? If you think that someone engaged in any form of fraud, waste and/or abuse, contact us:

- » Go to our web site at www.iCareHealthPlan.org and click on “Report Fraud” at the top of the page.
- » Write to *iCare*, Attention: Compliance Officer, 1555 N. RiverCenter Drive, Ste. 206, Milwaukee, WI 53212.
- » Call the Humana Ethics Help Line at 1-877-584-3539 (1-877-5-THE-KEY).
- » Visit the Humana Ethics Help Line reporting web site: www.EthicsHelpline.com.

When you contact us, providing us with as much information as possible helps us investigate. You can report anonymously if you would like, and not give your name or phone number, but this can make investigating more challenging.

Help with your Internet Service Bill

Are you struggling to afford internet service? The Affordable Connectivity Program is a new long-term government program that may help to lower the cost of broadband service for eligible households.

The Affordable Connectivity Program provides:

- » Up to \$30/month discount for broadband service.
- » Up to \$75/month discount for households on qualifying tribal lands.
- » A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household. To be eligible, your household income should be below 200 percent of the Federal Poverty Guidelines or having a member of the household who meets at least one of the criteria outlined at <https://www.fcc.gov/acp>

1. Go to ACPBenefit.org to apply or print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete. Eligible households must both apply for the program and contact a participating provider to select a service plan.

For more information and full details, visit www.affordableconnectivity.gov or call 1-877-384-2575.



1555 North RiverCenter Drive
Suite 206
Milwaukee, Wisconsin 53212

Health and Wellness or Prevention Information

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), 24 hours a day, 7 days a week.

We have the right to change the terms of the Notice at any time. The new Notice will be effective for all health information we have. Until changes are made to the Notice, we will comply with this version. We will notify you if there are changes to this Notice and how to obtain the updated version of the Notice.

Complaints

You can tell us if you think your privacy rights were not honored. This is called a complaint. You will not be treated any differently if you file a complaint. You can file a complaint by calling our Member Advocates at 1-800-777-4376 ext.1076. You can put your

complaint in writing and mail it to iCare, Attention: Grievance and Appeals Dept. Our address is: 1555 N. RiverCenter Dr., Ste. 206, Milwaukee, WI 53212. If you need help filing the complaint, the Member Advocates can help you. You may also file a complaint with the Secretary of the Department of Health and Human Services by writing to Office of Civil Rights, Department of Health and Human Services, 200 Independence Ave. SW, Washington, D.C. 20201.

Questions

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.

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.

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

Independent Care Health Plan provides free aids and services to people with disabilities and people whose primary language is not English to communicate effectively with us, such as qualified interpreters (including sign language) and written information in other formats (large print, audio, accessible electronic formats, braille, other formats) and languages. If you need these services contact Customer Service at 1-800-777-4376 (TTY: 711), 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. CST.

Independent Care Health Plan complies with applicable federal civil rights laws and

does not discriminate, exclude or treat people differently because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language.

Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-777-4376. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Peb muaj kev pab txhais lus dawb los teb cov lus nug uas koj muaj txog peb txoj kev npaj khomob lossis tshuaj. Yog xav tau ib tug neeg txhais lus, hu rau peb ntawm 1-800-777-4376. Ib tug neeg uas hais lus Hmong lwm yam lus tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

*This card is redeemable for specific goods and services at select merchants and cannot be used to purchase prescription

drugs or medical services that are covered by Medicare, Medicaid or other federal healthcare programs, alcohol, tobacco, e-cigarettes, firearms or ammunition, candy, electronics, toys, seasonal items or jewelry. This card is not redeemable for cash except as required by law.

+In accordance with our federal contract with Medicare, rewards cannot be used for Medicare covered services, prescriptions or supplies or redeemed for cash. Rewards cannot be used to purchase prescription drugs or medical services that are covered by Medicare, Medicaid or other federal healthcare programs, alcohol, tobacco, e-cigarettes, or firearms. Program details are subject to change. Exclusions and limitations may apply. Contact the plan for details.

^The iCare Spending Account Card is redeemable for specific goods and services at select merchants and cannot be used to purchase prescription drugs or medical services that are covered by Medicare,

Medicaid or other federal health care programs, alcohol, tobacco, e-cigarettes, firearms or ammunition, candy, electronics, toys, seasonal items or jewelry and is not redeemable for cash except as required by law. Your card is not a credit card but may be entered as "credit" to checkout. If prompted, your PIN is the last 4 digits of your card number. Products may not be available at every location. Issued by Citizens Alliance Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Distributed by Solutran, LLC. No Cash or ATM Access. Allowance amounts cannot be combined with other benefit allowances. Limitations and restrictions may apply.

If you have a Marketing complaint, please call 1-800-MEDICARE (1-800-633-4227, TTY: 1-877-486-2048) or call iCare. When you call, it is important to provide the agent or broker name, if possible.

H2237_IC2822_C