

**January 1 – December 31, 2025**

## **Evidence of Coverage:**

### **Your Medicare and Medicaid Health Benefits and Services and Prescription Drug Coverage as a Member of *iCare* Family Care Partnership (HMO D-SNP).**

This document gives you the details about your Medicare and Medicaid health care and prescription drug coverage from January 1 – December 31, 2025. **This is an important legal document. Please keep it in a safe place.**

**For questions about this document, please contact Customer Care at 1-800-777-4376. TTY users should call 711. Hours are 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. This call is free.**

This plan, *iCare* Family Care Partnership is offered by Independent Care Health Plan (*iCare*), a wholly-owned subsidiary of Humana. (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Independent Care Health Plan (*iCare*). When it says “plan” or “our plan,” it means *iCare* Family Care Partnership.)

This document is available for free in Spanish, Arabic, Hmong, Lao, and Russian.

This document may be available in different formats including other languages, large print, braille and audio. Please contact Customer Care to request an alternate format.

Benefits, premium, deductible, and/or co-payments/co-insurance, if applicable, may change on January 1, 2026.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. We will notify affected enrollees about changes at least 30 days in advance.

This document explains your benefits and rights. Use this document to understand about:

- Your plan premium and cost sharing;
- Your medical and prescription drug benefits;
- How to file a complaint if you are not satisfied with a service or treatment;
- How to contact us if you need further assistance; and,
- Other protections required by Medicare law.

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# CHAPTER 1:

## *Getting started as a member*

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**SECTION 1 Introduction**

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**Section 1.1 – You are enrolled in *iCare* Family Care Partnership, which is a specialized Medicare Advantage Plan (Special Needs Plan)**

You are covered by both Medicare and Medicaid:

- **Medicare** is the Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with end-stage renal disease (kidney failure).
- **Medicaid** is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. Medicaid coverage varies depending on the state and the type of Medicaid you have. Some people with Medicaid get help paying for their Medicare premiums and other costs. Other people also get coverage for additional services and drugs that are not covered by Medicare.

You have chosen to get your Medicare and Medicaid health care and your prescription drug coverage through our plan, *iCare* Family Care Partnership. We are required to cover all Part A and Part B services. However, cost sharing and provider access in this plan differ from Original Medicare.

*iCare* Family Care Partnership is a specialized Medicare Advantage Plan (a Medicare “Special Needs Plan”), which means its benefits are designed for people with special health care needs. *iCare* Family Care Partnership is designed for people who have Medicare and who are also entitled to assistance from Medicaid.

Because you get assistance from Medicaid with your Medicare Part A and B cost sharing (deductibles, co-payments, and co-insurance) you may pay nothing for your Medicare health care services. Medicaid also provides other benefits to you by covering health care services, prescription drugs, long-term care, and/or home and community-based services that are not usually covered under Medicare. You will also receive “Extra Help” from Medicare to pay for the costs of your Medicare prescription drugs. *iCare* Family Care Partnership will help manage all of these benefits for you, so that you get the health care services and payment assistance that you are entitled to.

*iCare* Family Care Partnership is run by a private company. Like all Medicare Advantage Plans, this Medicare Special Needs Plan is approved by Medicare. The plan also has a contract with the Wisconsin Medicaid program to coordinate your Medicaid benefits. We are pleased to be providing your Medicare and Medicaid health care coverage, including your prescription drug coverage, long-term care, and/or home and community-based services.

**Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act’s (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at: [www.irs.gov/Affordable-Care-Act/Individuals-and-Families](http://www.irs.gov/Affordable-Care-Act/Individuals-and-Families) for more information.

**Chapter 1 Getting started as a member****Section 1.2 – What is the *Evidence of Coverage* document about?**

This *Evidence of Coverage* document tells you how to get your Medicare and Medicaid medical care, long-term care, and/or home and community based services and prescription drugs. It explains your rights and responsibilities, what is covered, what you pay as a member of the plan, and how to file a complaint if you are not satisfied with a decision or treatment.

The word coverage and covered services refers to the medical care and services, long-term care, home and community-based services, and the prescription drugs available to you as a member of iCare Family Care Partnership.

It's important for you to learn what the plan's rules are and what services are available to you. We encourage you to set aside some time to look through this *Evidence of Coverage* document.

If you are confused, concerned or just have a question, please contact Customer Care.

**Section 1.3 – Legal information about the *Evidence of Coverage***

This *Evidence of Coverage* is part of our contract with you about how iCare Family Care Partnership covers your care. Other parts of this contract include your enrollment form, the *List of Covered Drugs (Formulary)*, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called riders or amendments.

The contract is in effect for months in which you are enrolled in iCare Family Care Partnership between January 1, 2025 and December 31, 2025.

Each calendar year, Medicare allows us to make changes to the plans that we offer. This means we can change the costs and benefits of iCare Family Care Partnership after December 31, 2025. We can also choose to stop offering the plan in your service area, or to offer it in a different service area, after December 31, 2025.

Medicare (the Centers for Medicare & Medicaid Services) must approve iCare Family Care Partnership each year. You can continue each year to get Medicare coverage as a member of our plan as long as we choose to continue to offer the plan and Medicare renews its approval of the plan.

**SECTION 2 What makes you eligible to be a plan member?****Section 2.1 – Your eligibility requirements**

*You are eligible for membership in our plan as long as:*

- You have both Medicare Part A and Medicare Part B
- -- and -- You live in our geographic service area (Section 2.3 below describes our service area). Incarcerated individuals are not considered living in the geographic service area even if they are physically located in it
- -- and -- You are a United States citizen or are lawfully present in the United States

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- -- *and* -- You meet the special eligibility requirements described below.

**Special eligibility requirements for our plan**

Our plan is designed to meet the needs of people who receive certain Medicaid benefits. (Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.) To be eligible for our plan you must be eligible for Medicare and Full Medicaid Benefits.

You are eligible for membership in our plan as long as you meet the special eligibility requirements described below.

- You must be enrolled in the Family Care Partnership program with iCare as your Managed Care Organization (MCO).
- Are at least 18 years old.
- Are a frail elder or an adult with physical or developmental disabilities.
- Are a resident of Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Kenosha, Marquette, Milwaukee, Racine, Rock, Sauk, or Waushara Counties (Section 2.3 below describes our service area).
- Are functionally eligible as determined via the Wisconsin Adult Long-term Care Functional Screen.
- Are enrolled in Medicare Parts A, B, and D.

You may have a monthly “Cost Share” that you must pay to remain eligible for Wisconsin Medicaid and iCare Family Care Partnership. Your county Income Maintenance agency determines your Cost Share amount. Call Customer Care for more information (see Chapter 2 for listing of phone numbers).

**Section 2.2 – What is Medicaid?**

Medicaid is a joint Federal and state government program that helps with medical and long-term care costs for certain people who have limited incomes and resources. Each state decides what counts as income and resources, who is eligible, what services are covered, and the cost for services. States also can decide how to run their program as long as they follow the Federal guidelines.

In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These “Medicare Savings Programs” help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost sharing (like deductibles, coinsurance, and copayments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)
- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)



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- **Qualifying Individual (QI):** Helps pay Part B premiums.

**Section 2.3 – Here is the plan service area for iCare Family Care Partnership**

iCare Family Care Partnership is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

Our service area includes these counties in Wisconsin: Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Kenosha, Marquette, Milwaukee, Racine, Rock, Sauk, or Waushara.

If you plan to move out of the service area, you cannot remain a member of this plan. Please contact Customer Care to see if we have a plan in your new area. When you move, you will have a Special Enrollment Period that will allow you to switch to Original Medicare or enroll in a Medicare health or drug plan that is available in your new location.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

**Section 2.4 – U.S. Citizen or Lawful Presence**

A member of a Medicare health plan must be a U.S. citizen or lawfully present in the United States. Medicare (the Centers for Medicare & Medicaid Services) will notify iCare Family Care Partnership if you are not eligible to remain a member on this basis. iCare Family Care Partnership must disenroll you if you do not meet this requirement.

**SECTION 3 Important Membership Materials You Will Receive****Section 3.1 – Your plan membership card**

While you are a member of our plan, you must use your membership card whenever you get services covered by this plan and for prescription drugs you get at network pharmacies. You should also show the provider your Medicaid card. Here's a sample membership card to show you what yours will look like:

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|  <p><b>iCare</b><br/>INDEPENDENT CARE HEALTH PLAN</p> <p><b>iCare Family Care Partnership (HMO D-SNP)</b></p> <p>Issuer: (80840)<br/>Medicare ID: A999999999<br/>Medicaid ID: B888888888<br/>Name: John Q Medicare Advantage/007</p> <p>Pharmacists may call MedImpact at 1-800-910-4743 for questions regarding claims and prior authorizations.</p> <p>RxBin: 015574<br/>RxPCN: SPROD1<br/>RxGrp: IC002<br/>RxID: A99999999</p> <p>MedicareRx<br/>Prescription Drug Coverage<br/>CMS: H2237 007</p> | <p>In an emergency, call 911 immediately. Please call Customer Service at the number below as soon as possible after an emergency hospital admission. All services performed by non-network providers, except emergency services, require prior authorization.</p> <p><b>Customer service:</b> 1-800-777-4376 (TTY: 1-800-947-3529)<br/>Voice: 1-800-947-6644 7 days-a-week, 8:00 a.m. – 8:00 p.m.<br/><a href="http://www.CareHealthPlan.org">www.CareHealthPlan.org</a></p> <p>Submit claims to:<br/>Independent Care Health Plan<br/>PO Box 670<br/>Glen Burnie, MD 21061-0670</p> |
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## Chapter 1 Getting started as a member



Do NOT use your red, white, and blue Medicare card for covered medical services while you are a member of this plan. If you use your Medicare card instead of your iCare Family Care Partnership membership card, you may have to pay the full cost of medical services yourself. Keep your Medicare card in a safe place. You may be asked to show it if you need hospital services, hospice services, or participate in Medicare approved clinical research studies also called clinical trials.

If your plan membership card is damaged, lost, or stolen, call Customer Care right away and we will send you a new card.

### Section 3.2 – Provider/Pharmacy Directory

The *Provider/Pharmacy Directory* (<https://www.icarehealthplan.org/Find-a-Provider.htm>) lists our current network providers, pharmacies and durable medical equipment suppliers. The directory also includes participating Medicaid providers.

**Network providers** are the doctors and other health care professionals, medical groups, durable medical equipment suppliers, hospitals, specialists, behavioral health providers, providers of long-term care services, and other health care facilities that have an agreement with us to accept our payment and any plan cost sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan. If you are an Indian member, you are permitted to obtain covered services from out-of-network Indian health care providers. For Medicaid-covered services, you must use Medicaid approved providers. It is important to go to a Medicaid provider for Medicaid services or you may have to pay the full cost yourself.

**Network pharmacies** are all the pharmacies that have agreed to fill covered prescriptions for our plan members. You can use the *Provider/Pharmacy Directory* to find the network pharmacy you want to use. See Chapter 5, Section 2.5 for information on when you can use pharmacies that are not in the plan's network.

The most recent list of providers, suppliers and pharmacies is available on our website at [www.icarehealthplan.org](http://www.icarehealthplan.org).

You must use network providers and pharmacies to get your medical care and services and prescription drugs. If you go elsewhere without proper authorization, you will have to pay in full. The only exceptions are emergencies, urgently needed services when the network is not available (that is, in situations when it is unreasonable or not possible to obtain services in network), out-of-area dialysis services, and cases in which iCare Family Care Partnership authorizes use of

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out-of-network providers.

If you don't have your copy of the Provider/Pharmacy Directory, you can request a copy (electronically or in hardcopy form) from Customer Care. Requests for hard copy Provider Directories will be mailed to you within three business days.

**Section 3.3 – The plan's Prescription Drug Guide (Formulary)**

The plan has a *List of Covered Drugs (Formulary)*. We call it the "Drug Guide" for short. It tells which Part D prescription drugs are covered under the Part D benefit included in iCare Family Care Partnership. In addition to the drugs covered by Part D, some prescription drugs are covered for you under your Medicaid benefits. The Drug Guide tells you how to find out which drugs are covered under Medicaid.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list must meet requirements set by Medicare. Medicare has approved the iCare Family Care Partnership Drug Guide.

The Drug Guide also tells you if there are any rules that restrict coverage for your drugs.

To get the most complete and current information about which drugs are covered, you can visit the plan's website at [www.icarehealthplan.org](http://www.icarehealthplan.org) or call Customer Care.

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**SECTION 4 Your monthly costs for iCare Family Care Partnership**

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Your costs may include the following:

- Plan Premium (Section 4.1)
- Monthly Medicare Part B Premium (Section 4.2)
- Part D Late Enrollment Penalty (Section 4.3)
- Income Related Monthly Adjusted Amount (Section 4.4)

**Section 4.1 – Plan premium**

You do not pay a separate monthly plan premium for iCare Family Care Partnership.

**Section 4.2 – Monthly Medicare Part B Premium****Many members are required to pay other Medicare premiums**

Some members are required to pay other Medicare premiums. As explained in Section 2 above, in order to be eligible for our plan, you must maintain your eligibility for Medicaid as well as have both Medicare Part A and Medicare Part B. For most iCare Family Care Partnership members, Medicaid pays for your Part A premium (if you don't qualify for it automatically) and for your Part B premium.

**If Medicaid is not paying your Medicare premiums for you, you must continue to pay your Medicare premiums to remain a member of the plan.** This includes your premium for Part B.

It may also include a premium for Part A, which affects members who aren't eligible for premium-free Part A.

**Section 4.3 – Part D Late Enrollment Penalty**

Because you are dually-eligible, the LEP doesn't apply to you as long as you maintain your dually-eligible status, but if you lose your dually-eligible status, you may incur LEP. The Part D late enrollment penalty is an additional premium that must be paid for Part D coverage if at any time after your initial enrollment period is over, there is a period of 63 days or more in a row when you did not have Part D or other creditable prescription drug coverage. Creditable prescription drug coverage is coverage that meets Medicare's minimum standards since it is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. The cost of the late enrollment penalty depends on how long you went without Part D or other creditable prescription drug coverage. You will have to pay this penalty for as long as you have Part D coverage.

When you first enroll in iCare Family Care Partnership, we let you know the amount of the penalty.

You **will not** have to pay it if:

- You receive “Extra Help” from Medicare to pay for your prescription drugs.
- You have gone less than 63 days in a row without creditable coverage.
- You have had creditable drug coverage through another source such as a former employer, union, TRICARE, or Veterans Health Administration (VA). Your insurer or your human resources department will tell you each year if your drug coverage is creditable coverage. This information may be sent to you in a letter or included in a newsletter from the plan. Keep this information, because you may need it if you join a Medicare drug plan later.
  - o **Note:** Any notice must state that you had creditable prescription drug coverage that is expected to pay as much as Medicare's standard prescription drug plan pays.
  - o **Note:** The following are *not* creditable prescription drug coverage: prescription drug discount cards, free clinics, and drug discount websites.

**Medicare determines the amount of the penalty.** Here is how it works:

- First, count the number of full months that you delayed enrolling in a Medicare drug plan, after you were eligible to enroll. Or count the number of full months you did not have creditable prescription drug coverage, if the break in coverage was 63 days or more. The penalty is 1% for every month that you did not have creditable coverage. For example, if you go 14 months without coverage, the penalty will be 14%.
- Then Medicare determines the amount of the average monthly premium for Medicare drug plans in the nation from the previous year. For 2025, this average premium amount is \$36.78.
- To calculate your monthly penalty, you multiply the penalty percentage and the average monthly premium and then round it to the nearest 10 cents. In the example here it would be 14% times \$36.78, which equals \$5.14. This rounds to \$5.10. This amount would be

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added to the monthly premium for someone with a Part D late enrollment penalty.

There are three important things to note about this monthly Part D late enrollment penalty:

- First, **the penalty may change each year** because the average monthly premium can change each year.
- Second, **you will continue to pay a penalty** every month for as long as you are enrolled in a plan that has Medicare Part D drug benefits, even if you change plans.
- Third, if you are under 65 and currently receiving Medicare benefits, the Part D late enrollment penalty will reset when you turn 65. After age 65, your Part D late enrollment penalty will be based only on the months that you don't have coverage after your initial enrollment period for aging into Medicare.

**If you disagree about your Part D late enrollment penalty, you or your representative can ask for a review.** Generally, you must request this review within 60 days from the date on the first letter you receive stating you have to pay a late enrollment penalty. However, if you were paying a penalty before joining our plan, you may not have another chance to request a review of that late enrollment penalty.

#### **Section 4.4 – Income Related Monthly Adjustment Amount**

Some members may be required to pay an extra charge, known as the Part D Income Related Monthly Adjustment Amount, also known as IRMAA. The extra charge is figured out using your modified adjusted gross income as reported on your IRS tax return from two years ago. If this amount is above a certain amount, you'll pay the standard premium amount and the additional IRMAA. For more information on the extra amount you may have to pay based on your income, visit <https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans>.

If you have to pay an extra amount, Social Security, not your Medicare plan, will send you a letter telling you what that extra amount will be. The extra amount will be withheld from your Social Security, Railroad Retirement Board, or Office of Personnel Management benefit check, no matter how you usually pay your plan premium, unless your monthly benefit isn't enough to cover the extra amount owed. If your benefit check isn't enough to cover the extra amount, you will get a bill from Medicare. **You must pay the extra amount to the government. It cannot be paid with your monthly plan premium. If you do not pay the extra amount, you will be disenrolled from the plan and lose prescription drug coverage.**

If you disagree about paying an extra amount, you can ask Social Security to review the decision. To find out more about how to do this, contact Social Security at 1-800-772-1213 (TTY 1-800-325-0778).

**Chapter 1 Getting started as a member****Section 4.5 – Medicare Prescription Payment Plan**

If you're participating in the Medicare Prescription Payment Plan, each month you'll pay your plan premium (if you have one) and you'll get a bill from your health or drug plan for your prescription drugs (instead of paying the pharmacy). Your monthly bill is based on what you owe for any prescriptions you get, plus your previous month's balance, divided by the number of months left in the year.

Chapter 2, Section 7 tells more about the Medicare Prescription Payment Plan. If you disagree with the amount billed as part of this payment option, you can follow the steps in Chapter 9 to make a complaint or appeal.

**SECTION 5 More information about your monthly premium****Section 5.1 – Can we change your monthly plan premium during the year?**

**No.** We are not allowed to change the amount we charge for the plan's monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

However, in some cases, you may be able to stop paying a late enrollment penalty, if owed. Or need to start paying a late enrollment penalty. (This could happen if you become eligible for the "Extra Help" program or if you lose your eligibility for the "Extra Help" program during the year.

- If you currently pay the Part D late enrollment penalty and become eligible for "Extra Help" during the year, you would be able to stop paying your penalty.
- If you lose "Extra Help", you may be subject to the late enrollment penalty if you go 63 days or more in a row without Part D or other creditable prescription drug coverage.

You can find out more about the "Extra Help" program in Chapter 2, Section 7.

**SECTION 6 Keeping your plan membership record up to date**

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage.

The doctors, hospitals, pharmacists, and other providers in the plan's network need to have correct information about you. **These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you.** Because of this, it is very important that you help us keep your information up to date.

**Let us know about these changes:**

- Changes to your name, your address, or your phone number
- Changes in any other health insurance coverage you have (such as from your employer, your spouse or domestic partner's employer, workers' compensation, or Medicaid)

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**Chapter 1 Getting started as a member**

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- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If you receive care in an out-of-area or out-of-network hospital or emergency room
- If your designated responsible party (such as a caregiver) changes
- If you are participating in a clinical research study (**Note:** You are not required to tell your plan about the clinical research studies you intend to participate in, but we encourage you to do so.)

If any of this information changes, please let us know by calling Customer Care.

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

You should also call your county's income maintenance agency directly to report changes to the State program. See Chapter 2, Section 10 for contact information.

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**SECTION 7 How other insurance works with our plan**

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**Other insurance**

Medicare requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. This is called **Coordination of Benefits**.

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Customer Care. You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

When you have other insurance (like employer group health coverage), there are rules set by Medicare that decide whether our plan or your other insurance pays first. The insurance that pays first is called the primary payer and pays up to the limits of its coverage. The one that pays second, called the secondary payer, only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs. If you have other insurance, tell your doctor, hospital, and pharmacy.

These rules apply for employer or union group health plan coverage:

- If you have retiree coverage, Medicare pays first.
- If your group health plan coverage is based on your or a family member's current employment, who pays first depends on your age, the number of people employed by your employer, and whether you have Medicare based on age, disability, or End-Stage Renal Disease (ESRD):
  - o If you're under 65 and disabled and you or your family member is still working, your group health plan pays first if the employer has 100 or more employees or at least one employer in a multiple employer plan that has more than 100 employees.

**Chapter 1 Getting started as a member**

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- o If you're over 65 and you or your spouse or domestic partner is still working, your group health plan pays first if the employer has 20 or more employees or at least one employer in a multiple employer plan that has more than 20 employees.
- If you have Medicare because of ESRD, your group health plan will pay first for the first 30 months after you become eligible for Medicare.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers' compensation

Medicaid and TRICARE never pay first for Medicare-covered services. They only pay after Medicare and/or employer group health plans have paid.



# CHAPTER 2:

*Important phone numbers  
and resources*

**Chapter 2 Important phone numbers and resources****SECTION 1 iCare Family Care Partnership contacts**

(how to contact us, including how to reach Customer Care)

**How to contact our plan's Customer Care**

For assistance with claims, billing, or member card questions, please call or write to iCare Family Care Partnership Customer Care. We will be happy to help you.

| <b>Method</b>  | <b>Customer Care – Contact Information</b>  |
|----------------|---|
| <b>CALL</b>    | 1-800-777-4376<br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.<br>Customer Care also has free language interpreter services available for non-English speakers. |
| <b>TTY</b>     | 1-800-947-3529 or 7-1-1<br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br>Calls to this number are free. We are available 24 hours a day, 7 days a week.                          |
| <b>FAX</b>     | 414-231-1092  |
| <b>WRITE</b>   | 1555 North RiverCenter Drive<br>Suite 206<br>Milwaukee, Wisconsin 53212<br><a href="mailto:info@icarehealthplan.org">info@icarehealthplan.org</a>   |
| <b>WEBSITE</b> | <a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>  |

**How to contact us when you are asking for a coverage decision or appeal about your medical care or Part D prescription drugs**

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or Part D prescription drugs. An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on asking for coverage decisions or appeals about your medical care or Part D prescription drugs, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

| <b>Method</b> | <b>Coverage Decisions and Appeals for Medical Care – Contact Information</b>   |
|---------------|--|
| <b>CALL</b>   | 1-800-777-4376<br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. |

**Chapter 2 Important phone numbers and resources**

| <b>Method</b>  | <b>Coverage Decisions and Appeals for Medical Care – Contact Information</b>  |
|----------------|---|
| <b>TTY</b>     | <p>1-800-947-3529 or 7-1-1</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.</p> |
| <b>FAX</b>     | Medical Care: 414-918-7589  |
| <b>WRITE</b>   | <p>Grievance and Appeal Coordinator<br/>           Attention: Member Appeals<br/>           Independent Care Health Plan (iCare)<br/>           1555 North RiverCenter Drive<br/>           Suite 206<br/>           Milwaukee, Wisconsin 53212</p>   |
| <b>WEBSITE</b> | <a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>  |

| <b>Method</b>  | <b>Coverage Decisions and Appeals for Part D prescription drugs – Contact Information</b>   |
|----------------|---|
| <b>CALL</b>    | 1-800-910-4743  |
| <b>TTY</b>     | <p>1-800-947-3529 or 7-1-1</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.</p> |
| <b>FAX</b>     | <p>Part D Prescription Drugs Coverage Decisions: 1-858-790-7100</p> <p>Part D Prescription Drugs Appeals: 1-858-790-6060</p>  |
| <b>WRITE</b>   | <p>MedImpact HealthCare Systems<br/>           Attn: Appeals and Grievances<br/>           10181 Scripps Gateway Court<br/>           San Diego, CA 92131</p>   |
| <b>WEBSITE</b> | <a href="http://www.medimpact.com">www.medimpact.com</a>  |

**Chapter 2 Important phone numbers and resources****How to contact us when you are making a complaint about your medical care or Part D prescription drugs**

You can make a complaint about us or one of our network providers or pharmacies, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. For more information on making a complaint about your medical care or Part D prescription drugs, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

| <b>Method</b>           | <b>Complaints about Medical Care or Part D Prescription Drugs – Contact Information</b>  |
|-------------------------|--|
| <b>CALL</b>             | 1-800-777-4376<br><br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.   |
| <b>TTY</b>              | 1-800-947-3529 or 7-1-1<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br><br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. |
| <b>FAX</b>              | 414-918-7589   |
| <b>WRITE</b>            | Independent Care Health Plan (iCare)<br>Attention: Member Grievances<br>1555 North RiverCenter Drive<br>Suite 206<br>Milwaukee, Wisconsin 53212  |
| <b>MEDICARE WEBSITE</b> | You can submit a complaint about iCare Family Care Partnership directly to Medicare. To submit an online complaint to Medicare go to <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a> .  |

**Where to send a request asking us to pay the cost for medical care or a drug you have received**

If you received a bill or paid for services (such as a provider bill) that you think we should pay for, you may need to ask us for reimbursement or to pay the provider bill. See Chapter 7 (*Asking us to pay a bill you have received for covered medical services or drugs*).

**Please note:** If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

**Chapter 2 Important phone numbers and resources**

| <b>Method</b>  | <b>Payment Request – Contact Information</b>   |
|----------------|--|
| <b>CALL</b>    | 1-800-777-4376<br><br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.   |
| <b>TTY</b>     | 1-800-947-3529 or 7-1-1<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br><br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. |
| <b>FAX</b>     | 414-231-1092   |
| <b>WRITE</b>   | Independent Care Health Plan (iCare)<br>ATTN: Member Bills<br>1555 North RiverCenter Drive Suite 206<br>Milwaukee, Wisconsin 53212   |
| <b>WEBSITE</b> | <a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>   |

**SECTION 2 Medicare**

(how to get help and information directly from the Federal Medicare program)

Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The Federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called CMS). This agency contracts with Medicare Advantage organizations including us.

| <b>Method</b> | <b>Medicare – Contact Information</b>   |
|---------------|---|
| <b>CALL</b>   | 1-800-MEDICARE, or 1-800-633-4227<br><br>Calls to this number are free.<br><br>24 hours a day, 7 days a week.   |
| <b>TTY</b>    | 1-877-486-2048<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br><br>Calls to this number are free. |

**Chapter 2 Important phone numbers and resources**

| Method  | Medicare – Contact Information  |
|---------|---|
| Website | <p data-bbox="516 279 850 312"><a href="http://www.medicare.gov">http://www.medicare.gov</a></p> <p data-bbox="516 338 1421 541">This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes documents you can print directly from your computer. You can also find Medicare contacts in your state.</p> <p data-bbox="516 569 1393 636">The Medicare website also has detailed information about your Medicare eligibility and enrollment options with the following tools:</p> <ul data-bbox="558 661 1414 926" style="list-style-type: none"> <li data-bbox="558 661 1341 728">• <b>Medicare Eligibility Tool:</b> Provides Medicare eligibility status information.</li> <li data-bbox="558 753 1414 926">• <b>Medicare Plan Finder:</b> Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an <i>estimate</i> of what your out-of-pocket costs might be in different Medicare plans..</li> </ul> <p data-bbox="516 951 1373 1018">You can also use the website to tell Medicare about any complaints you have about iCare Family Care Partnership:</p> <ul data-bbox="558 1043 1403 1247" style="list-style-type: none"> <li data-bbox="558 1043 1403 1247">• <b>Tell Medicare about your complaint:</b> You can submit a complaint about iCare Family Care Partnership directly to Medicare. To submit a complaint to Medicare, go to <a href="http://www.medicare.gov/MedicareComplaintForm/home.aspx">www.medicare.gov/MedicareComplaintForm/home.aspx</a>. Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.</li> </ul> <p data-bbox="516 1272 1393 1514">If you don't have a computer, your local library or senior center may be able to help you visit this website using its computer. Or, you can call Medicare and tell them what information you are looking for. They will find the information on the website and review the information with you. (You can call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)</p> |

### **SECTION 3 State Health Insurance Assistance Program** (free help, information, and answers to your questions about Medicare)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Wisconsin, the SHIP is called the Wisconsin State Health Insurance Assistance Program.

The Wisconsin State Health Insurance Assistance Program is independent (not connected with any insurance company or health plan) state program that gets money from the Federal

**Chapter 2 Important phone numbers and resources**

government to give free local health insurance counseling to people with Medicare.

The Wisconsin State Health Insurance Assistance Program counselors can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. Wisconsin State Health Insurance Assistance Program counselors can also help you with Medicare questions or problems and help you understand your Medicare plan choices and answer questions about switching plans.

**METHOD TO ACCESS SHIP and OTHER RESOURCES:**

- Visit <http://www.shiphelp.org> (Click on SHIP LOCATOR in middle of page)
- Select your STATE from the list. This will take you to a page with phone numbers and resources specific to your state.

| Method | Wisconsin State Health Insurance Assistance Program – Contact Information  |
|--------|--|
| CALL   | <ul style="list-style-type: none"> <li>• <b>Wisconsin Board on Aging &amp; Long-term Care (1-800-242-1060):</b> provides counseling for all Wisconsin Medicare beneficiaries, Medicare supplement insurance, employer-based health insurance, Medicare Advantage plans, long-term care insurance and related topics.</li> <li>• <b>Wisconsin Medigap Part D and Prescription Drug Helpline (1-855-677-2783):</b> a toll-free helpline for people <b>aged 60 and over</b> operated by the Wisconsin Board on Aging and Long-Term Care that answers questions from Wisconsin residents aged 60 and over about Medicare Part D, SeniorCare, and other prescription drug coverage options.</li> <li>• <b>Disability Rights Wisconsin Medicare Part D Helpline (1-800-926-4862 (TTY 1-888-758-6049)):</b> primarily for persons <b>under age 60</b> eligible for Medicare because of a qualifying disability.</li> <li>• <b>Office for the Deaf and Hard of Hearing (1-855-359-5252):</b> offers benefits counseling to people who are deaf, hard of hearing, or deaf-blind and use sign language as their primary language.</li> <li>• <b>Benefit specialists (<a href="https://www.dhs.wisconsin.gov/benefit-specialists/index.htm">https://www.dhs.wisconsin.gov/benefit-specialists/index.htm</a>)</b> at local aging units and aging and disability resource centers (ADRCs) are available in every county to provide individualized counseling and advocacy. They can assist with Medicare, as well as other public and private benefits issues.</li> <li>• <b>Indian Law Office of Wisconsin Judicare, Inc. (<a href="http://www.judicare.org">www.judicare.org</a>; 1-800-472-1638):</b> Individual health benefits assistance for Native American Medicare beneficiaries.</li> </ul> |

**Chapter 2 Important phone numbers and resources**

| <b>Method</b>  | <b>Wisconsin State Health Insurance Assistance Program – Contact Information</b>  |
|----------------|---|
| <b>WEBSITE</b> | <a href="https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm">https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm</a> |

**SECTION 4 Quality Improvement Organization**

There is a designated Quality Improvement Organization for serving Medicare beneficiaries in each state. For Wisconsin, the Quality Improvement Organization is called Livanta.

Livanta has a group of doctors and other health care professionals who are paid by Medicare to check on and help improve the quality of care for people with Medicare. Livanta is an independent organization. It is not connected with our plan.

You should contact Livanta in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

| <b>Method</b>  | <b>Livanta (Wisconsin’s Quality Improvement Organization) – Contact Information</b>   |
|----------------|---|
| <b>CALL</b>    | 1-888-524-9900<br>Monday – Friday, 9:00 a.m. - 5:00 p.m.<br>24-hour voicemail service is available.                                       |
| <b>TTY</b>     | 1-888-985-8775<br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. |
| <b>FAX</b>     | 1-855-236-2423  |
| <b>WRITE</b>   | Livanta LLC<br>BFCC-QIO<br>10820 Guilford Road, Suite 202<br>Annapolis Junction, MD 20701-1105  |
| <b>WEBSITE</b> | <a href="https://www.livantaqio.com/en/states/wisconsin">https://www.livantaqio.com/en/states/wisconsin</a>                               |



**Chapter 2 Important phone numbers and resources****SECTION 5 Social Security**

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens and lawful permanent residents who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

| <b>Method</b>  | <b>Social Security – Contact Information</b>   |
|----------------|--|
| <b>CALL</b>    | <p>1-800-772-1213</p> <p>Calls to this number are free.</p> <p>Available 8:00 a.m. – 7:00 p.m., Monday – Friday.</p> <p>You can use Social Security’s automated telephone services to get recorded information and conduct some business 24 hours a day.</p> |
| <b>TTY</b>     | <p>1-800-325-0778</p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are free.</p> <p>Available 7:00 a.m. – 7:00 p.m., Monday through Friday.</p>    |
| <b>WEBSITE</b> | <a href="http://www.ssa.gov">www.ssa.gov</a>   |

**SECTION 6 Medicaid**

Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.

In addition, there are programs offered through Medicaid that help people with Medicare pay their Medicare costs, such as their Medicare premiums. These “Medicare Savings Programs” help people with limited income and resources save money each year:

- **Qualified Medicare Beneficiary (QMB):** Helps pay Medicare Part A and Part B premiums, and other cost-sharing (like deductibles, co-insurance, and co-payments). (Some people with QMB are also eligible for full Medicaid benefits (QMB+).)

**Chapter 2 Important phone numbers and resources**

- **Specified Low-Income Medicare Beneficiary (SLMB):** Helps pay Part B premiums. (Some people with SLMB are also eligible for full Medicaid benefits (SLMB+).)
- **Qualified Individual (QI):** Helps pay Part B premiums.

As a member of iCare Family Care Partnership, you are dually enrolled with both Medicare and Medicaid. If you have questions about the assistance you get from Medicaid, contact the Wisconsin Department of Health Services. Please refer to your Medicaid Member Handbook for your specific Medicaid benefits.

| Method  | Wisconsin Department of Health Services (DHS) – Contact Information                |
|---------|--|
| CALL    | 1-800-362-3002   |
| TTY     | Wisconsin Relay System 711   |
| WRITE   | 1 West Wilson Street<br>Madison, Wisconsin 53703                                   |
| WEBSITE | <a href="http://www.dhs.wisconsin.gov/Medicaid">www.dhs.wisconsin.gov/Medicaid</a> |

All Medicaid applicants and members can also use ACCESS. ACCESS is an online tool <https://access.wisconsin.gov/access/> that can be used for:

- Finding out what if you are eligible for a program
- Applying for benefits
- Checking your benefits
- Reporting changes
- Getting a new ForwardHealth Card

You can call the ForwardHealth Customer Care at 1-800-362-3002 for:

- To get general information about Medicaid
- To get a new ForwardHealth Card

You can contact Your Local County or Tribal Agency for:

- Answers about enrollment rules
- Reporting changes by phone, fax or email
- Sending proof/verification of eligibility

To get the address or phone number of your local agency, see your latest notice, go to <https://www.dhs.wisconsin.gov/forwardhealth/resources.htm> or call ForwardHealth Customer Care at 1-800-362-3002.

The Wisconsin Board on Aging and Long-term Care and Disability Rights Wisconsin help people enrolled in Medicaid with service or billing problems. They can help you file a grievance or appeal with our plan.

**Chapter 2 Important phone numbers and resources**

|                |  |
|----------------|--|
| <b>Method</b>  | <b>Wisconsin Board on Aging and Long-Term Care — Contact Information</b> — Ombudsmen from this agency help individuals 60 and older.   |
| <b>CALL</b>    | 1-800-815-0015   |
| <b>TTY</b>     | 711<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.   |
| <b>WRITE</b>   | State of Wisconsin - Board on Aging & Long-Term Care<br>1402 Pankratz Street<br>Suite 111<br>Madison, Wisconsin 53704-4001<br><a href="mailto:BOALTC@Wisconsin.Gov">BOALTC@Wisconsin.Gov</a> |
| <b>WEBSITE</b> | <a href="https://longtermcare.wi.gov">https://longtermcare.wi.gov</a>  |
| <b>Method</b>  | <b>Disability Rights Wisconsin — Contact Information</b> — Ombudsmen from this agency help individuals under age 60.   |
| <b>CALL</b>    | Toll Free: 1-800-928-8778  |
| <b>TTY</b>     | 711<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.   |
| <b>WRITE</b>   | 1502 West Broadway<br>Suite 201<br>Madison, Wisconsin 53713  |
| <b>WEBSITE</b> | <a href="https://www.disabilityrightswi.org/">https://www.disabilityrightswi.org/</a>  |

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## **SECTION 7 Information about programs to help people pay for their prescription drugs**

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The Medicare.gov website (<https://www.medicare.gov/basics/costs/help/drug-costs>) provides information on how to lower your prescription drug costs. For people with limited incomes, there are also other programs to assist, described below.

### **Medicare’s “Extra Help” Program**

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. You do not need to do anything further to get this “Extra Help.”

**Chapter 2 Important phone numbers and resources**

If you have questions about “Extra Help,” call:

- 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048, 24 hours a day, 7 days a week;
- The Social Security Office at 1-800-772-1213, between 8 am and 7 pm, Monday through Friday. TTY users should call 1-800-325-0778; or
- Your State Medicaid Office (See Section 6 of this chapter for contact information).

Most of our members qualify for and are already getting “Extra Help” from Medicare to pay for their prescription drug plan costs.

**The Medicare Prescription Payment Plan**

The Medicare Prescription Payment Plan is a new payment option that works with your current drug coverage, and it can help you manage your drug costs by spreading them across **monthly payments that vary throughout the year** (January – December). **This payment option might help you manage your expenses, but it doesn’t save you money or lower your drug costs.** “Extra Help” from Medicare and help from your SPAP and ADAP, for those who qualify, is more advantageous than participation in the Medicare Prescription Payment Plan. All members are eligible to participate in this payment option, regardless of income level, and all Medicare drug plans and Medicare health plans with drug coverage must offer this payment option. Contact us or visit [Medicare.gov](https://www.Medicare.gov) to find out if this payment option is right for you.

| Method         | The Medicare Prescription Payment Plan – Contact Information   |
|----------------|--|
| <b>WEBSITE</b> | To learn more about this payment option, please visit <a href="https://www.icarehealthplan.org">www.icarehealthplan.org</a> .  |
| <b>CALL</b>    | 1-800-777-4376<br><br>Calls to this number are free. Available 24 hours a day, 7 days a week. Office hours are Monday - Friday, 8:30 a.m. - 5:00 p.m.<br><br>Customer Care also has free language interpreter services available for non-English speakers. |
| <b>TTY</b>     | 711<br><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br><br>Calls to this number are free. Hours of operation are the same as above.   |
| <b>WRITE</b>   | Independent Care Health Plan (iCare)<br>1555 North River Center Drive Suite 206<br>Milwaukee, Wisconsin 53212  |

**Chapter 2 Important phone numbers and resources****SECTION 8 How to contact the Railroad Retirement Board**

The Railroad Retirement Board is an independent Federal agency that administers comprehensive benefit programs for the nation's railroad workers and their families. If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

| Method         | Railroad Retirement Board – Contact Information  |
|----------------|--|
| <b>CALL</b>    | <p><b>1-877-772-5772</b></p> <p>Calls to this number are free.</p> <p>If you press “0,” you may speak with an RRB representative from 9:00 a.m. – 3:30 p.m., Monday, Tuesday, Thursday, and Friday, and from 9:00 a.m. – 12:00 p.m. on Wednesday.</p> <p>If you press “1”, you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays.</p> |
| <b>TTY</b>     | <p><b>1-312-751-4701</b></p> <p>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.</p> <p>Calls to this number are not free.</p>  |
| <b>WEBSITE</b> | <p><a href="http://rrb.gov/">rrb.gov/</a></p>  |

**SECTION 9 Do you have group insurance or other health insurance from an employer?**

If you (or your spouse or domestic partner) get benefits from your (or your spouse or domestic partner's) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Customer Care if you have any questions. You can ask about your (or your spouse or domestic partner's) employer or retiree health benefits, premiums, or the enrollment period. (Phone numbers for Customer Care are on the last page of this document.) You may also call 1-800-MEDICARE (1-800-633-4227; TTY: 1-877-486-2048) with questions related to your Medicare coverage under this plan.

If you have other prescription drug coverage through your (or your spouse or domestic partner's) employer or retiree group, please contact **that group's benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

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**SECTION 10 You can get assistance from Aging and Disability Resource Centers (ADRC)**

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If you have questions about aging or living with a disability, your local aging and disability resource center (ADRC) can help. The ADRC provides information on a variety of programs and services. That includes long-term care options. The ADRC also helps people apply for programs and benefits, including publicly funded long-term care.

The ADRC can connect you to resources about:

- Adaptive equipment.
- Caregiver support.
- Dementia care services.
- Health, nutrition, and home-delivery meal programs.
- Housekeeping and chore services.
- Housing options.
- In-home personal care and nursing.
- Long-term care programs.
- Medicaid, Medicare, and Social Security.
- Safety updates to the home.
- Transportation.
- Wellness programs.

It also provides other services.

Visit <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm> for more information about ADRCs. You can contact the ADRC for your county of residence as listed below.

**ADRC Adams County**

569 N. Cedar St.  
Adams, WI 53910

**Toll-free: 877-883-5378**  
**TTY/TDD/Relay 711**

**ADRC Columbia County**

111 E. Mullett Street  
P.O. Box 136  
Portage, WI 53901

**Phone: 888-742-9233**  
**TTY/TDD/Relay: 608-742-9229**

**ADRC Jefferson County**

1541 Annex Road  
Jefferson, WI 53549

**Phone: 866-740-2372**  
**TTY/TDD/Relay: 800-947-3529**

**ADRC Kenosha County**

8600 Sheridan Rd., Suite 500  
Kenosha, WI 53143

**Toll-free: 1-800-472-8008**  
**TTY: 711**

**Chapter 2 Important phone numbers and resources**

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**ADRC Dane County**

2865 N. Sherman Ave  
Madison, WI 53704

**Toll-free: 1-855-417-6892**

**TTY: 1-608-240-7404**

**ADRC Dodge County**

199 County Road DF,  
3rd Floor  
Juneau, WI 53039

**Toll-Free Phone: 800-924-6407**

**Local Phone: 920-386-3580**

**TTY/TDD/Relay: 920-386-3883**

**ADRC Green Lake County**

571 County Road A  
Green Lake, WI 54941-0588

**Toll Free: 877-883-5378**

**TTY/TDD/Relay 711**

**ADRC Eagle Country**

**(Serving Crawford, Juneau,  
Richland and Sauk Counties)**

» Baraboo Office

505 Broadway St., Baraboo, WI 53913

» Mauston Office

200 Hickory St., Mauston, WI 53948

» Prairie du Chien Office

225 N. Beaumont Rd., Suite 117  
Prairie du Chien, WI 53821

» Richland Center Office

221 W. Seminary St.,  
Richland Center, WI 53581

**Toll-free: 1-877-794-2372**

**TTY/TDD/Relay: 711**

**ADRC Marquette County**

428 Underwood Ave.  
P.O. Box 405  
Montello, WI 53949-0405

**Toll Free: 855-440-ADRC (2372)**

**ADRC Milwaukee County**

1220 W. Vliet St., Suite 300  
Milwaukee, WI 53221

**Local: 414-289-6874**

**TTY/TDD: 711**

**ADRC Racine County**

14200 Washington Ave.  
Sturtevant, WI 53177

**Toll-free: 1-866-219-1043**

**TTY: 711**

**ADRC Rock County**

1717 Center Ave.  
Janesville, WI 53546

**Phone: 855-741-3600**

**TTY/TDD/Relay: WI Relay 711**

**ADRC Waushara County**

209 S. Saint Marie St.  
PO Box 621  
Wautoma, WI 54982-8114

**Toll Free: 877-883-5378**

**TTY/TDD/Relay 711**

The Wisconsin Department of Health Services partners with counties and tribes to provide eligibility services for people who are applying for or are enrolled in programs like Medicaid, BadgerCare Plus, and FoodShare. County agencies that provide eligibility services are often called income maintenance or economic support agencies. These county agencies have joined together to form 11 consortium across the state. Each consortium has its own call center to help you with eligibility services. The letters and other communications you get from the State of Wisconsin refer to both local county agencies and the consortium as “agencies.”

**Chapter 2 Important phone numbers and resources**

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You can contact the Income Maintenance Consortium for your county of residence as listed below. You must report changes in your living situation or finances within 10 days. If you move, you must report your new address. These changes can affect whether you are eligible for Medicaid and *iCare* Family Care Partnership.

Report these changes to your county's income maintenance consortium and *iCare*. Information about income maintenance can be found at <https://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm>



# CHAPTER 3:

## *Using the plan for your medical and other covered services*

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## **SECTION 1 Things to know about getting your medical care and other services as a member of our plan**

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This chapter explains what you need to know about using the plan to get your medical care and other services covered. It gives definitions of terms and explains the rules you will need to follow to get the medical treatments, services, equipment, prescription drugs, and other medical care that are covered by the plan.

For the details on what medical care and other services are covered by our plan, use the benefits chart in the next chapter, Chapter 4 (*Medical Benefits Chart, what is covered*).

### **Section 1.1 – What are network providers and covered services?**

- **Providers** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **Network providers** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay nothing for covered services.
- **Covered services** include all the medical care, health care services, supplies, equipment, and Prescription Drugs that are covered by our plan. Your covered services for medical care are listed in the benefits chart in Chapter 4. Your covered services for prescription drugs are discussed in Chapter 5.

### **Section 1.2 – Basic rules for getting your medical care and other services covered by the plan**

As a Medicare and Medicaid health plan, iCare Family Care Partnership must cover all services covered by Original Medicare and may offer other services in addition to those covered under Original Medicare. Refer to Chapter 4 for a list of Medicaid and long-term care benefits and supplemental benefits offered by iCare Family Care Partnership.

iCare Family Care Partnership will generally cover your medical care as long as:

- **The care you receive is included in the plan’s Medical Benefits Chart** (this chart is in Chapter 4 of this document).
- **The care you receive is considered medically necessary.** Medically necessary means that the services, supplies, equipment, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

**Chapter 3 Using the plan for your medical services**

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- **You have a network primary care provider (a PCP) who is providing and overseeing your care, unless you are an Indian member who is permitted to obtain covered services from out-of-network Indian health care providers.** As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
  - o In most situations, our plan must give you approval in advance before you can use other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a referral. For more information about this, see Section 2.3 of this chapter.
  - o Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 of this chapter).
- **You must receive your care from a network provider** (for more information about this, see Section 2 in this chapter). In most cases, care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. This means that you will have to pay the provider in full for the services furnished. *Here are three exceptions:*
  - o The plan covers emergency care or urgently needed services that you get from an out-of-network provider. For more information about this, and to see what emergency or urgently needed services means, see Section 3 in this chapter.
  - o If you need medical care that Medicare or Medicaid requires our plan to cover but there are no specialists in our network that provide this care, you can get this care from an out-of-network provider. Authorization must be obtained from the plan prior to seeking care. In this situation, we will cover these services at no cost to you. For information about getting approval to see an out-of-network doctor, see Section 2.4 in this chapter.
  - o The plan covers kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area or when your provider for this service is temporarily unavailable or inaccessible. The cost sharing you pay the plan for dialysis can never exceed the cost sharing in Original Medicare. If you are outside the plan's service area and obtain the dialysis from a provider that is outside the plan's network, your cost sharing cannot exceed the cost sharing you pay in-network. However, if your usual in-network provider for dialysis is temporarily unavailable and you choose to obtain services inside the service area from a provider outside the plan's network the cost sharing for the dialysis may be higher.
  - o You are an Indian member who is permitted to obtain covered services from out-of-network Indian health care providers.

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## **SECTION 2 Use providers in the plan's network to get your medical care and other services**

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| <b>Section 2.1 – You may choose a Primary Care Provider (PCP) to provide and oversee your care</b> |
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### **What is a PCP and what does the PCP do for you?**

Your PCP is the physician who collaborates with your Care Team and our Plan to oversee your health care. When you become a member of Partnership, you must choose a network physician to be your PCP. Your PCP is a physician who meets state licensing requirements and is trained to give you basic medical care. As we explain below, you will get your routine or basic care from your PCP. Your PCP, in collaboration with the rest of your Care Team, will also coordinate the rest of the covered services you get as a Plan member.

There are several types of physicians who may be your PCP. Please talk to your Care Team about your options.

### **How does your Care Team work with your PCP?**

Talk with your Care Team about getting care from your PCP. You will usually see your PCP for most of your routine health care needs. Except in an emergency or for urgently needed care, you can get only a few types of covered services on your own without first contacting your Care Team.

Your Care Team will arrange or coordinate the covered health care services you get as a Plan member. This includes such things as x-rays, laboratory tests, therapies, care from doctors who are specialists, hospital admissions, and follow-up care. “Coordinating” your services includes checking or consulting with other network providers about your care and how it is going.

If you need certain types of covered services or supplies, your Care Team must give approval in advance. Since your PCP and your Care Team will provide and coordinate your medical care, you should have all your past medical records sent to your new PCP's office (if your PCP changes).

iCare Family Care Partnership is a provider of the Family Care Partnership Program. Partnership is a different kind of health plan. An **Interdisciplinary Team** works with you to identify your goals (outcomes) and develops a Plan to support you with achieving these outcomes. The Care Team consists of:

- You, the Partnership Member
- Your family and significant others (at your option)
- Your Primary Care Physician
- Your Partnership Nurse Practitioner

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- Your Partnership Registered Nurse
- Your Partnership Care Manager
- Other people you choose to include on your Care Team

The primary goal of Partnership is to support you with achieving your outcomes. The following statements demonstrate the areas that people have identified as being important. These statements provide a framework for you and the Care Team to talk about and understand your outcomes, preferences, and identified needs.

- You decide where and with whom you live;
- You make decisions regarding your supports and services and who provides them;
- You decide how you spend your day;
- You have relationships with family and friends you care about;
- You do things that are important to you;
- You are involved in your community;
- Your life is stable;
- You are respected and treated fairly;
- You have privacy;
- You have the best possible health;
- You feel safe; and/or
- You are free from abuse and neglect.

You and the Care Team develop your plan of care based on your outcomes. iCare Family Care Partnership has a responsibility to support your outcomes in the most cost-effective manner possible. To accomplish this, your Care Team uses a process called **Resource Allocation Decision-Making (RAD)**. This process is approved by the State of Wisconsin to help guide decision-making regarding your care plan. As stated above, you and others are part of the Care Team who take an active role in decision-making regarding the medical care, long-term care and home and community-based services you need to support your outcomes.

You have the option to choose **Self-Directed Supports (SDS)** as your way of receiving long term care services. Choosing SDS means making your own decisions about how and from whom you receive your long-term care services. You take the lead in managing your care, having control over resources, including finances; and taking responsibility for personal decisions and actions. If you are interested in learning more about SDS, contact your Care Team.

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**How do you choose your PCP?**

You may choose a PCP by using the *Provider/Pharmacy Directory*, the online “Find a Provider” tool (<https://www.icarehealthplan.org/Find-a-Provider.htm>), or by getting help from Customer Care or your Care Team. PCP’s do not automatically accept new patients. Our provider directory identifies PCPs that are **not** accepting new patients with an asterisk (\*). You may keep your current PCP if he/she is part of our Plan network. You can tell us your choice of PCP by calling your Care Team or Customer Care. You can change PCPs. If there is a particular specialist or hospital that you want to use, check first to be sure your PCP makes referrals to that specialist, or uses that hospital.

**Changing your PCP**

You may change your PCP for any reason, at any time. Also, it’s possible that your PCP might leave our plan’s network of providers and you would have to find a new PCP.

To change your PCP, call your Care Team. When you call, be sure to tell your Care Team if you are seeing specialists or getting other covered services that needed your PCP’s approval (such as home health services and durable medical equipment).

If you change your PCP you will not be limited to specific specialist or hospitals to which that PCP refers (see Section 2.3). However, you do need to see specialists and use hospitals in the iCare Family Care Partnership provider network. Your Care Team will help make sure that you can continue with the specialty care and other services you have been getting when you change your PCP. They will check to be sure the PCP that you want to switch to is accepting new patients. Your Care Team will tell you when the change to your new PCP will take effect.

**Section 2.2 – What kinds of medical care and other services can you get without a referral from your PCP?**

You can get the services listed below without getting approval in advance from your PCP.

- Routine women’s health care, which includes breast exams, screening mammograms (x-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider.
- Flu shots (or vaccines), COVID-19 vaccinations, Hepatitis B vaccinations, and pneumonia vaccinations as long as you get them from a network provider.
- Emergency services from network providers or from out-of-network providers.
- Urgently needed services are covered services that are not emergency services, provided when the network providers are temporarily unavailable or inaccessible or when the enrollee is out of the service area. For example, you need immediate care during the weekend. Services must be immediately needed and medically necessary.

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- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan's service area. If possible, please call Customer Care before you leave the service area so we can help arrange for you to have maintenance dialysis while you are away.
- Contact your Care Team to find out what medical care and other services do not need a referral.

**Section 2.3 – How to get care from specialists and other network providers**

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.

Contact your Care Team if you need health care from a specialist. Your Care Team will assist with coordinating your health care services.

A referral is usually not required to see a specialist with the exception of second and all additional opinions. If you do need a referral, your provider will coordinate it.

iCare must authorize certain visits and procedures. For example, if you receive a referral for an *out-of-network* provider, you will need to obtain a Prior Authorization. Your provider should contact iCare for Prior Authorizations. Refer to Chapter 4, Section 2.1 for information about which services require Prior Authorization.

Whatever PCP you choose, you are not limited to use only specialists or hospitals to which that PCP refers. For example, if your provider is a member of a health care system, the provider can refer you to a different health care system. Your PCP should refer you to any provider within the iCare Family Care Partnership network.

**What if a specialist or another network provider leaves our plan?**

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. If your doctor or specialist leaves your plan you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, Medicare requires that we furnish you with uninterrupted access to qualified doctors and specialists.
- We will notify you that your provider is leaving our plan so that you have time to select a new provider.
  - o If your primary care or behavioral health provider leaves our plan, we will notify you

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- if you have seen that provider within the past three years.
- o If any of your other providers leave our plan, we will notify you if you are assigned to the provider, currently receive care from them, or have seen them within the past three months.
  - We will assist you in selecting a new qualified in-network provider that you may access for continued care.
  - If you are currently undergoing medical treatment or therapies with your current provider, you have the right to request, and we will work with you to ensure, that the medically necessary treatment or therapies you are receiving continues.
  - We will provide you with information about the different enrollment periods available to you and options you may have for changing plans.
  - We will arrange for any medically necessary covered benefit outside of our provider network, but at in-network cost sharing, when an in-network provider or benefit is unavailable or inadequate to meet your medical needs.
  - If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.
  - If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file a quality-of-care complaint to the QIO, a quality-of-care grievance to the plan, or both. Please see Chapter 9.

**Section 2.4 – How to get care from out-of-network providers**

If you need medical care that Medicare or Medicaid requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Authorization must be obtained from the plan prior to receiving care. In this situation, we will cover these services at no cost to you. For information about getting authorization to see an out-of-network doctor, contact your Care Team (see Chapter 2 for contact information).

If you are an Indian member, you are permitted to obtain covered services from out-of-network Indian health care providers.

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**SECTION 3 How to get services when you have an emergency or urgent need for care or during a disaster**

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**Section 3.1 – Getting care if you have a medical emergency****What is a medical emergency and what should you do if you have one?**

A **medical emergency** is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical



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attention to prevent your loss of life (and, if you are a pregnant woman, loss of an unborn child), loss of a limb or function of a limb, or loss of or serious impairment to a bodily function. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP. You do not need to use a network doctor. You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories, and from any provider with an appropriate state license even if they are not part of our network.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. Call Customer Care 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.

#### What is covered if you have a medical emergency?

Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. We also cover medical services during the emergency.

The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. Your doctors will continue to treat you until your doctors contact us and make plans for additional care. Your follow-up care will be covered by our plan. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

#### What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, as long as you reasonably thought your health was in serious danger, we will cover your care.

However, after the doctor has said that it was *not* an emergency, we will cover additional care *only* if you get the additional care in one of these two ways:

- You go to a network provider to get the additional care.
- – *or* – The additional care you get is considered urgently needed services and you follow the rules for getting this urgent care (for more information about this, see Section 3.2 below).

**Section 3.2 – Getting care when you have an urgent need for services****What are urgently needed services?**

An urgently needed service is a non-emergency situation requiring immediate medical care but given your circumstances, it is not possible or not reasonable to obtain these services from a network provider. The plan must cover urgently needed services provided out of network. Some examples of urgently needed services are i) a severe sore throat that occurs over the weekend or ii) an unforeseen flare-up of a known condition when you are temporarily outside the service area.

You should always try to obtain urgently needed services from an urgent care in iCare Family Care Partnership’s provider network. However, if providers are temporarily unavailable or inaccessible and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

If you are an Indian member, you are permitted to obtain covered services from out-of-network Indian health care providers. This includes access to urgently needed services.

If you need urgent care services, to find an urgent care provider, please use the *Provider/Pharmacy Directory* or the “Find a provider” tool on our website (<https://www.icarehealthplan.org/Find-a-Provider.htm>) to find an urgent care center located close to you. You can also call Customer Care for help accessing urgent care services.

When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider.

Our plan does not cover emergency services, urgently needed services, or any other services for care outside of the United States.

**Section 3.3 – Getting care during a disaster**

If the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from your plan.

Please visit the following websites <https://www.icarehealthplan.org/Members/Education/Member-Safety.htm> or <https://www.medicare.gov/what-medicare-covers/getting-care-drugs-in-disasters-or-emergencies> for information on how to obtain needed care during a disaster. For support during a disaster, call Customer Care.

If you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5 for more information.

Indian members may obtain needed care during a disaster from Indian health care providers or from other out-of-network providers.

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## **SECTION 4 What if you are billed directly for the full cost of your services?**

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### **Section 4.1 – You can ask us to pay for covered services**

If you have paid for your covered services covered medical services, or if you have received a bill for covered medical services, go to Chapter 6 (*Asking us to pay a bill you have received for covered medical services or drugs*) for information about what to do.

### **Section 4.2 – What should you do if services are not covered by our plan?**

iCare Family Care Partnership covers all medically necessary services as listed in the Medical Benefits Chart in Chapter 4 of this document. If you receive services not covered by our plan or services obtained out-of-network and were not authorized, you are responsible for paying the full cost of services. However, please check with the Plan prior to paying for the cost of the service to see if it is covered by Medicaid.

For covered services that have a benefit limitation, you also pay the full cost of any services you get after you have used up your benefit for that type of covered service. If you pay for costs, once a benefit limit has been reached, it will **not** count toward your out-of-pocket maximum. You can call Customer Care when you want to know how much of your benefit limit you have already used.

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## **SECTION 5 How are your medical services covered when you are in a clinical research study?**

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### **Section 5.1 – What is a clinical research study?**

A clinical research study (also called a clinical trial) is a way that doctors and scientists test new types of medical care, like how well a new cancer drug works. Certain clinical research studies are approved by Medicare. Clinical research studies approved by Medicare typically request volunteers to participate in the study.

Once Medicare approves the study, and you express interest, someone who works on the study will contact you to explain more about the study and see if you meet the requirements set by the scientists who are running the study. You can participate in the study as long as you meet the requirements for the study *and* you have a full understanding and acceptance of what is involved if you participate in the study.

If you participate in a Medicare-approved study, Original Medicare pays most of the costs for the covered services you receive as part of the study. If you tell us that you are in a qualified clinical trial, then you are only responsible for the in-network cost sharing for the services in that trial. If you paid more, for example, if you already paid the Original Medicare cost-sharing amount, we will reimburse the difference between what you paid and the in-network cost sharing. However, you will need to provide documentation to show us how much you paid. When you are in a

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clinical research study, you may stay enrolled in our plan and continue to get the rest of your care (the care that is not related to the study) through our plan.

If you want to participate in any Medicare-approved clinical research study, you do *not* need to tell us or to get approval from us or your PCP. The providers that deliver your care as part of the clinical research study do *not* need to be part of our plan's network of providers. Please note that this does not include benefits for which our plan is responsible that include, as a component, a clinical trial or registry to assess the benefit. These include certain benefits specified under national coverage determinations requiring coverage with evidence development (NCDs-CED) and investigational device exemption (IDE) studies and may be subject to prior authorization and other plan rules.

Although you do not need to get our plan's permission to be in a clinical research study, covered for Medicare Advantage enrollees by Original Medicare, we encourage you to notify us in advance when you choose to participate in Medicare-qualified clinical trials.

If you participate in a study that Medicare has *not* approved, *you will be responsible for paying all costs for your participation in the study.*

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| <b>Section 5.2 – When you participate in a clinical research study, who pays for what?</b> |
|--|

Once you join a Medicare-approved clinical research study, Original Medicare covers the routine items and services you receive as part of the study, including:

- Room and board for a hospital stay that Medicare would pay for even if you weren't in a study.
- An operation or other medical procedure if it is part of the research study.
- Treatment of side effects and complications of the new care.

After Medicare has paid its share of the cost for these services, our plan will pay the rest. Like for all covered services, you will pay nothing for the covered services you get in the clinical research study.

When you are part of a clinical research study, **neither Medicare nor our plan will pay for any of the following:**

- Generally, Medicare will not pay for the new item or service that the study is testing unless Medicare would cover the item or service even if you were *not* in a study.
- Items or services provided only to collect data, and not used in your direct health care. For example, Medicare would not pay for monthly CT scans done as part of the study if your medical condition would normally require only one CT scan.
- Items and services customarily provided by the research sponsors free-of-charge for any enrollee in the trial.

## Chapter 3 Using the plan for your medical services

### Do you want to know more?

You can get more information about joining a clinical research study by visiting the Medicare website to read or download the publication Medicare and Clinical Research Studies. (The publication is available at: [www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf](http://www.medicare.gov/Pubs/pdf/02226-Medicare-and-Clinical-Research-Studies.pdf)) You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

## SECTION 6 Rules for getting care in a religious non-medical health care institution

### Section 6.1 – What is a religious non-medical health care institution?

A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious non-medical health care institution. This benefit is provided only for Part A inpatient services (non-medical health care services).

### Section 6.2 – Receiving Care From a Religious Non-Medical Health Care Institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is **non-excepted**.

- **Non-excepted** medical care or treatment is any medical care or treatment that is *voluntary* and *not required* by any federal, state, or local law.
- **Excepted** medical treatment is medical care or treatment that you get that is *not* voluntary or *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified by Medicare.
- Our plan's coverage of services you receive is limited to *non-religious* aspects of care.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
  - o You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
  - o – *and* – You must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

There is unlimited coverage for this benefit.

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## **SECTION 7 Rules for ownership of durable medical equipment**

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### **Section 7.1 – Will you own the durable medical equipment after making a certain number of payments under our plan?**

Durable medical equipment (DME) includes items such as oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers, and hospital beds ordered by a provider for use in the home. The member always owns certain items, such as prosthetics. In this section, we discuss other types of DME that you must rent.

In Original Medicare, people who rent certain types of DME own the equipment after paying co-payments for the item for 13 months. As a member of *iCare* Family Care Partnership, however, you will not acquire ownership of rented DME items no matter how many co-payments you make for the item while a member of our plan, even if you made up to 12 consecutive payments for the DME item under Original Medicare before you joined our plan.

#### **What happens to payments you made for durable medical equipment if you switch to Original Medicare?**

If you did not acquire ownership of the DME item while in our plan, you will have to make 13 new consecutive payments after you switch to Original Medicare in order to own the item. The payments made while enrolled in your plan do not count.

Example 1: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. The payments you made in Original Medicare do not count.

Example 2: You made 12 or fewer consecutive payments for the item in Original Medicare and then joined our plan. You were in our plan but did not obtain ownership while in our plan. You then go back to Original Medicare. You will have to make 13 consecutive new payments to own the item once you join Original Medicare again. All previous payments (whether to our plan or to Original Medicare) do not count.

### **Section 7.2 – Rules for oxygen equipment, supplies, and maintenance**

#### **What oxygen benefits are you entitled to?**

If you qualify for Medicare oxygen equipment coverage, *iCare* Family Care Partnership will cover:

- Rental of oxygen equipment.
- Delivery of oxygen and oxygen contents.
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents.
- Maintenance and repairs of oxygen equipment.

**Chapter 3 Using the plan for your medical services**

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If you leave *iCare* Family Care Partnership or no longer medically require oxygen equipment, then the oxygen equipment must be returned.

**What happens if you leave your plan and return to Original Medicare?**

Original Medicare requires an oxygen supplier to provide you services for five years. During the first 36 months you rent the equipment. The remaining 24 months the supplier provides the equipment and maintenance (you are still responsible for the copayment for oxygen). After five years you may choose to stay with the same company or go to another company. At this point, the five-year cycle begins again, even if you remain with the same company, requiring you to pay copayments for the first 36 months. If you join or leave our plan, the five-year cycle starts over.

# CHAPTER 4:

## *Medical Benefits Chart (what is covered and what you pay)*



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## **SECTION 1 Understanding covered services**

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This chapter provides a Medical Benefits Chart that lists your covered services as a member of *iCare* Family Care Partnership. Later in this chapter, you can find information about medical services that are not covered.

### **Section 1.1 – You pay nothing for your covered services**

Because you get assistance from Medicaid, you pay nothing for your covered services as long as you follow the plans' rules for getting your care. (See Chapter 3 for more information about the plans' rules for getting your care.)

### **Section 1.2 – What is your plan deductible?**

If you are eligible for Medicare cost-sharing assistance under Medicaid, you have no deductible.

### **Section 1.3 – What is the most you will pay for covered medical services?**

**Note:** Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum. You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.

Because you are enrolled in a Medicare Advantage Plan, there is a limit on the amount you have to pay out-of-pocket each year for medical services that are covered by our plan. This limit is called the maximum out-of-pocket (MOOP) amount for medical services. For calendar year 2025 this amount is \$9,350 (in-network).

The amounts you pay for covered services count toward this maximum out-of-pocket amount. The amounts you pay for your plan premiums (as a member of *iCare* Family Care Partnership you do not have a plan premium) and for your Part D prescription drugs do not count toward your maximum out-of-pocket amount. If you reach the maximum out-of-pocket amount of \$9,350, you will not have to pay any out-of-pocket costs for the rest of the year for covered services. However, you must continue to pay the Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

### **Section 1.4 – Our plan also limits your out-of-pocket costs for certain types of services**

In addition to the maximum out-of-pocket amount for covered services (see Section 1.3 above), we also have a separate maximum out-of-pocket amount that applies only to certain types of services.

Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum. You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.

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## SECTION 2 Use the *Medical Benefits Chart* to find out what is covered

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### Section 2.1 – Your medical benefits as a member of the plan

The Medical Benefits Chart on the following pages lists the services iCare Family Care Partnership covers. Part D prescription drug coverage is in Chapter 5. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your Medicare and Medicaid covered services must be provided according to the coverage guidelines established by Medicare and Medicaid.
- Your services (including medical care, services, supplies, equipment, and Part B prescription drugs) must be medically necessary. Medically necessary means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- For new enrollees, your MA coordinated care plan must provide a minimum 90-day transition period, during which time the new MA plan may not require prior authorization for any active course of treatment, even if the course of treatment was for a service that commenced with an out-of-network provider.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered unless it is emergent or urgent care or unless your plan or a network provider has given you a referral. If you are an Indian Tribe member, you are permitted to obtain covered services from out-of-network Indian health care providers.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in the plan's network. This is called giving you a referral.
- Some of the services listed in the Medical Benefits Chart are covered only if your doctor or other network provider gets approval in advance (sometimes called prior authorization) from us. Covered services that need approval in advance are written in the Medical Benefits Chart in ***bold italic***.
- If your coordinated care plan provides approval of a prior authorization request for a course of treatment, the approval must be valid for as long as medically reasonable and necessary to avoid disruptions in care in accordance with applicable coverage criteria, your medical history, and the treating provider's recommendation.

Other important things to know about our coverage:

- You are covered by both Medicare and Medicaid. Medicare covers health care and prescription drugs. Medicaid covers your cost sharing for Medicare services. Medicaid

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**


also covers services Medicare does not cover, like long-term care, some over-the-counter drugs, home and community-based services, or other Medicaid-only services.

- Like all Medicare health plans, we cover everything that Original Medicare covers. (If you want to know more about the coverage and costs of Original Medicare, look in your *Medicare & You 2025* handbook. View it online at [www.medicare.gov](http://www.medicare.gov) or ask for a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.)
- For all preventive services that are covered at no cost under Original Medicare, we also cover the service at no cost to you.
- If Medicare adds coverage for any new services during 2025, either Medicare or our plan will cover those services.
- iCare Family Care Partnership fully integrates both Medicare and Medicaid benefits. The benefits charts reflect the covered benefits. You pay nothing for covered Medicare and Medicaid benefits.
- iCare Family Care Partnership offers supplemental or added benefits at no additional cost (there is no additional premium for these benefits). These benefits are notated in the Benefits Chart with a bold asterisk (\*).

You do not pay anything for the services listed in the Benefits Chart, as long as you meet the coverage requirements described above.

 You will see this apple next to the preventive services in the benefits chart.




**Medical Benefits Chart**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
|  <b>Abdominal aortic aneurysm screening</b><br>A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist. | There is no co-insurance, co-payment, or deductible for members eligible for this preventive screening. |




**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>   |
|--|--|
| <p><b>Acupuncture for chronic low back pain</b></p> <p>Covered services include:</p> <p>Up to 12 visits in 90 days are covered for Medicare beneficiaries under the following circumstances:</p> <p>For the purpose of this benefit, chronic low back pain is defined as:</p> <ul style="list-style-type: none"> <li>• lasting 12 weeks or longer;</li> <li>• nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious disease, etc.);</li> <li>• not associated with surgery; and</li> <li>• not associated with pregnancy.</li> </ul> <p>An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually.</p> <p>Treatment must be discontinued if the patient is not improving or is regressing.</p> <p>Provider Requirements:</p> <p>Physicians (as defined in 1861(r)(1) of the Social Security Act (the Act)) may furnish acupuncture in accordance with applicable state requirements.</p> <p>Physician assistants (PAs), nurse practitioners (NPs)/clinical nurse specialists (CNSs) (as identified in 1861(aa)(5) of the Act), and auxiliary personnel may furnish acupuncture if they meet all applicable state requirements and have:</p> <ul style="list-style-type: none"> <li>• a masters or doctoral level degree in acupuncture or Oriental Medicine from a school accredited by the Accreditation Commission on Acupuncture and Oriental Medicine (ACAOM); and,</li> <li>• a current, full, active, and unrestricted license to practice acupuncture in a State, Territory, or Commonwealth (i.e. Puerto Rico) of the United States, or District of Columbia.</li> </ul> <p>Auxiliary personnel furnishing acupuncture must be under the appropriate level of supervision of a physician, PA, or NP/CNS required by our regulations at 42 CFR §§ 410.26 and 410.27.</p> | <p>You pay nothing (\$0) when you receive these covered services from network providers. 20 visit(s) per year.</p> <p><b><i>Prior authorization may be required.</i></b></p> |


**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| Services that are covered for you  | What you must pay when you get these services   |
|--|---|
| <p><b>Ambulance services</b></p> <ul style="list-style-type: none"> <li>Covered ambulance services, whether for an emergency or non-emergency situation, include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by the plan. If the covered ambulance services are not for an emergency situation, it should be documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required.</li> </ul> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>Annual wellness visit</b></p> <p>If you've had Part B for longer than 12 months, you can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p> <p><b>Note:</b> Your first annual wellness visit can't take place within 12 months of your Welcome to Medicare preventive visit. However, you don't need to have had a Welcome to Medicare visit to be covered for annual wellness visits after you've had Part B for 12 months.</p>  | <p>There is no co-insurance, co-payment, or deductible for the annual wellness visit.</p> <p>Contact your Care Team to arrange your Annual Wellness Visit.</p>                          |
| <p> <b>Bone mass measurement</b></p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>  | <p>There is no co-insurance, co-payment or deductible for Medicare-covered bone mass measurement.</p>   |
| <p> <b>Breast cancer screening (mammograms)</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>One baseline mammogram between the ages of 35 and 39.</li> <li>One screening mammogram every 12 months for women age 40 and older.</li> <li>Clinical breast exams once every 24 months.</li> </ul>  | <p>There is no co-insurance, co-payment, or deductible for covered screening mammograms.</p>  |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Cardiac rehabilitation services</b></p> <p>Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's order. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>  | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</b></p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy.</p>                                   | <p>There is no co-insurance, co-payment or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>   |
| <p> <b>Cardiovascular disease testing</b></p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months)</p>  | <p>There is no co-insurance, co-payment or deductible for cardiovascular disease testing that is covered once every 5 years.</p>  |
| <p> <b>Cervical and vaginal cancer screening</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• For all women: Pap tests and pelvic exams are covered once every 24 months.</li> <li>• If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test within the past 3 years: one Pap test every 12 months.</li> </ul> | <p>There is no co-insurance, co-payment, or deductible for Medicare-covered preventive Pap and pelvic exams.</p>  |
| <p><b>Chiropractic services</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• We cover only manual manipulation of the spine to correct subluxation.</li> </ul>   | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**




| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p> <b>Colorectal cancer screening</b></p> <p>The following screening tests are covered:</p> <ul style="list-style-type: none"> <li>• Colonoscopy has no minimum or maximum age limitation and is covered once every 120 months (10 years) for patients not at high risk, or 48 months after a previous flexible sigmoidoscopy for patients who are not at high risk for colorectal cancer, and once every 24 months for high risk patients after a previous screening colonoscopy or barium enema.</li> <li>• Flexible sigmoidoscopy for patients 45 years and older. Once every 120 months for patients not at high risk after the patient received a screening colonoscopy. Once every 48 months for high risk patients from the last flexible sigmoidoscopy or barium enema.</li> <li>• Screening fecal-occult blood tests for patients 45 years and older. Once every 12 months.</li> <li>• Multitarget stool DNA for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years.</li> <li>• Blood-based Biomarker Tests for patients 45 to 85 years of age and not meeting high risk criteria. Once every 3 years.</li> <li>• Barium Enema as an alternative to colonoscopy for patients at high risk and 24 months since the last screening barium enema or the last screening colonoscopy.</li> <li>• Barium Enema as an alternative to flexible sigmoidoscopy for patient not at high risk and 45 years or older. Once at least 48 months following the last screening barium enema or screening flexible sigmoidoscopy.</li> </ul> <p>Colorectal cancer screening tests include a follow-on screening colonoscopy after a Medicare covered non-invasive stool-based colorectal cancer screening test returns a positive result.</p> | <p>There is no coinsurance, copayment, or deductible for a Medicare-covered colorectal cancer screening exam.</p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>*Dental services</b></p> <p>In general, preventive dental services (such as cleaning, routine dental exams, and dental x-rays) are not covered by Original Medicare. However, Medicare currently pays for dental services in a limited number of circumstances, specifically when that service is an integral part of specific treatment of a beneficiary's primary medical condition. Some examples include reconstruction of the jaw following fracture or injury, tooth extractions done in preparation for radiation treatment for cancer involving the jaw, or oral exams preceding kidney transplantation. In addition, we cover:</p> <p>We provide a supplemental benefit under Medicare Part C for preventive and comprehensive dental services limited to a maximum benefit coverage of \$4,000 per calendar year.</p> <p><b>Preventive Dental Care</b></p> <ul style="list-style-type: none"> <li>• Oral Exams: Up to three (3) per calendar year, includes emergency diagnostic exam up to 1 per year, and periodic oral exam up to 2 per year.</li> <li>• Prophylaxis (Cleaning): Up to six (6) per calendar year, includes periodontal maintenance up to 4 per year and prophylaxis (cleaning) up to 2 per year.</li> <li>• Fluoride Treatment: Up to two (2) per calendar year.</li> <li>• Dental X-rays: Include bitewing x-rays and intraoral x-rays up to 1 set(s) per year, and panoramic film or diagnostic x-rays up to 1 every 5 years.</li> </ul> <p><b>Co-pay for Comprehensive Dental Care</b></p> <ul style="list-style-type: none"> <li>• Non-routine Services: Include emergency treatment for pain up to two (2) per year.</li> <li>• Diagnostic Services: Include comprehensive oral evaluation or periodontal exam up to one (1) every three (3) years.</li> <li>• Restorative Services: Include fillings up to unlimited per year, re-cementation of crown and re-cementation of bridges up to 1 every 5 years, crown up to 1 per tooth per lifetime.</li> <li>• Endodontics: Include root canal, root canal retreatment up to 1 per tooth per lifetime.</li> <li>• Periodontics: Include scaling and root planning (deep cleaning) up to 1 per quadrant every 3 years, scaling for moderate inflammation up to 1 every 3 years.</li> <li>• Extractions: Includes simple or surgical extractions up to unlimited per year.</li> </ul> | <p><b><u>In-Network:</u></b></p> <p>There is no co-insurance, or deductible for Dental services.</p> <p>\$0 co-pay for preventive dental care.</p> <p>\$0 co-pay for comprehensive dental care.</p> <p><b><i>Prior authorization is required for Comprehensive Dental Care.</i></b></p> |



**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| Services that are covered for you  | What you must pay when you get these services  |
|--|--|
| <p><b>*Dental services (continued)</b></p> <ul style="list-style-type: none"> <li>• Prosthodontics, Other Oral/Maxillofacial Surgery, Other Services: Include partial dentures and complete dentures up to 1 set(s) every 5 years, denture adjustment, denture reline, denture repair, denture rebase, tissue conditioning up to 1 per year, occlusal adjustments up to 1 every 3 years, oral surgery up to 2 per year, bridges up to 1 every 5 years.</li> </ul>  |  |
| <p> <b>Depression screening</b></p> <p>We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and/or referrals.</p>  | <p>There is no co-insurance, co-payment, or deductible for an annual depression screening visit.</p>   |
| <p> <b>Diabetes screening</b></p> <p>We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes.</p> <p>You may be eligible for up to two diabetes screenings every 12 months following the date of your most recent diabetes screening test.</p>   | <p>There is no co-insurance, co-payment, or deductible for the Medicare covered diabetes screening tests.</p>  |
| <p> <b>Diabetes self-management training, diabetic services and supplies</b></p> <p>For all people who have diabetes (insulin and non-insulin users). Covered services include:</p> <ul style="list-style-type: none"> <li>• Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors.</li> <li>• For people with diabetes who have severe diabetic foot disease: One pair per calendar year of therapeutic custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts, or one pair of depth shoes and three pairs of inserts (not including the non-customized removable inserts provided with such shoes). Coverage includes fitting.</li> <li>• Diabetes self-management training is covered under certain conditions.</li> </ul> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |


**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>   |
|---|--|
| <p><b>Durable medical equipment (DME) and related supplies</b><br/>(For a definition of durable medical equipment, see Chapter 12 as well as Chapter 3, Section 7 of this document.)</p> <p>Covered items include, but are not limited to wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, and walkers.</p> <p>We cover all medically necessary DME covered by Original Medicare. If our supplier in your area does not carry a particular brand or manufacturer, you may ask them if they can special order it for you. The most recent list of suppliers is available on our website at <a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>.</p> <p>Generally, iCare Family Care Partnership covers any DME covered by Original Medicare from the brands and manufacturers on this list. We will not cover other brands and manufacturers unless your doctor or other provider tells us that the brand is appropriate for your medical needs. However, if you are new to iCare Family Care Partnership and are using a brand of DME that is not on our list, we will continue to cover this brand for you for up to 90 days. During this time, you should talk with your doctor to decide what brand is medically appropriate for you after this 90-day period. (If you disagree with your doctor, you can ask him or her to refer you for a second opinion.)</p> <p>If you (or your provider) don't agree with the plan's coverage decision, you or your provider may file an appeal. You can also file an appeal if you don't agree with your provider's decision about what product or brand is appropriate for your medical condition. (For more information about appeals, see Chapter 8, <i>What to do if you have a problem or complaint (coverage decisions, appeals, complaints)</i>)</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> <p>Your cost sharing for Medicare oxygen equipment coverage is \$0.</p> <p>Your cost sharing will not change after being enrolled for 36 months.</p> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>   |
|---|--|
| <p><b>Emergency care</b></p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> <li>• Furnished by a provider qualified to furnish emergency services, and</li> <li>• Needed to evaluate or stabilize an emergency medical condition.</li> </ul> <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you are a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <p>Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network.</p> <p>This coverage is only covered within the United States and its territories.</p> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, contact your Care Team.</p> <p>You must return to a network hospital in order for your care to continue to be covered <i>OR</i> you must have your inpatient care at the out-of-network hospital authorized by the plan.</p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Medicare-covered: Hearing services</b></p> <p>Diagnostic hearing and balance evaluations performed by your PCP to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.</p> <ul style="list-style-type: none"> <li>• Routine: <b>You must see a TruHearing provider to use the routine hearing benefit. Call 1-844-255-7144 to schedule an appointment (for TTY, dial 711).</b></li> <li>• \$0 copay for a routine hearing exam up to 1 per year.</li> <li>• \$0 copay for unlimited follow-up provider visits during the first year following TruHearing hearing aid purchase.</li> <li>• \$0 copay for Advanced level hearing aid up to 1 per ear every 3 years.</li> <li>• Note: Includes 80 batteries, 60 day trial period, and 3 year warranty.</li> </ul> <p>Benefit does not include or cover any of the following:</p> <ul style="list-style-type: none"> <li>• OTC hearing aids</li> <li>• Additional cost for optional hearing aid rechargeability</li> <li>• Ear molds</li> <li>• Hearing aid accessories</li> <li>• Additional provider visits</li> <li>• Additional batteries (or batteries when a rechargeable hearing aid is purchased)</li> <li>• Hearing aids that are not TruHearing-branded Advanced hearing aids</li> <li>• Costs associated with loss &amp; damage warranty claims</li> </ul> <p>Costs associated with excluded items are the responsibility of the member and are not covered by the plan.</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>HIV screening</b></p> <p>For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:</p> <ul style="list-style-type: none"> <li>• One screening exam every 12 months</li> </ul> <p>For women who are pregnant, we cover:</p> <ul style="list-style-type: none"> <li>• Up to three screening exams during a pregnancy</li> </ul>   | <p>There is no co-insurance, co-payment, or deductible for members eligible for Medicare-covered preventive HIV screening.</p>  |


**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>   |
|--|--|
| <p><b>Home health agency care</b></p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week)</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• Medical and social services</li> <li>• Medical equipment and supplies</li> </ul>  | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required</i></b></p>  |
| <p><b>Home infusion therapy</b></p> <p>Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Professional services, including nursing services, furnished in accordance with the plan of care</li> <li>• Patient training and education not otherwise covered under the durable medical equipment benefit</li> <li>• Remote monitoring</li> <li>• Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier</li> </ul> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required</i></b></p>  |
| <p><b>Hospice care</b></p> <p>You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course. You may receive care from any Medicare-certified hospice program. Your plan is obligated to help you find Medicare-certified hospice programs in the plan's service area, including those the MA organization owns, controls, or has a financial interest in. Your hospice doctor can be a network provider or an out-of-network provider.</p> <p>Covered services include:</p>   | <p>When you enroll in a Medicare-certified hospice program, your hospice services and your Part A and Part B services related to your terminal prognosis are paid for by Original Medicare, not iCare Family Care Partnership.</p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b> |
|---|--|
| <p><b>Hospice care (continued)</b></p> <ul style="list-style-type: none"> <li>• Drugs for symptom control and pain relief</li> <li>• Short-term respite care</li> <li>• Home care</li> </ul> <p><u>For hospice services and for services that are covered by Medicare Part A or B and are related to your terminal prognosis:</u> Original Medicare (rather than our plan) will pay your hospice provider for your hospice services related to your terminal prognosis. While you are in the hospice program, your hospice provider will bill Original Medicare for the services that Original Medicare pays for. You will be billed Original Medicare cost sharing.</p> <p><u>For services that are covered by Medicare Part A or B and are not related to your terminal prognosis:</u> If you need non-emergency, non-urgently needed services that are covered under Medicare Part A or B and that are not related to your terminal prognosis, your cost for these services depends on whether you use a provider in our plan's network and follow plan rules (such as if there is a requirement to obtain prior authorization).</p> <ul style="list-style-type: none"> <li>• If you obtain the covered services from a network provider and follow plan rules for obtaining service, you only pay the plan cost-sharing amount for in-network services</li> <li>• If you obtain the covered services from an out-of-network provider, you pay the cost sharing under Fee-for-Service Medicare (Original Medicare)</li> </ul> <p><u>For services that are covered by iCare Family Care Partnership but are not covered by Medicare Part A or B:</u> iCare Family Care Partnership will continue to cover plan-covered services that are not covered under Part A or B whether or not they are related to your terminal prognosis. You pay your plan cost-sharing amount for these services.</p> <p><u>For drugs that may be covered by the plan's Part D benefit:</u> If these drugs are unrelated to your terminal hospice condition you pay cost sharing. If they are related to your terminal hospice condition then you pay Original Medicare cost sharing. Drugs are never covered by both hospice and our plan at the same time. For more information, please see Chapter 5, Section 9.4 (<i>What if you're in Medicare-certified hospice</i>).</p> <p><b>Note:</b> If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.</p> |  |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>iCare Meal Program</b><br/>           Receive two (2) meals per day for 7 days (up to 14 meals) delivered to member's home after an inpatient stay in a hospital or nursing facility. Meal delivery must be scheduled within 30 days of discharge event. Limited to four (4) times per year.</p>   | <p>There is no coinsurance, co-payment, or deductible to participate.<br/> <b><i>Prior Authorization may be required.</i></b></p> |
| <p> <b>Immunizations</b><br/>           Covered Medicare Part B services include:</p> <ul style="list-style-type: none"> <li>• Pneumonia vaccines</li> <li>• Flu/influenza shots (or vaccines), once each flu/influenza season in the fall and winter, with additional flu/influenza shots (or vaccines) if medically necessary</li> <li>• Hepatitis B vaccines if you are at high or intermediate risk of getting Hepatitis B</li> <li>• COVID-19 vaccines</li> <li>• Other vaccines if you are at risk and they meet Medicare Part B coverage rules</li> </ul> <p>Refer to Chapter 6, Section 8 for additional information.</p> | <p>There is no co-insurance, co-payment, or deductible for the pneumonia, flu/influenza, Hepatitis B, and COVID-19 vaccines.</p>  |

**Chapter 4 Medical Benefits Chart (what is covered)**


| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>   |
|---|--|
| <p><b>Inpatient hospital care</b></p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor’s order. The day before you are discharged is your last inpatient day.</p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Semi-private room (or a private room if medically necessary)</li> <li>• Meals including special diets</li> <li>• Regular nursing services</li> <li>• Costs of special care units (such as intensive care or coronary care units)</li> <li>• Drugs and medications</li> <li>• Lab tests</li> <li>• X-rays and other radiology services</li> <li>• Necessary surgical and medical supplies</li> <li>• Use of appliances, such as wheelchairs</li> <li>• Operating and recovery room costs</li> <li>• Physical, occupational, and speech language therapy</li> <li>• Inpatient substance use disorder services</li> <li>• Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by a Medicare-approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the Original Medicare rate. If iCare Family Care Partnership provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion.</li> </ul> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required</i></b></p> |




**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Inpatient hospital care (continued)</b></p> <ul style="list-style-type: none"> <li>• Blood - including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need - you must either pay the costs for the first 3 pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used.</li> <li>• Physician services.</li> </ul> <p><b>Note:</b> To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff.</p> <p>You can also find more information in a Medicare fact sheet called <i>Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!</i> This fact sheet is available on the Web at <a href="https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf">https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf</a> or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p> |   |
| <p><b>Inpatient services in a psychiatric hospital</b></p> <ul style="list-style-type: none"> <li>• Covered services include mental health care services that require a hospital stay.</li> </ul>  | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Inpatient stay: Covered services received in a hospital or SNF during a non-covered inpatient stay</b></p> <p>If you have exhausted your inpatient benefits or if the inpatient stay is not reasonable and necessary, we will not cover your inpatient stay. However, in some cases, we will cover certain services you receive while you are in the hospital or the skilled nursing facility (SNF). Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Physician services</li> <li>• Diagnostic tests (like lab tests)</li> <li>• X-ray, radium, and isotope therapy including technician materials and services</li> <li>• Surgical dressings</li> <li>• Splints, casts and other devices used to reduce fractures and dislocations</li> <li>• Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal body organ, including replacement or repairs of such devices</li> <li>• Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition</li> <li>• Physical therapy, speech therapy, and occupational therapy</li> </ul> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>Medical nutrition therapy</b></p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant ordered by your doctor.</p> <p>We cover 3 hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services under Medicare (this includes our plan, any other Medicare Advantage plan, or Original Medicare), and 2 hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's order. A physician must prescribe these services and renew their order yearly if your treatment is needed into the next calendar year.</p>  | <p>There is no co-insurance, co-payment, or deductible for members eligible for Medicare-covered medical nutrition therapy services.</p>  |


**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>   |
|---|--|
| <p> <b>Medicare Diabetes Prevention Program (MDPP)</b><br/>MDPP services will be covered for eligible Medicare beneficiaries under all Medicare health plans.</p> <p>MDPP is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.</p>   | <p>There is no co-insurance, co-payment, or deductible for the MDPP benefit.</p>   |
| <p><b>Medicare Part B prescription drugs</b></p> <p>These drugs are covered under Part B of Original Medicare. Members of our plan receive coverage for these drugs through our plan. Covered drugs include:</p> <ul style="list-style-type: none"> <li>• Drugs that usually aren't self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services</li> <li>• Insulin furnished through an item of durable medical equipment (such as a medically necessary insulin pump)</li> <li>• Other drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan</li> <li>• The Alzheimer's drug, LeqembiÒ, (generic name lecanemab), which is administered intravenously. In addition to medication costs, you may need additional scans and tests before and/or during treatment that could add to your overall costs. Talk to your doctor about what scans and tests you may need as part of your treatment</li> <li>• Clotting factors you give yourself by injection if you have hemophilia</li> <li>• Transplant/Immunosuppressive Drugs: Medicare covers transplant drug therapy if Medicare paid for your organ transplant. You must have Part A at the time of the covered transplant, and you must have Part B at the time you get immunosuppressive drugs. Keep in mind, Medicare drug coverage (Part D) covers immunosuppressive drugs if Part B doesn't cover them</li> <li>• Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug</li> <li>• Some Antigens: Medicare covers antigens if a doctor prepares them and a properly instructed person (who could be you, the patient) gives them under appropriate supervision</li> </ul> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>   |
|--|--|
| <ul style="list-style-type: none"> <li>• Certain oral anti-cancer drugs: Medicare covers some oral cancer drugs you take by mouth if the same drug is available in injectable form or the drug is a prodrug (an oral form of a drug that, when ingested, breaks down into the same active ingredient found in the injectable drug) of the injectable drug. As new oral cancer drugs become available, Part B may cover them. If Part B doesn't cover them, Part D does</li> <li>• Oral anti-nausea drugs: Medicare covers oral anti-nausea drugs you use as part of an anti-cancer chemotherapeutic regimen if they're administered before, at, or within 48 hours of chemotherapy or are used as a full therapeutic replacement for an intravenous anti-nausea drug</li> <li>• Certain oral End-Stage Renal Disease (ESRD) drugs if the same drug is available in injectable form and the Part B ESRD benefit covers it</li> <li>• Calcimimetic medications under the ESRD payment system, including the intravenous medication Parsabiv<sup>®</sup>, and the oral medication Sensipar<sup>®</sup></li> <li>• Certain drugs for home dialysis, including heparin the antidote for heparin when medically necessary, and topical anesthetics</li> <li>• Erythropoiesis-stimulating agents: Medicare covers erythropoietin by injection if you have End-Stage Renal Disease (ESRD) or you need this drug to treat anemia related to certain other conditions [plans may delete any of the following drugs that are not covered under the plan] (such as Epogen<sup>®</sup>, Procrit<sup>®</sup>, Retacrit<sup>®</sup>, Epoetin Alfa, Aranesp<sup>®</sup>, Darbepoetin Alfa, Mircera<sup>®</sup>, or Methoxy polyethylene glycol-epoetin beta)</li> <li>• Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases</li> <li>• Parenteral and enteral nutrition (intravenous and tube feeding)</li> </ul> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required.</i></b></p> |
| <p>We also cover some vaccines under our Part B and Part D prescription drug benefit.</p> <p>Chapter 5 explains the Part D prescription drug benefit, including rules you must follow to have prescriptions covered. What you pay for your Part D prescription drugs through our plan is explained in Chapter 6.</p>   |  |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p> <b>Obesity screening and therapy to promote sustained weight loss</b></p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>   | <p>There is no co-insurance, co-payment, or deductible for preventive obesity screening and therapy.</p>  |
| <p><b>Opioid treatment program services</b></p> <p>Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:</p> <ul style="list-style-type: none"> <li>• U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications.</li> <li>• Dispensing and administration of MAT medications (if applicable)</li> <li>• Substance use counseling</li> <li>• Individual and group therapy</li> <li>• Toxicology testing</li> <li>• Intake activities</li> <li>• Periodic assessments</li> </ul> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Outpatient diagnostic tests and therapeutic services and supplies</b></p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• X-rays</li> <li>• Radiation (radium and isotope) therapy including technician materials and supplies</li> <li>• Surgical supplies, such as dressings</li> <li>• Splints, casts and other devices used to reduce fractures and dislocations</li> <li>• Laboratory tests</li> <li>• Blood - including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need - you must either pay the costs for the first 3 pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used</li> <li>• Other outpatient diagnostic tests</li> </ul>  | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required.</i></b></p>     |
| <p><b>Outpatient hospital observation</b></p> <p>Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.</p> <p>For outpatient hospital observation services to be covered, they must meet the Medicare criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another individual authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests.</p> <p><b>Note:</b> Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you are not sure if you are an outpatient, you should ask the hospital staff.</p> <p>You can also find more information in a Medicare fact sheet called Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask! This fact sheet is available on the Web at <a href="https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf">https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf</a> or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Outpatient hospital services</b></p> <p>We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery</li> <li>• Laboratory and diagnostic tests billed by the hospital</li> <li>• Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it</li> <li>• X-rays and other radiology services billed by the hospital</li> <li>• Medical supplies such as splints and casts</li> <li>• Certain drugs and biologicals that you can't give yourself</li> </ul> <p><b>Note:</b> Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an outpatient. If you are not sure if you are an outpatient, you should ask the hospital staff.</p> <p>You can also find more information in a Medicare fact sheet called <i>Are You a Hospital Inpatient or Outpatient? If You Have Medicare – Ask!</i> This fact sheet is available on the Web at <a href="https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf">https://es.medicare.gov/publications/11435-Medicare-Hospital-Benefits.pdf</a> or by calling 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048. You can call these numbers for free, 24 hours a day, 7 days a week.</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p><b>Outpatient mental health care</b></p> <p>Covered services include:</p> <p>Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, licensed professional counselor (LPC), licensed marriage and family therapist (LMFT), nurse practitioner (NP), physician assistant (PA), or other Medicare-qualified mental health care professional as allowed under applicable state laws.</p>   | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Outpatient rehabilitation services</b></p> <p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>   | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required.</i></b></p>     |
| <p><b>Outpatient substance use disorder services</b></p> <p>Covered services include:</p> <p>Outpatient substance abuse services including Medicare-covered Individual Sessions and Medicare-covered Group Sessions provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other Medicare-qualified mental health care professional as allowed under applicable state laws.</p>   | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p><b>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</b></p> <p><b>Note:</b> If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an outpatient.</p> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p>                                  |




**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Partial hospitalization services and Intensive outpatient services</b></p> <p>Partial hospitalization is a structured program of active psychiatric treatment provided as a hospital outpatient service or by a community mental health center, that is more intense than the care received in your doctor's, therapist's, licensed marriage and family therapist's (LMFT), or licensed professional counselor's office and is an alternative to inpatient hospitalization.</p> <p>Intensive outpatient service is a structured program of active behavioral (mental) health therapy treatment provided in a hospital outpatient department, a community mental health center, a Federally qualified health center, or a rural health clinic that is more intense than the care received in your doctor's or therapist's office but less intense than partial hospitalization.</p> <p><i>Intensive outpatient service</i> is a structured program of active behavioral (mental) health therapy treatment provided in a hospital outpatient department, a community mental health center, a Federally qualified health center, or a rural health clinic that is more intense than the care received in your doctor's, therapist's, licensed marriage and family therapist's (LMFT), or licensed professional counselor's office but less intense than partial hospitalization.</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |


**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Physician/Practitioner services, including doctor’s office visits</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Medically necessary medical care or surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location</li> <li>• Consultation, diagnosis, and treatment by a specialist</li> <li>• Basic hearing and balance exams performed by your PCP if your doctor orders it to see if you need medical treatment <ul style="list-style-type: none"> <li>o You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth.</li> </ul> </li> <li>• Some telehealth services including consultation, diagnosis, and treatment by a physician or practitioner, for patients in certain rural areas or other places approved by Medicare</li> <li>• Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member’s home</li> <li>• Telehealth services to diagnose, evaluate, or treat symptoms of a stroke, regardless of your location</li> <li>• Telehealth services for members with a substance use disorder or co-occurring mental health disorder, regardless of their location</li> <li>• Telehealth services for diagnosis, evaluation, and treatment of mental health disorders if: <ul style="list-style-type: none"> <li>o You have an in-person visit within 6 months prior to your first telehealth visit</li> <li>o You have an in-person visit every 12 months while receiving these telehealth services</li> <li>o Exceptions can be made to the above for certain circumstances</li> </ul> </li> <li>• Telehealth services for mental health visits provided by Rural Health Clinics and Federally Qualified Health Centers</li> <li>• Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes <b>if:</b> <ul style="list-style-type: none"> <li>o You’re not a new patient <b>and</b></li> </ul> </li> </ul> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p>A referral is not required to see a specialist with the exception of second and all additional opinions.</p> <p><b><i>Prior authorization may be required.</i></b></p> |



**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>  |
|--|---|
| <p><b>Physician/Practitioner services, including doctor's office visits (continued)</b></p> <ul style="list-style-type: none"> <li>o The check-in isn't related to an office visit in the past 7 days and</li> <li>o The check-in doesn't lead to an office visit within 24 hours or the soonest available appointment</li> <li>• Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours <b>if</b>: <ul style="list-style-type: none"> <li>o You're not a new patient <b>and</b></li> <li>o The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment</li> </ul> </li> <li>• Consultation your doctor has with other doctors by phone, internet, or electronic health record</li> <li>• Second opinion by another network provider prior to surgery</li> <li>• Non-routine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician)</li> </ul> |   |
| <p><b>Podiatry services</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs)</li> <li>• Routine foot care for members with certain medical conditions affecting the lower limbs</li> </ul>  | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>Prostate cancer screening exams</b></p> <p>For men age 50 and older, covered services include the following - once every 12 months:</p> <ul style="list-style-type: none"> <li>• Digital rectal exam</li> <li>• Prostate Specific Antigen (PSA) test</li> </ul>  | <p>There is no co-insurance, co-payment, or deductible for an annual PSA test.</p>  |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Prosthetic and orthotic devices and related supplies</b></p> <p>Devices (other than dental) that replace all or part of a body part or function. These include but are not limited to: testing, fitting, or training in the use of prosthetic and orthotic devices; as well as colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic and orthotic devices, and repair and/or replacement of prosthetic and orthotic devices. Also includes some coverage following cataract removal or cataract surgery – see “Vision Care” later in this section for more detail.</p> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p>                                  |
| <p><b>Pulmonary rehabilitation services</b></p> <p>Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe chronic obstructive pulmonary disease (COPD) and an order for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>   | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |
| <p> <b>Screening and counseling to reduce alcohol misuse</b></p> <p>We cover one alcohol misuse screening for adults with Medicare (including pregnant women) who misuse alcohol but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to 4 brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>  | <p>There is no co-insurance, co-payment, or deductible for the Medicare-covered screening and counseling to reduce alcohol misuse preventive benefit.</p>                               |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| Services that are covered for you   | What you must pay when you get these services  |
|---|--|
| <p> <b>Screening for lung cancer with low dose computed tomography (LDCT)</b></p> <p>For qualified individuals, a LDCT is covered every 12 months.</p> <p><b>Eligible members are:</b> people aged 50 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 20 pack-years and who currently smoke or have quit smoking within the last 15 years, who receive an order for LDCT during a lung cancer screening counseling and shared decision making visit that meets the Medicare criteria for such visits and be furnished by a physician or qualified non-physician practitioner.</p> <p><i>For LDCT lung cancer screenings after the initial LDCT screening:</i> the member must receive an order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision-making visit for subsequent lung cancer screenings with LDCT, the visit must meet the Medicare criteria for such visits.</p> | <p>There is no co-insurance, co-payment, or deductible for the Medicare covered counseling and shared decision-making visit or for the LDCT.</p>   |
| <p> <b>Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</b></p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to two individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>  | <p>There is no co-insurance, co-payment, or deductible for the Medicare-covered screening for STIs and counseling for STIs preventive benefit.</p> |


**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <p><b>Services to treat kidney disease</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime.</li> <li>• Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3, or when your provider for this service is temporarily unavailable or inaccessible)</li> <li>• Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care)</li> <li>• Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments)</li> <li>• Home dialysis equipment and supplies</li> <li>• Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and check your dialysis equipment and water supply)</li> </ul> <p>Certain drugs for dialysis are covered under your Medicare Part B drug benefit. For information about coverage for Part B Drugs, please go to the section, Medicare Part B prescription drugs.</p> | <p><b><u>In-Network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**


| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>   |
|--|--|
| <p><b>Skilled nursing facility (SNF) care</b><br/>           (For a definition of “skilled nursing facility care,” see Chapter 12 of this document. Skilled nursing facilities are sometimes called “SNFs.”)</p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Semiprivate room (or a private room if medically necessary)</li> <li>• Meals, including special diets</li> <li>• Skilled nursing services</li> <li>• Physical therapy, occupational therapy, and speech therapy</li> <li>• Drugs administered to you as part of your plan of care (This includes substances that are naturally present in the body, such as blood clotting factors.)</li> <li>• Blood - including storage and administration. Coverage of whole blood and packed red cells begins only with the fourth pint of blood that you need – you must either pay the costs for the first three pints of blood you get in a calendar year or have the blood donated by you or someone else. All other components of blood are covered beginning with the first pint used</li> <li>• Medical and surgical supplies ordinarily provided by SNFs</li> <li>• Laboratory tests ordinarily provided by SNFs</li> <li>• X-rays and other radiology services ordinarily provided by SNFs</li> <li>• Use of appliances such as wheelchairs ordinarily provided by SNFs</li> <li>• Physician/Practitioner services</li> </ul> <p>Generally, you will get your SNF care from network facilities. However, under certain conditions listed below, you may be able to get your care from a facility that isn’t a network provider, if the facility accepts our plan’s amounts for payment.</p> <ul style="list-style-type: none"> <li>• A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care)</li> <li>• A SNF where your spouse or domestic partner is living at the time you leave the hospital</li> </ul> | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required.</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**


| Services that are covered for you  | What you must pay when you get these services   |
|--|---|
| <p> <b>Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</b></p> <p><u>If you use tobacco, but do not have signs or symptoms of tobacco-related disease:</u> We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p><u>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco:</u> We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost sharing. Each counseling attempt includes up to four face-to-face visits.</p>   | <p>There is no co-insurance, co-payment, or deductible for the Medicare-covered smoking and tobacco use cessation preventive benefits.</p>  |
| <p><b>Supervised Exercise Therapy (SET)</b></p> <p>SET is covered for members who have symptomatic peripheral artery disease (PAD) and a referral for PAD from the physician responsible for PAD treatment.</p> <p>Up to 36 sessions over a 12-week period are covered if the SET program requirements are met.</p> <p>The SET program must:</p> <ul style="list-style-type: none"> <li>• Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication</li> <li>• Be conducted in a hospital outpatient setting or a physician's office</li> <li>• Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD</li> <li>• Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques</li> </ul> <p>SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider.</p> | <p><b><u>In-network:</u></b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization may be required.</i></b></p> |



**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>   |
|---|--|
| <p><b>Urgently needed services</b></p> <p>A plan-covered service requiring immediate medical attention that is not an emergency is an urgently needed service if either you are temporarily outside the service area of the plan, or even if you are inside the service area of the plan, it is unreasonable given your time, place, and circumstances to obtain this service from network providers with whom the plan contracts. Your plan must cover urgently needed services and only charge you in-network cost sharing. Examples of urgently needed services are unforeseen medical illnesses and injuries, or unexpected flare-ups of existing conditions. However, medically necessary routine provider visits, such as annual checkups, are not considered urgently needed even if you are outside the service area of the plan or the plan network is temporarily unavailable.</p> <p>Coverage is for care provided within the United States and its territories.</p>   | <p>You pay nothing (\$0) when you receive these covered services from network providers.</p>   |
| <p> <b>Vision care</b></p> <p>Covered services include:</p> <ul style="list-style-type: none"> <li>• Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. Original Medicare doesn't cover routine eye exams (eye refractions) for eyeglasses/contacts</li> <li>• For people who are at high risk of glaucoma, we will cover one glaucoma screening each year. People at high risk of glaucoma include: people with a family history of glaucoma people with diabetes, African-Americans who are age 50 and older, and Hispanic Americans who are 65 or older</li> <li>• For people with diabetes, screening for diabetic retinopathy is covered once per year</li> <li>• One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.)</li> </ul> <p><b>*This plan provides a supplemental benefit under Medicare Part C for:</b></p> | <p><b>In-Network:</b></p> <p>You pay nothing (\$0) when you receive these covered services from network providers.</p> <p><b><i>Prior authorization is required for eye exams and eyewear (contacts and eyeglasses).</i></b></p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b>   |
|--|--|
| <p><b>Vision care (continued)</b></p> <ul style="list-style-type: none"> <li>• \$0 co-pay for routine exam up to one (1) per year. \$50 combined maximum benefit coverage amount per year for routine exam.</li> <li>• \$400 combined maximum benefit coverage amount per year for contact lenses or eyeglasses — lenses and frames, fitting for eyeglasses — lenses and frames.</li> <li>• Eyeglass lens options may be available with the maximum benefit coverage amount up to one (1) pair per year. Maximum benefit coverage amount is limited to one time use per year.</li> </ul>   |  |
| <p> <b>Welcome to Medicare preventive visit</b></p> <p>The plan covers the one-time Welcome to Medicare preventive visit. The visit includes a review of your health, as well as education and counseling about the preventive services you need (including certain screenings and shots or vaccines), and referrals for other care if needed.</p> <p><b>Important:</b> We cover the Welcome to Medicare preventive visit only within the first 12 months you have Medicare Part B. When you make your appointment, let your doctor’s office know you would like to schedule your Welcome to Medicare preventive visit.</p> | <p>There is no co-insurance, co-payment, or deductible for the “Welcome to Medicare” preventive visit.</p> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| Services that are covered for you  | What you must pay when you get these services  |
|--|--|
| <p><b>Listed below are the Wisconsin Medicaid benefits covered by iCare Family Care Partnership. Because you are a member of this Partnership program, your Medicare deductible and co-insurance amounts are paid on your behalf.</b></p> <p><b>When people are eligible for both Medicare and Medicaid, health care and prescription drugs are usually covered by Medicare while long-term care benefits and some over-the-counter drugs are usually covered by Medicaid.</b></p> <p><b>All members of iCare Family Care Partnership receive Medicaid coverage for health care and drugs. Some benefits are covered by Medicaid Fee-for-Service which are notated below.</b></p> <ul style="list-style-type: none"> <li>• Alcohol and Other Drug Abuse (AODA) day treatment services (in all settings except hospital-based or physician provided)</li> <li>• Alcohol and Other Drug Abuse (AODA) services (except inpatient or physician provided).</li> <li>• Ambulatory Surgical Centers</li> <li>• Autism Services (covered by Medicaid Fee-for-Service)</li> <li>• Behavioral Treatment</li> <li>• Care/Case Management</li> <li>• Chiropractic</li> <li>• Community Recovery Services (covered by Medicaid Fee-for-Service)</li> <li>• Community Support Program (excluding physician provided; covered by Medicaid Fee-for-Service)</li> <li>• Dental services</li> <li>• Diagnostic testing services</li> <li>• Dialysis services</li> <li>• Disposable Medical Supplies (DMS)</li> <li>• Drugs (Prescription)</li> <li>• Durable Medical Equipment (except hearing aids, prosthetics, and family planning supplies)</li> </ul> | <p>Members are required to use network providers for all types of service, except emergency care.</p> <p>There are no deductibles or co-pays for covered, authorized services.</p> <p>Partnership members do not have to pay a co-pay for Part D prescription drugs.</p> <p>Prior authorization is required for most services. Contact your Care Team for details.</p> <p>Services are NOT covered outside of the United States and its territories, except under limited circumstances.</p> <p>As a member iCare Family Care Partnership, you may be responsible for a monthly cost share. This amount is determined by your county and must be paid to keep your eligibility for Medicaid. To determine your level of cost-sharing, contact your local ADRC. Contact information for ADRC's is in Chapter 2.</p> |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b>  |
|---|---|
| <ul style="list-style-type: none"> <li>• End-Stage Renal Disease (ESRD)</li> <li>• HealthCheck Screenings for Children</li> <li>• Hearing Services</li> <li>• Home care services (Home health, nursing and personal care)</li> <li>• Hospice care services</li> <li>• Hospital services (Inpatient, Outpatient and Outpatient Emergency Room)</li> <li>• Mental Health Services (day treatment in all settings; except inpatient or physician provided)</li> <li>• Medicare deductible and co-insurance</li> <li>• Nursing home services (including respiratory care, intermittent and private duty nursing)</li> <li>• Physician services</li> <li>• Podiatry services</li> <li>• Prenatal/Maternity care</li> <li>• Residence Substance Use Disorder Treatment (RUSD) (covered by Medicaid Fee-for-Service)</li> <li>• Reproductive Health Services / Family Planning Services</li> <li>• Respiratory care for ventilator-assisted recipients</li> <li>• Routine vision</li> <li>• School-based Services (SBS) (covered by Medicaid Fee-for-Service)</li> <li>• Therapy – physical therapy, occupational therapy and speech and language pathology services (all settings except inpatient hospital)</li> <li>• Transportation</li> </ul> | <p><i>iCare Family Care Partnership will bill you for the cost share each month. (The federal government refers to this as the “post-eligibility treatment of income.”).</i></p> <p><i>If you reside in substitute care, you must also pay for room and board. iCare Family Care Partnership will also bill you for room and board each month.</i></p> <p><i>Providers may not bill you for covered benefits that were authorized by iCare Family Care Partnership and received while you were enrolled in our plan.</i></p> <p><i>Providers may bill you for non-covered services that you have agreed to pay.</i></p> |
| <p><b>All members of iCare Family Care Partnership are also eligible to receive the following long-term care benefits which are covered by Medicaid:</b></p> <ul style="list-style-type: none"> <li>• Adaptive aids</li> <li>• Adult day care services</li> <li>• Assistive Technology / Communication aids / Interpreters</li> <li>• Consultative clinical and therapeutic services for caregivers</li> <li>• Consumer education and training</li> <li>• Counseling and therapeutic resources</li> <li>• Daily Living Skills training</li> </ul>   |   |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services that are covered for you</b>  | <b>What you must pay when you get these services</b> |
|---|--|
| <ul style="list-style-type: none"> <li>• Day services</li> <li>• Financial management services</li> <li>• Home delivered meals</li> <li>• Home modifications</li> <li>• Housing counseling</li> <li>• Personal Emergency Response Systems (PERS)</li> <li>• Prevocational services</li> <li>• Relocation services</li> <li>• Residential Care               <ul style="list-style-type: none"> <li>• Adult family homes of 1-2 beds</li> <li>• Adult family homes of 3-4 beds</li> <li>• Community-based residential facilities (CBRF)</li> <li>• Residential care apartment complexes (RCAC)</li> </ul> </li> <li>• Respite care</li> <li>• Self-directed personal care               <ul style="list-style-type: none"> <li>• Assistance with daily living (ADLs)</li> <li>• Assistance with instrumental activities of daily living (IADLs)</li> <li>• Housekeeping services related to the care of the person</li> <li>• Accompanying and assisting member to access the community for medical care and other services</li> <li>• Medically-orientated tasks delegated by a RN</li> </ul> </li> <li>• Skilled Nursing services RN/LPN</li> <li>• Specialized medical equipment and supplies</li> <li>• Support broker</li> <li>• Supported employment — individual employment support</li> <li>• Supported employment — small group employment support</li> <li>• Supportive home care</li> <li>• Training services for unpaid caregivers</li> <li>• Transportation (specialized transportation)               <ul style="list-style-type: none"> <li>• Community transportation</li> <li>• Other transportation</li> </ul> </li> <li>• Vocational future planning and support</li> </ul> |  |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services that are covered for you</b>   | <b>What you must pay when you get these services</b> |
|--|--|
| <p><b>Institutional Medicaid State Plan Services</b><br/>Nursing home, including intermediate care facility for individuals with intellectual disabilities and institution for mental disease. Services in an institution for mental disease are covered for members under age 21 or age 65 and older.</p> |  |

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### **SECTION 3 What services are covered outside of iCare Family Care Partnership (HMO D-SNP)?**

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#### **Section 3.1 – Services *not* covered by iCare Family Care Partnership (HMO D-SNP)**

All services covered by Original Medicare are also covered by our plan.

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### **SECTION 4 What services are not covered by the plan?**

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#### **Section 4.1 – Services *not* covered by the plan**

This section tells you what services are excluded.

The chart below describes some services and items that aren't covered by the plan under any conditions or are covered by the plan *OR* Medicare *OR* Medicaid only under specific conditions. For more information on what Medicaid benefits are not covered by the plan, please refer to your Family Care Partnership Member Handbook for Medicaid Benefits.

If you get services that are excluded (not covered), you must pay for them yourself except under the specific conditions listed below. Even if you receive the excluded services at an emergency facility, the excluded services are still not covered, and our plan will not pay for them. The only exception is if the service is appealed and decided upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 8, Section 6.3 in this document.)

| <b>Services not covered by Medicare</b> | <b>Not covered under any condition</b> | <b>Covered only under specific conditions</b>  |
|---|--|--|
| Acupuncture                             |  | <ul style="list-style-type: none"> <li>• Available for people with chronic low back pain under certain circumstances.</li> </ul> |

**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services not covered by Medicare</b>   | <b>Not covered under any condition</b> | <b>Covered only under specific conditions</b>   |
|---|--|---|
| Cosmetic surgery or procedures  |  | <ul style="list-style-type: none"> <li>• Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member.</li> <li>• Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.</li> </ul> |
| <p>Custodial care.</p> <p>Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with activities of daily living, such as bathing or dressing.</p> |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under the Long-Term Care benefits which are covered by Medicaid.</li> </ul>   |
| <p>Experimental medical and surgical procedures, equipment and medications.</p> <p>Experimental procedures and items are those items and procedures determined by Original Medicare to not be generally accepted by the medical community.</p>      |  | <ul style="list-style-type: none"> <li>• May be covered by Original Medicare under a Medicare-approved clinical research study or by our plan.</li> </ul> <p>(See Chapter 3, Section 5 for more information on clinical research studies.)</p>  |
| Fees charged for care by your immediate relatives or members of your household.   |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under the Long-Term Care benefits which are covered by Medicaid.</li> </ul>   |
| Full-time nursing care in your home.  |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under the Long-Term Care benefits which are covered by Medicaid.</li> </ul>   |
| Home-delivered meals  |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under the Long-Term Care benefits which are covered by Medicaid.</li> </ul>   |

**Chapter 4 Medical Benefits Chart (what is covered)**

| <b>Services not covered by Medicare</b>  | <b>Not covered under any condition</b> | <b>Covered only under specific conditions</b>  |
|--|--|--|
| Homemaker services including basic household assistance, such as light housekeeping or light meal preparation. |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under the Long-Term Care benefits which are covered by Medicaid.</li> </ul>  |
| Naturopath services (uses natural or alternative treatments).  | <b>Not covered under any condition</b> |  |
| Orthopedic shoes or supportive devices for the feet.   |  | <ul style="list-style-type: none"> <li>• Shoes that are part of a leg brace and are included in the cost of the brace. Orthopedic or therapeutic shoes for people with diabetic foot disease.</li> </ul> <p>May be covered by our plan under Medicaid.</p> |
| Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.  | <b>Not covered under any condition</b> |  |
| Private room in a hospital.  |  | <ul style="list-style-type: none"> <li>• Covered only when medically necessary.</li> </ul>   |
| Reversal of sterilization procedures and/or non-prescription contraceptive supplies.                           | <b>Not covered under any condition</b> |  |
| Routine chiropractic care  |  | <ul style="list-style-type: none"> <li>• Manual manipulation of the spine to correct a subluxation is covered.</li> </ul> <p>May be covered by our plan under Medicaid.</p>  |
| Routine foot care  |  | <ul style="list-style-type: none"> <li>• Some limited coverage provided according to Medicare guidelines, e.g., if you have diabetes.</li> </ul> <p>May be covered by our plan under Medicaid.</p>   |
| Routine hearing exams, hearing aids, or exams to fit hearing aids.   |  | <ul style="list-style-type: none"> <li>• May be covered by our plan under Medicaid.</li> </ul>   |



**Chapter 4 Medical Benefits Chart (what is covered and what you pay)**

| <b>Services not covered by Medicare</b>  | <b>Not covered under any condition</b> | <b>Covered only under specific conditions</b>   |
|--|--|---|
| Services considered not reasonable and necessary, according to Original Medicare standards |  | <ul style="list-style-type: none"><li>• Unless these services are listed by our plan as covered services.</li></ul> |

# CHAPTER 5:

*Using the plan's coverage for Part D  
prescription drugs*

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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**? How can you get information about your drug costs?**

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the “Extra Help” program, **some information in this *Evidence of Coverage* about the costs for Part D prescription drugs may not apply to you.** We sent you a separate insert, called the Evidence of Coverage Rider for People Who Get "Extra Help" Paying for Prescription Drugs (also known as the Low Income Subsidy Rider or the LIS Rider), which tells you about your drug coverage. If you don't have this insert, please call Customer Care and ask for the LIS Rider. (Phone numbers for Customer Care are on the last page of this document.)

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**SECTION 1 Introduction**

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This chapter **explains rules for using your coverage for Part D drugs.** Please see Chapter 4 for Medicare Part B drug benefits and hospice drug benefits.

In addition to the drugs covered by Medicare, some prescription drugs are covered for you under your Medicaid benefits. Contact your Care Team to learn about Medicaid drug coverage.

**Section 1.1 – Basic rules for the plan's Part D drug coverage**

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The plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist, or other prescriber) write you a prescription, which must be valid under applicable state law.
- Your prescriber must not be on Medicare's Exclusion or Preclusion Lists.
- You generally must use a network pharmacy to fill your prescription. (See Section 2 in this chapter.) Or you can fill your prescriptions through the plan's mail-order service.)
- Your drug must be on the plan's *List of Covered Drugs (Formulary)* (we call it the Drug Guide for short). (See Section 3 in this chapter.)
- Your drug must be used for a medically accepted indication. A “medically accepted indication” is a use of the drug that is either approved by the Food and Drug Administration or supported by certain references. (See Section 3 in this chapter for more information about a medically accepted indication.)
- Your drug may require approval before we will cover it. (See Section 4 in this chapter for more information about restrictions on your coverage.)

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**SECTION 2 Fill your prescription at a network pharmacy or through the plan's mail-order service**

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**Section 2.1 – Use a network pharmacy**

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In most cases, your prescriptions are covered *only* if they are filled at the plan's network

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.)

A network pharmacy is a pharmacy that has a contract with the plan to provide your covered prescription drugs. The term covered drugs means all of the Part D prescription drugs that are on the plan's Drug Guide.

**Our plan's network pharmacies allow you to order up to a 90-day supply except for specialty drugs.**

**Section 2.2 – Network pharmacies****How do you find a network pharmacy in your area?**

To find a network pharmacy, you can look in your *Provider/Pharmacy Directory*, visit our website <https://www.icarehealthplan.org/Find-a-Provider.htm> and/or call Customer Care.

You may go to any of our network pharmacies.

**What if the pharmacy you have been using leaves the network?**

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. To find another pharmacy in your area, you can get help from Customer Care or use the *Provider/Pharmacy Directory*. You can also find information on our website at [www.icarehealthplan.org](http://www.icarehealthplan.org).

**What if you need a specialized pharmacy?**

Some prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy.
- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a LTC facility (such as a nursing home) has its own pharmacy. If you have any difficulty accessing your Part D benefits in an LTC facility, please contact Customer Care.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. To locate a specialized pharmacy, look in your *Pharmacy Directory* (<https://www.icarehealthplan.org/Find-a-Provider.htm>) or call Customer Care.

**Section 2.3 – Using the plan's mail-order service**

For certain kinds of drugs, you can use the plan's network mail-order service. Generally, the drugs provided through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs that are not available through the plan's mail-order service are marked with "NM" or "Non-Mail Order Drug" in the Requirements/Limits column of the Drug Guide.

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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Our plan's mail-order service allows you to order up to a **90-day supply**. **Specialty drugs are not available for 90-day supply.**

To get information about filling your prescriptions by mail call Customer Care or visit our website at [www.icarehealthplan.org](http://www.icarehealthplan.org).

Usually, a mail-order pharmacy order will be delivered to you in no more than 10 days. If your mail order delivery is delayed, please call Customer Care. We can help you obtain a supply of medication from a local pharmacy while you wait for your delivery.

**New prescriptions the pharmacy receives directly from your doctor's office.**

After the pharmacy receives a prescription from a health care provider, it will contact you to see if you want the medication filled immediately or at a later time. It is important that you respond each time you are contacted by the pharmacy, to let them know whether to ship, delay, or stop the new prescription.

**Refills on mail-order prescriptions.** For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program we will start to process your next refill automatically when our records show you should be close to running out of your drug. The pharmacy will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed.

If you choose not to use our auto-refill program but still want the mail-order pharmacy to send you your prescription, please contact your pharmacy 10 days before your current prescription will run out. This will ensure your order is shipped to you in time.

To opt out of our program that automatically prepares mail-order refills, please contact us by calling Customer Care. So, the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. Please call Customer Care to inform us of your communication.

**Section 2.4 – How can you get a long-term supply of drugs?**

The plan offers two ways to get a long-term supply (also called an extended supply) of maintenance drugs on our plan's Drug Guide (Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.)

1. Some retail pharmacies in our network allow you to get a long-term supply of maintenance drugs. Your *Provider/Pharmacy Directory* (<https://www.icarehealthplan.org/Find-a-Provider.htm>) tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Customer Care for more information.
2. You may also receive maintenance drugs through our mail-order program. Please see Section 2.3 for more information.

**Section 2.5 – When can you use a pharmacy that is not in the plan's network?****Your prescription may be covered in certain situations**

Generally, we cover drugs filled at an out-of-network pharmacy only when you are not able to use a network pharmacy. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. **Please check first with Customer Care** to see if there is a network pharmacy nearby. You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

Here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- **You are or plan to be away from our plan's service area.** If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. When possible, take along all the medication you will need.

If you are traveling within the United States and territories and become ill, lose or run out of your prescription drugs we will cover prescriptions that are filled at an out-of-network pharmacy. In this situation, you may have to pay the full cost when you fill your prescription. If you do, you can ask us to reimburse you. Please refer to *"How to ask us to pay you back or to pay a bill you have received"* in Chapter 6.

- **Getting a prescription because of a medical emergency or urgent care.** We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgent care. In this situation, you may have to pay the full cost when you fill your prescription. If you do, you can ask us to reimburse you. Please refer to *"How to ask us to pay you back or to pay a bill you have received"* in Chapter 6.
- **If you go to an out-of-network pharmacy. Please check first with Customer Care to see if there is a network pharmacy nearby.** In this situation, you may have to pay the full cost when you fill your prescription. If you do, you can ask us to reimburse you. Please refer to *"How to ask us to pay you back or to pay a bill you have received"* in Chapter 6.

We will cover your prescription at an out-of-network pharmacy if at least one of the following applies:

- o If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service.
- o If you are trying to fill a prescription drug that is not regularly stocked at an accessible network retail pharmacy (including high cost and unique drugs).

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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**How do you ask for reimbursement from the plan?**

As described above, if you must use an out-of-network pharmacy, you will generally have to pay the full cost at the time you fill your prescription. You can ask us to reimburse you. (Chapter 6, Section 2 explains how to ask the plan to pay you back.)

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**SECTION 3 Your drugs need to be on the plan's Drug Guide**

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**Section 3.1 – The Drug Guide tells which Part D drugs are covered**

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The plan has a *List of Covered Drugs (Formulary)*. In this *Evidence of Coverage*, we call it the **Drug Guide for short**.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The list meets Medicare's requirements and has been approved by Medicare.

The Drug Guide includes the drugs covered under Medicare Part D. In addition to the drugs covered by Medicare, some prescription drugs are covered for you under your Medicaid benefits. Contact your Care Team to learn about Medicaid drug coverage.

We will generally cover a drug on the plan's Drug Guide as long as you follow the other coverage rules explained in this chapter and the drug is used for a medically accepted indication. A medically accepted indication is a use of the drug that is *either*:

- Approved by the Food and Drug Administration for the diagnosis or condition for which it is being prescribed, or
- Supported by certain references, such as the American Hospital Formulary Service Drug Information and the Micromedex DRUGDEX Information System.

The Drug Guide includes brand name drugs, generic drugs, and biological products (which may include biosimilars).

A brand name drug is a prescription drug that is sold under a trademarked name owned by the drug manufacturer. Biological products are drugs that are more complex than typical drugs. On the Drug Guide, when we refer to drugs, this could mean a drug or a biological product.

A generic drug is a prescription drug that has the same active ingredients as the brand name drug. Biological products have alternatives that are called biosimilars. Generally, generics and biosimilars work just as well as the brand name drug or original biological product and usually costs less. There are generic drug substitutes available for many brand name drugs and biosimilar alternatives for some biological products. Some biosimilars are interchangeable biosimilars and, depending on state law, may be substituted for the original biological product at the pharmacy without needing a new prescription, just like generic drugs can be substituted for brand name drugs.

See Chapter 12 for definitions of the types of drugs that may be on the Drug Guide.

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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**What is *not* on the Drug Guide?**

The plan does not cover all prescription drugs.

- In some cases, the law does not allow any Medicare plan to cover certain types of drugs (For more information about this, see Section 7.1 in this chapter.)
- In other cases, we have decided not to include a particular drug on the Drug Guide. In some cases, you may be able to obtain a drug that is not on the Drug Guide. (For more information, please see Chapter 9.)
- The Drug Guide does not include Medicaid-covered drugs. iCare does not provide Medicaid members pharmacy benefits. These services are handled by the state. To find out what drugs are covered by Medicaid, contact Wisconsin Medicaid Customer Care at 1-800-362-3002.

**Section 3.2 – How can you find out if a specific drug is on the Drug Guide?**

You have three ways to find out:

1. Check the most recent Drug Guide we provided electronically.
2. Visit the plan's website [www.icarehealthplan.org](http://www.icarehealthplan.org). The Drug Guide on the website is always the most current.
3. Call Customer Care to find out if a particular drug is on the plan's Drug Guide or to ask for a copy of the list.
4. Use the plan's "Real Time Benefit Tool" <https://www.icarehealthplan.org/Members/Plans-Benefits/Medicare-Plans/prescription-Portal.htm> or by calling Customer Care. With this tool you can search for drugs on the Drug Guide to see an estimate of what you will pay and if there are alternative drugs on the Drug Guide that could treat the same condition.
5. Check the Hard Copy Request notice we sent you in the mail about the most recent Drug Guide. The notice tells you how to find the Drug Guide on our website ([www.icarehealthplan.org](http://www.icarehealthplan.org)) and/or how to request a copy.

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**SECTION 4 There are restrictions on coverage for some drugs**

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**Section 4.1 – Why do some drugs have restrictions?**

For certain prescription drugs, special rules restrict how and when the plan covers them. A team of doctors and pharmacists developed these rules to encourage you and your provider to use drugs in the most effective way. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug Guide. If a safe, lower-cost drug will work just as well medically as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option.

Please note that sometimes a drug may appear more than once in our Drug Guide. This is



**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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because the same drugs can differ based on the strength, amount, or form of the drug prescribed by your health care provider, and different restrictions or cost sharing may apply to the different versions of the drug (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

**Section 4.2 – What kinds of restrictions?**

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The sections below tell you more about the types of restrictions we use for certain drugs.

**If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug.** Contact Customer Care to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 8.)

**Getting plan approval in advance**

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called **prior authorization**. This is put in place to ensure medication safety and help guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

**Trying a different drug first**

This requirement encourages you to try less costly but usually just as effective drugs before the plan covers another drug. For example, if Drug A and Drug B treat the same medical condition and Drug A is less costly, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This requirement to try a different drug first is called **step therapy**.

**Quantity limits**

For certain drugs, we limit how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

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**SECTION 5 What if one of your drugs is not covered in the way you'd like it to be covered?**

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**Section 5.1 – There are things you can do if your drug is not covered in the way you'd like it to be covered**

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There are situations where there is a prescription drug you are taking, or one that you and your provider think you should be taking, that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug, as

## Chapter 5 Using the plan's coverage for Part D prescription drugs

explained in Section 4.

- There are things you can do if your drug is not covered in the way that you'd like it to be covered.
- If your drug is not on the Drug Guide or if your drug is restricted, go to Section 5.2 to learn what you can do.

### Section 5.2 – What can you do if your drug is not on the Drug Guide or if the drug is restricted in some way?

If your drug is not on the Drug Guide or is restricted, here are options:

- You may be able to get a temporary supply of the drug.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

#### You may be able to get a temporary supply

Under certain circumstances, the plan must provide a temporary supply of a drug that you are already taking. This temporary supply gives you time to talk with your provider about the change.

To be eligible for a temporary supply, the drug you have been taking **must no longer be on the plan's Drug Guide OR is now restricted in some way.**

- **If you are a new member**, we will cover a temporary supply of your drug during the first 90 days of your membership in the plan.
- **If you were in the plan last year**, we will cover a temporary supply of your drug during the first 90 days of the calendar year.
- This temporary supply will be for a maximum of 30 days. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of 30 days of medication. The prescription must be filled at a network pharmacy. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
- **For those members who have been in the plan for more than 90 days and reside in a long-term care facility and need a supply right away:**

We will cover one 31-day emergency supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above temporary supply.

- **Current members with a change where they receive care.** iCare Family Care Partnership has a transition process that addresses unplanned transitions as members change treatment settings due to changes in the type of care that they require. Changes in the location where you live or receive care may warrant a temporary one-time fill exception regardless of whether or not you are in the first 90 days of program enrollment.

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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Examples of situations include:

- o You were discharged from the hospital and were provided a discharge list of medications based upon the formulary of the hospital.
- o You are in a skilled nursing facility and Medicare coverage (where payments include all pharmacy charges) comes to an end. In this circumstance your coverage will revert to our Plan formulary.
- o Beneficiaries who give up Hospice Status to revert back to standard Medicare or Medicaid benefits
- o Beneficiaries who are discharged from Chronic Psychiatric Hospitals with combinations of medications that are highly individualized.

Please note that our transition policy applies only to those drugs that are on our formulary and are supplied by a network pharmacy.

For questions about a temporary supply, call Customer Care.

During the time when you are using a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You have two options:

**1) You can change to another drug**

Talk with your provider about whether there is a different drug covered by the plan that may work just as well for you. You can call Customer Care to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you.

**2) You can ask for an exception**

You and your provider can ask the plan to make an exception and cover the drug in the way you would like it covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception. For example, you can ask the plan to cover a drug even though it is not on the plan's Drug Guide. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 8, Section 7.4 tells you what to do. It explains the procedures and deadlines that have been set by Medicare to make sure your request is handled promptly and fairly.

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**SECTION 6 What if your coverage changes for one of your drugs?**

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**Section 6.1 – The Drug Guide can change during the year**

Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan can make some changes to the Drug Guide. For example, the plan might:

- **Add or remove drugs from the Drug Guide.**

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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- **Add or remove a restriction on coverage for a drug.**
- **Replace a brand name drug with a generic version of the drug.**
- **Replace an original biological product with an interchangeable biosimilar version of the biological product.**

We must follow Medicare requirements before we change the plan's Drug Guide. See Chapter 12 for definitions of the drug types discussed in this chapter.

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|--|
| <b>Section 6.2 – What happens if coverage changes for a drug you are taking?</b> |
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**Information on changes to drug coverage**

When changes to the Drug Guide occur, we post information on our website about those changes. We also update our online Drug Guide regularly. This section describes the types of changes we may make to the Drug Guide and when you will get direct notice if changes were made for a drug that you are taking.

**Changes we may make to the Drug Guide that affect you during the current plan year**

- **Adding new drugs to the Drug Guide and immediately removing or making changes to a like drug on the Drug Guide.**
  - o When adding a new version of a drug to the Drug Guide, we may immediately remove a like drug from the Drug Guide, move the like drug to a different cost-sharing tier, add new restrictions, or both. The new version of the drug will be on the same or a lower cost-sharing tier and with the same or fewer restrictions.
  - o We will make these immediate changes only if we are adding a new generic version of a brand name or adding certain new biosimilar versions of an original biological product that was already on the Drug Guide.
  - o We may make these changes immediately and tell you later, even if you are taking the drug that we are removing or making changes to. If you are taking the like drug at the time we make the change, we will tell you about any specific change we made.
- **Adding drugs to the Drug Guide and removing or making changes to a like drug on the Drug Guide.**
  - o When adding another version of a drug to the Drug Guide, we may remove a like drug from the Drug Guide, move it to a different cost-sharing tier, add new restrictions, or both. The version of the drug that we add will be on the same or a lower cost-sharing tier and with the same or fewer restrictions.
  - o We will make these changes only if we are adding a new generic version of a brand name drug or adding certain new biosimilar versions of an original biological product that was already on the Drug Guide.

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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- o We will tell you at least 30 days before we make the change, or tell you about the change and cover an 30-day fill of the version of the drug you are taking.
- **Removing unsafe drugs and other drugs on the Drug Guide that are withdrawn from the market.**
  - o Sometimes a drug may be deemed unsafe or taken off the market for another reason. If this happens, we may immediately remove the drug from the Drug Guide. If you are taking that drug, we will tell you after we make the change.
- **Making other changes to drugs on the Drug Guide.**
  - o We may make other changes once the year has started that affect drugs you are taking. For example, we based on FDA boxed warnings or new clinical guidelines recognized by Medicare.
  - o We will tell you at least 30 days before we make these changes, or tell you about the change and cover an additional 30-day fill of the drug you are taking.
  - o If we make any of these changes to any of the drugs you are taking, talk with your prescriber about the options that would work best for you, including changing to a different drug to treat your condition, or requesting a coverage decision to satisfy any new restrictions on the drug you are taking.
  - o You or your prescriber can ask us for an exception to continue covering the drug for or version of the drug you have been taking. For more information on how to ask for drug or version of the drug an exception, see Chapter 9.

**Changes to the Drug Guide that do not affect you during the current plan year**

We may make certain changes to the Drug Guide that are not described above. In these cases, the change will not apply to you if you are taking the drug when the change is made; however, these changes will likely affect you starting January 1 of the next plan year if you stay in the same plan.

In general, changes that will not affect you during the current plan year are:

- We put a new restriction on the use of your drug.
- We remove your drug from the Drug Guide.

If any of these changes happen for a drug you are taking (except for market withdrawal, a generic drug replacing a brand name drug, or other change noted in the sections above), the change won't affect your use or what you pay as your share of the cost until January 1 of the next year.

We will not tell you about these types of changes directly during the current plan year. You will need to check the Drug Guide for the next plan year (when the list is available during the open enrollment period) to see if there are any changes to the drugs you are taking that will impact you during the next plan year.

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**SECTION 7 What types of drugs are *not* covered by the plan?**

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**Section 7.1 – Types of drugs we do not cover**

This section tells you what kinds of prescription drugs are excluded. This means neither Medicare nor Medicaid pays for these drugs.

If you appeal and the requested drug is found not to be excluded under Part D, we will pay for or cover it. (For information about appealing a decision, go to Chapter 8. If the drug excluded by our plan is also excluded by Medicaid, you must pay for it yourself.

Here are the general rules about drugs that Medicare drug plans will not cover under Part D:

- Our plan's Part D drug coverage cannot cover a drug that would be covered under Medicare Part A or Part B.
- Our plan cannot cover a drug purchased outside the United States or its territories.
- Our plan cannot cover *off-label* use of a drug when the use is not supported by certain references, such as the American Hospital Formulary Service Drug Information and the Micromedex DRUGDEX Information System. Off-label use is any use of the drug other than those indicated on a drug's label as approved by the Food and Drug Administration.

In addition, by law, the following categories of drugs listed below are not covered by Medicare. However, some of these drugs may be covered for you under your Medicaid drug coverage, as indicated below.

- Non-prescription drugs (also called over-the-counter drugs) – *may be covered by our plan under your Medicaid benefit.*
  - Drugs used to promote fertility.
  - Drugs used for the relief of cough or cold symptoms – *may be covered by our plan under your Medicaid benefit.*
  - Drugs used for cosmetic purposes or to promote hair growth.
  - Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations – *may be covered by our plan under your Medicaid benefit.*
  - Drugs used for the treatment of sexual or erectile dysfunction.
  - Drugs used for treatment of anorexia, weight loss, or weight gain.
  - Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale.

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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In addition, if you are receiving “Extra Help” from Medicare to pay for your prescriptions, the “Extra Help” program will not pay for the drugs not normally covered. (Please refer to the plan’s Drug Guide or call Customer Care for more information. Phone numbers for Customer Care are printed on the back cover of this booklet.) However, if you have drug coverage through Medicaid, your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan. Please contact your state Medicaid program to determine what drug coverage may be available to you. (You can find phone numbers and contact information for Medicaid in Chapter 2, Section 6.)

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**SECTION 8 Filling a prescription**

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**Section 8.1 – Provide your membership information**

To fill your prescription, show your iCare Family Care Partnership plan membership card and your ForwardHealth ID card at the network pharmacy you choose. The network pharmacy will automatically bill the plan for your drug. You will need to pay the pharmacy, if you have any costs, your share of the cost when you pick up your prescription.

**Section 8.2 – What if you don’t have your membership information with you?**

If you don’t have your plan membership information with you when you fill your prescription, you or the pharmacy can call the plan to get the necessary information, or you can ask the pharmacy to look up your plan enrollment information.

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then **ask us to reimburse you.** See Chapter 6, Section 2 for information about how to ask the plan for reimbursement.)

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**SECTION 9 Part D drug coverage in special situations**

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**Section 9.1 – What if you’re in a hospital or a skilled nursing facility for a stay that is covered by the plan?**

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, the plan will cover your prescription drugs as long as the drugs meet all of our rules for coverage described in this Chapter.

**Section 9.2 – What if you’re a resident in a long-term care (LTC) facility?**

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy or uses a pharmacy that supplies drugs for all of its residents. If you are a resident of a LTC facility, you may get your prescription drugs through the facility’s pharmacy or the one it uses, as long as it is part of our network.

Check your *Provider/Pharmacy Directory* (<https://www.icarehealthplan.org/Find-a-Provider.htm>) to find out if your LTC facility’s pharmacy or the one that it uses is part of our network. If

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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it isn't, or if you need more information or assistance, please contact Customer Care. If you are in an LTC facility, we must ensure that you are able to routinely receive your Part D benefits through our network of LTC pharmacies.

**What if you're a resident in a long-term care (LTC) facility and need a drug that is not on our Drug Guide or is restricted in some way?**

Please refer to Section 5.2 about a temporary or emergency supply.

**Section 9.3 – What if you're also getting drug coverage from an employer or retiree group plan?**

If you currently have other prescription drug coverage through your (or your spouse or domestic partner's) employer or retiree, group please contact **that group's benefits administrator**. They can help you determine how your current prescription drug coverage will work with our plan.

In general, if you have employee or retiree group coverage, the drug coverage you get from us will be *secondary* to your group coverage. That means your group coverage would pay first.

**Special note about creditable coverage:**

Each year your employer or retiree group should send you a notice that tells if your prescription drug coverage for the next calendar year is creditable.

If the coverage from the group plan is **creditable**, it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

**Keep this notice about creditable coverage** because you may need it later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need this notice to show that you have maintained creditable coverage. If you didn't get the creditable coverage notice, request a copy from your employer or retiree plan's benefits administrator or the employer or union.

**Section 9.4 – What if you're in Medicare-certified hospice?**

Hospice and our plan do not cover the same drug at the same time. If you are enrolled in Medicare hospice and require certain drugs (e.g., anti-nausea drugs, laxatives, pain medication or antianxiety drugs) that are not covered by your hospice because it is unrelated to your terminal illness and related conditions, our plan must receive notification from either the prescriber or your hospice provider that the drug is unrelated before our plan can cover the drug. To prevent delays in receiving these drugs that should be covered by our plan, ask your hospice provider or prescriber to provide notification before your prescription is filled.

In the event you either revoke your hospice election or are discharged from hospice, our plan should cover your drugs as explained in this document. To prevent any delays at a pharmacy when your Medicare hospice benefit ends, bring documentation to the pharmacy to verify your revocation or discharge.



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**SECTION 10 Programs on drug safety and managing medications**

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**Section 10.1 – Programs to help members use drugs safely**

We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care.

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors.
- Drugs that may not be necessary because you are taking another similar drug to treat the same condition.
- Drugs that may not be safe or appropriate because of your age or gender.
- Certain combinations of drugs that could harm you if taken at the same time.
- Prescriptions for drugs that have ingredients you are allergic to.
- Possible errors in the amount (dosage) of a drug you are taking.
- Unsafe amounts of opioid pain medications.

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

**Section 10.2 – Drug Management Program (DMP) to help members safely use their opioid medications**

We have a program that helps make sure members safely use prescription opioids and other frequently abused medications. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several prescribers or pharmacies, or if you had a recent opioid overdose, we may talk to your prescribers to make sure your use of opioid medications is appropriate and medically necessary. Working with your prescribers, if we decide your use of prescription opioid or benzodiazepine medications may not be safe, we may limit how you can get those medications. If we place you in our DMP, the limitations may be:

- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain pharmacy(ies).
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain prescriber(s).
- Limiting the amount of opioid or benzodiazepine medications we will cover for you.

If we plan on limiting how you may get these medications or how much you can get, we will send you a letter in advance. The letter will tell you if we limit coverage of these drugs for you,

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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or if you'll be required to get the prescriptions for these drugs only from a specific prescriber or pharmacy. You will have an opportunity to tell us which prescribers or pharmacies you prefer to use, and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the limitation. If you think we made a mistake or you disagree with our determination or with the limitation, you and your prescriber have the right to appeal. If you appeal, we will review your case and give you a decision. If we continue to deny any part of your request related to the limitations that apply to your access to medications, we will automatically send your case to an independent reviewer outside of our plan. See Chapter 8 for information about how to ask for an appeal.

You will not be placed in our DMP if you have certain medical conditions, such as cancer-related pain or sickle cell disease, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

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| <b>Section 10.3 – Medication Therapy Management (MTM) to help members manage their medications</b> |
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We have a program that can help our members with complex health needs. Our program is called a Medication Therapy Management (MTM) program. This program is voluntary and free. A team of pharmacists and doctors developed the program for us to help make sure that our members get the most benefit from the drugs they take.

Some members who have certain chronic diseases and take medications have certain chronic diseases and drug costs, or are in a DMP to help members use their opioids safely, may be able to get services through an MTM program. If you qualify for the program, a pharmacist or other health professional will give you a comprehensive review of all your medications. During the review, you can talk about your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary which has a recommended to-do list that includes steps you should take to get the best results from your medications. You'll also get a medication list that will include all the medications you're taking, how much you take, and when and why you take them. In addition, members in the MTM program will receive information on the safe disposal of prescription medications that are controlled substances.

It's a good idea to talk to your doctor about your recommended to-do list and medication list. Bring the summary with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list up to date and with you (for example, with your ID) in case you go to the hospital or emergency room. Also, keep your medication list up to date and keep it with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you. If you have any questions about this program, please contact Customer Care.

**Section 10.4 – How can you get information about your drug costs?**

Because you are eligible for Medicaid, you qualify for and are getting “Extra Help” from Medicare to pay for your prescription drug plan costs. Because you are in the “Extra Help” program, **some information in this *Evidence of Coverage* about the costs for Part D prescription drugs does not apply to you.** We sent you a separate insert, called the Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs (also known as the Low Income Subsidy Rider or the LIS Rider), which tells you about your drug coverage. If you don't have this insert, please call Customer Care and ask for the LIS Rider.

**Important Message About What You Pay for Insulin** - You won't pay more than \$0 for a one-month supply of each insulin product covered by our plan.

**Section 10.5 – We send you a monthly summary called the Part D Explanation of Benefits (the Part D EOB)**

Our plan keeps track of the costs of your prescription drugs when you get your prescriptions filled or refilled at the pharmacy. In particular we keep track of your **Total Drug Costs**. This is the amount you pay out-of-pocket, if applicable, or others pay on your behalf plus the amount paid by the plan.

If you have had one or more prescriptions filled through the plan during the previous month we will send you a Part D EOB. The Part D EOB includes:

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called year-to-date information. It shows the total drug costs and total payments for your drugs since the year began.
- **Drug price information.** This information will display the total drug price, and information about increases in price from first fill for each prescription claim of the same quantity.
- **Available lower cost alternative prescriptions.** This will include information about other available drugs with lower cost sharing for each prescription claim.

**Section 10.6 – Help us keep our information about your drug payments up to date**

To keep track of your drug costs and the payments you make for drugs, if applicable, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card every time you get a prescription filled.** This helps us make sure we know about the prescriptions you are filling and what you are paying.
- **Make sure we have the information we need.** There are times you may pay for the

**Chapter 5 Using the plan's coverage for Part D prescription drugs**

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entire cost of a prescription drug. In these cases, we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, give us copies of these receipts. Here are examples of when you should give us copies of your drug receipts:

- o When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit
- o When you made a co-payment for drugs that are provided under a drug manufacturer patient assistance program
- o Any time you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances

If you are billed for a covered drug, you can ask our plan to pay our share of the cost. For instructions on how to do this, go to Chapter 7, Section 2.

- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs. Keep a record of these payments and send them to us so we can track your costs.
- **Check the written report we send you.** When you receive the Part D EOB, look it over to be sure the information is complete and correct. If you think something is missing or you have any questions, please call us at Customer Care. Be sure to keep these reports.

# CHAPTER 6:

*What you pay for your Part D  
prescription drugs*

**Chapter 6 What you pay for your Part D prescription drugs**

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**How can you get information about your drug costs?**

Because you are eligible for Medicaid, you qualify for and are getting "Extra Help" from Medicare to pay for your prescription drug plan costs. Because you are in the "Extra Help" program, **some information in this Evidence of Coverage about the costs for Part D prescription drugs does not apply to you.**

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**SECTION 1 Introduction**

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**Section 1.1 – Use this chapter together with other materials that explain your drug coverage**

This chapter focuses on what you pay for Part D prescription drugs. To keep things simple, we use **drug** in this chapter to mean a Part D prescription drug. As explained in Chapter 5, not all drugs are Part D drugs-some drugs are excluded from Part D coverage by law. Some of the drugs excluded from Part D coverage are covered under Medicare Part A or Part B or under Medicaid.

To understand the payment information, you need to know what drugs are covered, where to fill your prescriptions, and what rules to follow when you get your covered drugs. Chapter 5, Sections 1 through 4 explain these rules. When you use the plan's "Real-Time Benefit Tool" to look up drug coverage (see Chapter 5, Section 3.3), the cost shown is provided in "real time," meaning the cost you see in the tool reflects a moment in time to provide an estimate of the out-of-pocket costs you are expected to pay. You can also obtain information provided by the "Real-Time Benefit Tool" by calling Customer Care.

**Section 1.2 – Types of out-of-pocket costs you may pay for covered drugs**

There are different types of out-of-pocket costs for Part D drugs. The amount that you pay for a drug is called **cost sharing**, and there are three ways you may be asked to pay.

- **Deductible** is the amount you pay for drugs before our plan begins to pay its share.
- **Copayment** is a fixed amount you pay each time you fill a prescription.
- **Coinsurance** is a percentage of the total cost you pay each time you fill a prescription.

**Section 1.2 – Types of out-of-pocket costs you may pay for covered drugs**

Medicare has rules about what counts and what does not count toward your out-of-pocket costs. Here are the rules we must follow to keep track of your out-of-pocket costs.

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**These payments are included in your out-of-pocket costs**

**Your out-of-pocket costs include** the payments listed below (as long as they are for Part D covered drugs and you followed the rules for drug coverage that are explained in Chapter 5):

- The amount you pay for drugs when you are in the following drug payment stages:
  - The Deductible Stage

**Chapter 6 What you pay for your Part D prescription drugs**

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**- The Initial Coverage Stage**

• Any payments you made during this calendar year as a member of a different Medicare prescription drug plan before you joined our plan.

**It matters who pays:**

- If you make these payments **yourself**, they are included in your out-of-pocket costs.
- These payments are also included in your out-of-pocket costs if they are made on your behalf by **certain other individuals or organizations**. This includes payments for your drugs made by a friend or relative, by most charities, by AIDS drug assistance programs, by a State Pharmaceutical Assistance Program that is qualified by Medicare, employer or union health plans, TRICARE, or by the Indian Health Service. Payments made by Medicare's "Extra Help" Program are also included.

**Moving on to the Catastrophic Coverage Stage:**

If you (or those paying on your behalf) have spent a total of **\$2,000** in out-of-pocket costs within the calendar year, you will move from the Initial Coverage Stage to the Catastrophic Coverage Stage.

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**These payments are not included in your out-of-pocket costs**

Your out-of-pocket costs **do not include** any of these types of payments:

- Your monthly premium
- Drugs you buy outside the United States and its territories
- Drugs that are not covered by our plan
- Drugs you get at an out-of-network pharmacy that do not meet the plan's requirements for out-of-network coverage
- Drugs covered by Medicaid only
- Non-Part D drugs, including prescription drugs covered by Part A or Part B and other drugs excluded from coverage by Medicare
- Payments you make toward prescription drugs not normally covered in a Medicare Prescription Drug Plan
- Payments for your drugs that are made by the Veterans Administration (VA)
- Payments for your drugs made by a third-party with a legal obligation to pay for prescription costs (for example, Workers' Compensation)
- Payments made by drug manufacturers under the Manufacturer Discount Program

*Reminder:* If any other organization such as the ones listed above pays part or all of your out-of-pocket costs for drugs, you are required to tell our plan by calling Customer Care.

**Chapter 6 What you pay for your Part D prescription drugs**

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**How can you keep track of your out-of-pocket total?**

- **We will help you.** The Part D Explanation of Benefits (EOB) report you receive includes the current amount of your out-of-pocket costs. When this amount reaches **\$2,000**, this report will tell you that you have left the Initial Coverage Stage and have moved on to the Catastrophic Coverage Stage.
- **Make sure we have the information we need.** Section 3.2 tells what you can do to help make sure that our records of what you have spent are complete and up to date.

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**SECTION 2 What you pay for a drug depends on which drug payment stage you are in when you get the drug**

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**Section 2.1 – What are the drug payment stages for iCare Family Care Partnership (HMO D-SNP) members?**

There are three **drug payment stages** for your Medicare Part D prescription drug coverage under iCare Family Care Partnership (HMO D-SNP). How much you pay depends on what stage you are in when you get a prescription filled or refilled. Details of each stage are in Sections 4 through 6 of this chapter. The stages are:

**Stage 1: Yearly Deductible Stage**

**Stage 2: Initial Coverage Stage**

**Stage 3: Catastrophic Coverage Stage**

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**SECTION 3 We send you reports that explain payments for your drugs and which payment stage you are in**

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**Section 3.1 – We send you a monthly summary called the *The Part D Explanation of Benefits* (the Part D EOB)**

Our plan keeps track of the costs of your prescription drugs and the payments you have made when you get your prescriptions filled or refilled at the pharmacy. This way, we can tell you when you have moved from one drug payment stage to the next. In particular, there are two types of costs we keep track of:

- We keep track of how much you have paid. This is called your **Out-of-Pocket Costs**. This includes what you paid when you get a covered Part D drug, any payments for your drugs made by family or friends, and any payments made for your drugs by "Extra Help" from Medicare, employer or union health plans, TRICARE, Indian Health Service, AIDS drug assistance programs, charities, and most State Pharmaceutical Assistance Programs (SPAPs).
- We keep track of your **Total Drug Costs**. This is the total of all payments made for your covered Part D drugs. It includes what the plan paid, what you paid, and what other programs or organizations paid for your covered Part D drugs.



**Chapter 6 What you pay for your Part D prescription drugs**

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If you have had one or more prescriptions filled through the plan during the previous month, we will send you a Part D EOB. The Part D EOB includes:

- **Information for that month.** This report gives the payment details about the prescriptions you have filled during the previous month. It shows the total drug costs, what the plan paid, and what you and others on your behalf paid.
- **Totals for the year since January 1.** This is called year-to-date information. It shows the total drug costs and total payments for your drugs since the year began.
- **Drug price information.** This information will display the total drug price, and information about increases in price from first fill for each prescription claim of the same quantity.
- **Available lower cost alternative prescriptions.** This will include information about other available drugs with lower cost sharing for each prescription claim, if applicable.

**Section 3.2 – Help us keep our information about your drug payments up to date**

To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card every time you get a prescription filled.** This helps us make sure we know about the prescriptions you are filling and what you are paying.
- **Make sure we have the information we need.** There are times you may pay for the entire cost of a prescription drug. In these cases, we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, give us copies of your receipts. **Here are examples of when you should give us copies of your drug receipts:**
  - When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit
  - When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program
  - Any time you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances
  - If you are billed for a covered drug, you can ask our plan to pay our share of the cost. For instructions on how to do this, go to Chapter 7, Section 2.
- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and charities count toward your out-of-pocket costs. Keep a record of these payments and send them to us so we can track your costs.

**Chapter 6 What you pay for your Part D prescription drugs**

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- **Check the written report we send you.** When you receive the Part D EOB, look it over to be sure the information is complete and correct. If you think something is missing, or you have any questions, please call us at Customer Care. Be sure to keep these reports.

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**SECTION 4 During the Deductible Stage, you pay the full cost of your drugs**

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Because most of our members get "Extra Help" with their prescription drug costs, the Deductible Stage does not apply to most members. If you receive "Extra Help," this payment stage does not apply to you.

If you do not receive "Extra Help," the Deductible Stage is the first payment stage for your drug coverage. This stage begins when you fill your first prescription in the year. When you are in this payment stage, **you must pay the full cost of your drugs** until you reach the plan's deductible amount, which is **\$590** for 2025. The deductible doesn't apply to covered insulin products and most adult Part D vaccines, including shingles, tetanus and travel vaccines. The **full cost** is usually lower than the normal full price of the drug, since our plan has negotiated lower costs for most drugs at network pharmacies.

Once you have paid **\$590** for your drugs, you leave the Deductible Stage and move on to the Initial Coverage Stage.

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**SECTION 5 During the Initial Coverage Stage, the plan pays its share of your drug costs and you pay your share**

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| <b>Section 5.1 – What you pay for a drug depends on the drug and where you fill your prescription</b> |
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During the Initial Coverage Stage, the plan pays its share of the cost of your covered prescription drugs, and you pay your share (your copayment or coinsurance amount). Your share of the cost will vary depending on the drug and where you fill your prescription.

**Your pharmacy choices**

How much you pay for a drug depends on whether you get the drug from:

- A network retail pharmacy
- A pharmacy that is not in the plan's network. We cover prescriptions filled at out-of-network pharmacies in only limited situations. Please see Chapter 5, Section 2.5 to find out when we cover a prescription filled at an out-of-network pharmacy.
- The plan's mail-order pharmacy

For more information about these pharmacy choices and filling your prescriptions, see Chapter 5 and the plan's Provider Directory (<https://www.icarehealthplan.org/Find-a-Provider.htm>).

**Chapter 6 What you pay for your Part D prescription drugs****Section 5.2 – A table that shows your costs for a one-month supply of a drug**

During the Initial Coverage Stage, your share of the cost of a covered drug will be either a copayment or coinsurance.

Sometimes the cost of the drug is lower than your copayment. In these cases, you pay the lower price for the drug instead of the copayment.

**Your share of the cost when you get a *one-month* supply of a covered Part D prescription drug:**

| <b>Tier</b>  | <b>Retail cost sharing (in-network) (up to a 30-day supply)</b> | <b>Mail-order cost (in-network) (up to a 30-day supply)</b> | <b>Long-term care (LTC) cost sharing (in-network) (up to a 31-day supply)</b> | <b>Out-of-network cost sharing (Coverage is limited to certain situations; see Chapter 5 for details.) (up to a 30-day supply)</b> |
|--|---|---|---|--|
| <b>Cost-Sharing All Plan - Covered Part D Drugs</b>  | <b>25%</b>  | <b>25%</b>  | <b>25%</b>  | <b>25%</b>   |
| <b>Cost-Sharing All Plan-Covered Part D Insulins</b> | <b>\$35</b>   | <b>\$35</b>   | <b>\$35</b>   | <b>\$35</b>  |

Please see Section 8 of this chapter for more information on cost sharing for Part D vaccines.

**Section 5.3 – If your doctor prescribes less than a full month's supply, you may not have to pay the cost of the entire month's supply**

Typically, the amount you pay for a prescription drug covers a full month's supply. There may be times when you or your doctor would like you to have less than a month's supply of a drug (for example, when you are trying a medication for the first time). You can also ask your doctor to prescribe, and your pharmacist to dispense, less than a full month's supply of your drugs, if this will help you better plan refill dates for different prescriptions.

If you receive less than a full month's supply of certain drugs, you will not have to pay for the full month's supply.

- If you are responsible for coinsurance, you pay a percentage of the total cost of the drug. Since the coinsurance is based on the total cost of the drug, your cost will be lower since the total cost for the drug will be lower.
- If you are responsible for a copayment for the drug, you will only pay for the number of days of the drug that you receive instead of the whole month. We will calculate the amount you pay per day for your drug (the daily cost-sharing rate) and multiply it by the number of days of the drug you receive.

**Chapter 6 What you pay for your Part D prescription drugs****Section 5.4 – A table that shows your costs for a long-term (up to a 90-day) supply of a drug**

For some drugs, you can get a long-term supply (also called an extended supply). A long-term supply is up to a 90-day supply.

The table below shows what you pay when you get a long-term supply of a drug. Specialty drugs or other drugs deemed ineligible by the plan do not qualify for an extended supply. Please see your Drug Guide to find out what drugs are restricted.

**Your share of the cost when you get a *long-term* supply of a covered Part D prescription drug:**

| <b>Tier</b>  | <b>Retail cost sharing<br/>(in-network)<br/>(up to a 90-day supply)</b> | <b>Mail-order cost (in-network)<br/>(up to a 90-day supply)</b> |
|--|---|---|
| <b>Cost-Sharing All Plan<br/>- Covered Part D Drugs</b>  | <b>25%</b>  | <b>25%</b>  |
| <b>Cost-Sharing All<br/>Plan-Covered Part D Insulins</b> | <b>\$105</b>  | <b>\$105</b>  |

**Section 5.5 – You stay in the Initial Coverage Stage until your out-of-pocket costs for the year reach \$2,000**

You stay in the Initial Coverage Stage until your total out-of-pocket costs reach **\$2,000**. You then move on to the Catastrophic Coverage Stage.

The Part D EOB that you receive will help you keep track of how much you, the plan, and any third parties, have spent on your behalf during the year. Not all members will reach the **\$2,000** limit in a year.

We will let you know if you reach this amount. If you do reach this amount, you will leave the Initial Coverage Stage and move on to the Catastrophic Coverage Stage. See Section 1.3 on how Medicare calculates your out-of-pocket costs.

**SECTION 6 During the Catastrophic Coverage Stage, you pay nothing for your covered Part D drugs**

You enter the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$2,000** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will stay in this payment stage until the end of the calendar year.

During this payment stage, you pay nothing for your Part D covered drugs.

**SECTION 7 Additional benefits information**

There are no additional prescription drug benefits available with this plan.

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**SECTION 8 Part D Vaccines. What you pay for depends on how and where you get them**

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**Important Message About What You Pay for Vaccines** - Some vaccines are considered medical benefits and are covered under Part B. Other vaccines are considered Part D drugs. You can find these vaccines listed in the plan's Drug Guide. Our plan covers most adult Part D vaccines at no cost to you, even if you haven't paid your deductible.

# CHAPTER 7:

*Asking us to pay a bill you have received for covered medical services or drugs*

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## **SECTION 1 Situations in which you should ask us to pay for your covered services or drugs**

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Our network providers bill the plan directly for your covered services and drugs — you should not receive a bill for covered services or drugs. If you get a bill for medical care or drugs you have received, you should send this bill to us so that we can pay it. When you send us the bill, we will look at the bill and decide whether the services and drugs should be covered. If we decide they should be covered, we will pay the provider directly.

**If you have already paid for a Medicare service or item covered by the plan,** you can ask our plan to pay you back (paying you back is often called “reimbursing” you). It is your right to be paid back by our plan whenever you’ve paid for medical services or drugs that are covered by our plan. There may be deadlines that you must meet to get paid back. Please see Section 2 of this chapter. When you send us a bill you have already paid, we will look at the bill and decide whether the services or drugs should be covered. If we decide they should be covered, we will pay you back for the services or drugs.

There may also be times when you get a bill from a provider for the full cost of medical care you have received or possibly for more than your share of cost sharing as discussed in this document. First try to resolve the bill with the provider. If that does not work, send the bill to us instead of paying it. We will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly. If we decide not to pay it, we will notify the provider. You should never pay more than plan-allowed cost-sharing. If this provider is contracted you still have the right to treatment.

Here are examples of situations in which you may need to ask our plan to pay you back or to pay a bill you have received:

### **1. When you’ve received emergency or urgently needed medical care from a provider who is not in our plan’s network**

You can receive emergency or urgently needed services from any provider, whether or not the provider is a part of our network. In these cases, ask the provider to bill the plan.

- If you pay the entire amount yourself at the time you receive the care, ask us to pay you back. Send us the bill, along with documentation of any payments you have made.
- You may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
  - o If the provider is owed anything, we will pay the provider directly.
  - o If you have already paid for the service, we will pay you back.

### **2. When a network provider sends you a bill you think you should not pay**

Network providers should always bill the plan directly. But sometimes they make mistakes, and ask you to pay for your services.

- We do not allow providers to bill you for covered services. We pay our providers directly,

**Chapter 7 Asking us to pay a bill you have received for covered medical services or drugs**

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and we protect you from any charges. This is true even if we pay the provider less than the provider charges for a service.

- Whenever you get a bill from a network provider, send us the bill. We will contact the provider directly and resolve the billing problem.
- If you have already paid a bill to a network provider, send us the bill along with documentation of any payment you have made. You should ask us to pay you back for your covered services.

**3. If you are retroactively enrolled in our plan**

Sometimes a person's enrollment in the plan is retroactive. (This means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out of pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back. You will need to submit paperwork such as receipts and bills for us to handle the reimbursement.

**4. When you use an out-of-network pharmacy to get a prescription filled**

If you go to an out-of-network pharmacy, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription.

Save your receipt and send a copy to us when you ask us to pay you back. Remember that we only cover out-of-network pharmacies in limited circumstances. See Chapter 5, Section 2.5 for a discussion of these circumstances. We may not pay you back the difference between what you paid for the drug at the out-of-network pharmacy and the amount that we would pay at an in-network pharmacy.

**5. When you pay the full cost for a prescription because you don't have your plan membership card with you**

If you do not have your plan membership card with you, you can ask the pharmacy to call the plan or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself. Save your receipt and send a copy to us when you ask us to pay you back. We may not pay you back the full cost you paid if the cash price you paid is higher than our negotiated price for the prescription.

**6. When you pay the full cost for a prescription in other situations**

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on the plan's *List of Covered Drugs (Formulary)*; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.
- Save your receipt and send a copy to us when you ask us to pay you back. In some



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**Chapter 7 Asking us to pay a bill you have received for covered medical services or drugs**

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situations, we may need to get more information from your doctor in order to pay you back for the drug. We may not pay you back the full cost you paid if the cash price you paid is higher than our negotiated price for the prescription.

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a coverage decision. If we decide it should be covered, we will pay for the service or drug. If we deny your request for payment, you can appeal our decision. Chapter 8 of this document has information about how to make an appeal.

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**SECTION 2 How to ask us to pay you back or to pay a bill you have received**

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**Section 2.1 – How and where to send us your request for payment**

You may request us to pay you back by either calling us or sending us a request in writing. If you send a request in writing, send your bill and documentation of any payment you have made. It's a good idea to make a copy of your bill and receipts for your records.

Mail your request for payment together with any bills or paid receipts to us at this address:

Independent Care Health Plan  
ATTN: Member Bills  
1555 North RiverCenter Drive  
Suite 206  
Milwaukee, Wisconsin 53212

You may also call our plan to request payment. For details, go to Chapter 2, Section 1 and look for the section called, *“Where to send a request asking us to pay for medical care or a drug you have received.”*

**You must submit your claim to us within 15 days** of the date you received the service, item, or drug.

Contact Customer Care if you have any questions. If you receive bills and you don't know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

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**SECTION 3 We will consider your request for payment and say yes or no**

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**Section 3.1 – We check to see whether we should cover the service or drug**

When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

- If we decide that the medical care or drug is covered and you followed all the rules, we will pay for the service or drug. If you have already paid for the service or drug, we will mail your reimbursement to you. If you paid the full cost of a drug, you might not be

**Chapter 7 Asking us to pay a bill you have received for covered medical services or drugs**

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reimbursed the full amount you paid (for example, if you obtained a drug at an out-of-network pharmacy or if the cash price you paid for a drug is higher than our negotiated price). If you have not paid for the service or drug yet, we will mail the payment directly to the provider.

- If we decide that the medical care or drug is not covered, or you did *not* follow all the rules, we will not pay for the care or drug. We will send you a letter explaining the reasons why we are not sending the payment and your rights to appeal that decision.

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| <b>Section 3.2 – If we tell you that we will not pay for the medical care or drug, you can make an appeal</b> |
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If you think we have made a mistake in turning down your request for payment or the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment. The appeals process is a formal process with detailed procedures and important deadlines. For the details on how to make this appeal, go to Chapter 8 of this document.

# CHAPTER 8:

## *Your rights and responsibilities*

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## **SECTION 1 Our plan must honor your rights as a member of the plan**

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### **Section 1.1 – We must provide information in a way that works for you (in languages other than English, in braille, in large print, or other alternate formats, etc.)**

Your plan is required to ensure that all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all enrollees, including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds. Examples of how a plan may meet these accessibility requirements include, but are not limited to provision of translator services, interpreter services, teletypewriters, or TTY (text telephone or teletypewriter phone) connection.

Our plan has free interpreter services available to answer questions from non-English speaking members. We can also give you information in your preferred language for non-English speakers, braille, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Customer Care.

Our plan is required give female enrollees the option of direct access to a women's health specialist within the network for women's routine and preventive health care services.

If providers in the plan's network for a specialty are not available, it is the plan's responsibility to locate specialty providers outside the network who will provide you with the necessary care. In this case, you will only pay in-network cost sharing. If you find yourself in a situation where there are no specialists in the plan's network that cover a service you need, call the plan for information on where to go to obtain this service at in-network cost sharing.

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Independent Care Health Plan's Grievance and Appeal Coordinator at 1-800-777-4376 ext. 1076. You can also write us at Independent Care Health Plan, Attention: Grievance and Appeal Professional, 1555 North RiverCenter Drive, Suite 206, Milwaukee, Wisconsin 53212. You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights 1-800-368-1019 or TTY 1-800-537-7697.

### **Section 1.2 – We must ensure that you get timely access to your covered services and drugs**

You have the right to choose a primary care provider (PCP) in the plan's network to provide and arrange for your covered services. You also have the right to go to a women's health specialist (such as a gynecologist) without a referral.

You have the right to get appointments and covered services from the plan's network of providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or Part D drugs within a reasonable amount of time, Chapter 8 tells what you can do.

### **Section 1.3 – We must protect the privacy of your personal health information**

Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your personal health information includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- You have rights related to your information and controlling how your health information is used. We give you a written notice, called a Notice of Privacy Practice that talks about these rights and explains how we protect the privacy of your health information.

#### **How do we protect the privacy of your health information?**

- We make sure that unauthorized people don't see or change your records.
- Except for the circumstances noted below, if we intend to give your health information to anyone who isn't providing your care or paying for your care, *we are required to get written permission from you or someone you have given legal power to make decisions for you first.*
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
  - o We are required to release health information to government agencies that are checking on quality of care.
  - o Because you are a member of our plan through Medicare, we are required to give Medicare your health information including information about your Part D prescription drugs. If Medicare releases your information for research or other uses, this will be done according to Federal statutes and regulations; typically, this requires that information that uniquely identifies you not be shared.

#### **You can see the information in your records and know how it has been shared with others**

You have the right to look at your medical records held at the plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Customer Care. For more information about Independent Care Health Plan's (iCare) privacy practices please visit <https://www.icarehealthplan.org/Utility-Navigation/Privacy-Policy.htm> or if

you would like a copy of *iCare*'s Privacy Notice call Customer Care.

### **Section 1.4 – We must give you information about the plan, its network of providers, and your covered services**

As a member of *iCare* Family Care Partnership you have the right to get several kinds of information from us. You have the right to get information from us in a way that works for you, including languages other than English, in large print and other alternate formats.

If you want any of the following kinds of information, please call Customer Care:

- **Information about our plan.** This includes, for example, information about the plan's financial condition.
- **Information about our network providers and pharmacies.** You have the right to get information about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network.
- **Information about your coverage and the rules you must follow when using your coverage.** Chapters 3 and 4 provide information regarding medical services. Chapter 5 provides information about Part D prescription drug coverage.
- **Information about why something is not covered and what you can do about it.** You have the right to receive an explanation from us if a provider denied care that you believe you should receive. Chapter 8 provides information on asking for a written explanation on why a medical service or Part D drug is not covered or if your coverage is restricted. Chapter 8 also provides information on asking us to change a decision, also called an appeal.

### **Section 1.5 – We must support your right to make decisions about your care**

**You have the right to know your treatment options and participate in decisions about your health care**

- You are a member of your Interdisciplinary Team (Team). You have the right to participate in the resource allocation decision-making (RAD) process to determine your Care Plan and treatment options based on the outcomes your Team has identified.
- You have the right to be informed of your available choices regarding the services and supports you receive and from whom you receive them.
- You have the right to be fully informed of your health status and how well you are doing.
- You have the right to get full information from your providers when you go for medical care.
- You have the right to our policies on obtaining a second medical opinion.
- You have the right to request a reassessment from your Team.
- You have the right to utilize a health care professional in advising or advocating on your

behalf.

- You have the right to be given reasonable advance written notice of any transfer to another setting for treatment and of the reason for the transfer.
- You have the right to contact the Wisconsin Department of Justice (DOJ) to perform a criminal history record search on a caregiver who comes to your home to provide personal care services. You are responsible for payment of the fee that the DOJ will charge for completing the search. If you want to request this type of criminal history record search from the WI DOJ, contact your Care Team.
- You have the right to be included in the care management process of an assessment of your understanding of your rights, such as control of money, freedom of speech, freedom of religion, right to vote, right to privacy, freedom of association, right to possessions, right to employment, right to education, access to healthcare, and right to choose leisure and rest. You also have the right to an assessment on your understanding of executing advance directives and whether you are aware and understand you can choose a guardian, durable power of attorney or activated power of attorney for health care.
- You have the right to receive your Partnership services in places that let you be a true part of the community in which you live. This is your right under the federal home and community-based services settings rule. The rule applies to the setting where you live and the settings outside of your home where you receive services during the day. iCare has to make sure you receive your Partnership services in places that connect you to your community and support your independence. This means places that support your ability to:
  - Live where you want to live.
  - Participate in community life.
  - Find and participate in work in the same way as other people in your community.
  - Control your schedule.
  - Access and control your money.
  - Decide who to see and when to see them.
  - Maintain your privacy.
- You have the right to get full information from your doctors and other health care providers. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.
- You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:
  - **To know about all of your choices.** You have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost

or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.

- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say “no.”** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.

### **You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself**

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called **advance directives**. There are different types of advance directives and different names for them. Documents called **living will** and **power of attorney for health care** are examples of advance directives.

If you want to use an advance directive to give your instructions, here is what to do:

- **Get the form.** You can get an advance directive form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about Medicare. You can also contact Customer Care to ask for the forms.
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.
- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form who can make decisions for you if you can't. You may want to give copies to close friends or family members. Keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**



- The hospital will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

**Remember, it is your choice whether you want to fill out an advance directive** (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

### **What if your instructions are not followed?**

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

Division of Public Health  
DPH Operations  
Living Will / Power of Attorney  
P.O. Box 2659  
Madison, WI 53701-2659  
Telephone: 608-266-1251

Wisconsin Department of Health Services

Division of Quality Assurance  
P.O. Box 2969  
Madison, WI 53701  
Phone: 608-266-8481

Wisconsin Board on Aging and Long-Term Care  
Ombudsman and Volunteer Ombudsman Program  
1402 Pankratz Street,  
Ste 111  
Madison, WI 53704-4001  
Toll-free: 800-815-0015  
Fax: 608-246-7001

<https://longtermcare.wi.gov/Pages/Home.aspx>

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| <p><b>Section 1.6 – You have the right to make complaints and to ask us to reconsider decisions we have made</b></p> |
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If you have any problems, concerns, or complaints and need to request coverage, or make an appeal, Chapter 8 of this document tells what you can do. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

### **Section 1.7 – What can you do if you believe you are being treated unfairly or your rights are not being respected?**

#### **If it is about discrimination, call the Office for Civil Rights**

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, sexual orientation, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697 or call your local Office for Civil Rights.

#### **Is it about something else?**

If you believe you have been treated unfairly or your rights have not been respected, *and it's not* about discrimination, you can get help dealing with the problem you are having:

- You can **call Customer Care**.
- You can **call the SHIP**. For details, go to Chapter 2, Section 3.
- Or, **you can call Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048).

### **Section 1.8 – How to get more information about your rights**

There are several places where you can get more information about your rights:

- You can **call Customer Care**.
- You can **call the SHIP**. For details, go to Chapter 2, Section 3.
- You can contact **Medicare**.
  - o You can visit the Medicare website to read or download the publication Medicare Rights & Protections. (The publication is available at: [www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf](http://www.medicare.gov/Pubs/pdf/11534-Medicare-Rights-and-Protections.pdf).)
  - o Or, you can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048).
- You can **call your Care Team or the plan's Member Rights Specialist** at 414-231-1076 or email: [advocate@icarehealthplan.org](mailto:advocate@icarehealthplan.org)
- You can **call your Ombudsman Program**. The Wisconsin Department of Health Services has arrangements with Disability Rights Wisconsin and the Wisconsin Board on Aging and Long-term Care to offer ombudsman assistance free of charge.

Regional ombudsmen will assist current or potential Family Care Partnership members with ensuring quantity and quality of services; complaint investigation; mediation and resolution of conflicts; provision of information and education on current and potential enrollees' rights and benefits; and preparation for and representation at appeals, grievances and fair hearings. You can contact:

- o Disability Rights Wisconsin- Ombudsmen from this agency provide assistance to individuals **under age 60:**  
  
1502 West Broadway  
Suite 201  
Madison, WI 53713  
  
Toll-Free: 1-800-928-8778  
TTY: 711  
Fax: 1-833-635-1968  
[www.disabilityrightswi.org](http://www.disabilityrightswi.org)
  
- o Wisconsin Board on Aging and Long-term Care—Ombudsmen from this agency help individuals **age 60 and older:**  
  
1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001  
  
Toll-Free: 1-800-815-0015  
Fax: 608-246-7001  
<https://longtermcare.wi.gov/>

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| <b>Section 1.9 – What can you do if you are experiencing abuse, neglect, and financial exploitation?</b> |
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### **What is abuse, neglect, and financial exploitation?**

iCare Family Care Partnership members have the right to be free from abuse, neglect, and financial exploitation. It is important to be clear about the definitions of abuse, neglect, and financial exploitation. It is also important that you know what to do if you are experiencing or witnessing abuse, neglect, or financial exploitation of a vulnerable adult.

#### Abuse can be:

- Physical and it does not matter whether the abuse is intentional or reckless but that the action of one person results in physical pain or injury, illness, or any impairment of physical condition to another person.
- Emotional abuse which includes language or behavior that serves no legitimate purpose and is intended to be intimidating, humiliating, threatening, frightening, or otherwise harassing, and that does or reasonably could intimidate, humiliate, threaten, frighten, or otherwise harass the person to whom the behavior or language is directed.
- Sexual abuse is defined as a violation of criminal assault law. It usually involves a sexual activity that is not agreed to by both people involved and/or causes physical or emotional injury.
- Any treatment that is not agreed to and forced upon a person, such as: the administration of medication to an individual who has not provided informed consent, or the performance of psychosurgery, electroconvulsive therapy, or experimental research on an individual who has not provided informed consent, or with the knowledge that no lawful

authority exists for the administration or performance.

- Unreasonable confinement or restraint, such as: the intentional and unreasonable confinement of a person in a locked room, involuntarily removing a person from his or her living area, putting a restraining device on a person, or making a person take unnecessary or excessive medication. There are very rare exceptions when the use of these methods is allowed because all other methods have failed, but any use of these methods or devices must be applied according to state and federal standards governing confinement and restraint.

Neglect can be:

- Intentional or unintentional but it is the failure of a caregiver to secure or maintain adequate care, services, or supervision for a person in their care. This includes food, clothing, shelter, or physical or mental health care, and the result of the neglect creates significant risk or danger to the person's physical or mental health.

Neglect does not include a decision that is made to not seek medical care for an individual, if that decision is consistent with the individual's previously executed declaration such as a do-not-resuscitate order, a power of attorney for health care, or as otherwise authorized by law.

Self-neglect means that a person who is responsible for his or her own care does not obtain adequate care, including food, shelter, clothing, or medical or dental care. The inability to obtain care results in a significant danger to the person's physical or mental health.

Financial exploitation can be:

- Fraud, enticement or coercion,
- Theft,
- Misconduct by a fiscal agent,
- Identity theft,
- Unauthorized use of the identity of a company or agency,
- Forgery, or
- Unauthorized use of financial transaction cards including credit, debit, ATM and similar cards.

**How do I discuss or report abuse, neglect, and/or financial exploitation?**

Your iCare Family Care Partnership Team is available to consult with you regarding issues that you feel may constitute abuse, neglect, or financial exploitation. They will assist you with coordination of reporting or securing services for safety.

You should always call 911 in an emergency for immediate assistance. The County Health and Human Services Department offers Adult Protective Services which are provided to people with

developmental disabilities, degenerative brain disorder, serious and persistent mental illness, or other similar incapacity to keep the individual safe from abuse, neglect, financial exploitation, or misappropriation of property or prevent the individual from experiencing deterioration or from inflicting harm on himself or herself or another person.

For more information about abuse, neglect, and/or financial exploitation and your Medicaid rights, please refer to your *Family Care Partnership (HMO D-SNP) Member Handbook* for people enrolled in Medicaid only.

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## **SECTION 2 You have some responsibilities as a member of the plan**

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Things you need to do as a member of the plan are listed below. If you have any questions, please call Customer Care.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this Evidence of Coverage to learn what is covered for you and the rules you need to follow to get your covered services.
  - o Chapters 3 and 4 give the details about your medical services.
  - o Chapters 5 and 6 give the details about your Part D prescription drug coverage.
- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Chapter 1 tells you about coordinating these benefits.
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card and your Medicaid card whenever you get your medical care or Part D prescription drugs.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
  - o To help get the best care, tell your doctors and other health providers about your health problems. Follow the treatment plans and instructions that you and your doctors agree upon.
  - o Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
  - o If you have any questions, be sure to ask and get an answer you can understand.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
  - o In order to be eligible for our plan, you must have Medicare Part A and Medicare Part B, Medicare Part D and have Full Medicaid benefits. For most iCare Family Care

- Partnership members, Medicaid pays for your Part A premium (if you don't qualify for it automatically) and for your Part B premium. If Medicaid is not paying your Medicare premiums for you. You must continue to pay your Medicare premiums to remain a member of the plan.
- o If you are required to pay the extra amount for Part D because of your higher income (as reported on your last tax return), you must continue to pay the extra amount directly to the government to remain a member of the plan.
  - **If you move *within* our plan service area, we need to know** so we can keep your membership record up to date and know how to contact you.
  - **If you move *outside* of our plan service area, you cannot remain a member of our plan.**
  - If you move, it is also important to tell Social Security (or the Railroad Retirement Board).

### **Section 2.1 – Will I be subject to Estate Recovery?**

Medicaid estate recovery applies to all Medicaid services you receive from iCare Family Care Partnership.

Through estate recovery, the State of Wisconsin seeks to be paid back for the cost of all Medicaid long-term care services. Recovery is made from your estate, or your spouse's estate after both of you have died. The State of Wisconsin uses the recovered money to care for others in need.

Recovery is made by filing claims on estates. The State of Wisconsin will not try to be paid back from your estate when your spouse or child with a disability is still alive. Recovery will happen after their death.

For more information about estate recovery, ask your Care Team. Information about the Medicaid Estate Recovery Program is also available through the resources listed below:

Phone: Toll-free: 1-800-362-3002

TTY: 711 or 1-800-947-3529

Visit: <https://www.dhs.wisconsin.gov/medicaid/erp.htm>

# CHAPTER 9:

*What to do if you have a problem  
or complaint (coverage decisions,  
appeals, complaints)*

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## **SECTION 1 Introduction**

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### **Section 1.1 – What to do if you have a problem or concern**

This chapter explains the processes for handling problems and concerns. The process you use to handle your problem depends on the type of problem you are having:

- For some problems, you need to use the **process for coverage decisions and appeals**.
- For other problems, you need to use the **process for making complaints**; also called grievances.
- During the 2025 Annual Enrollment Period, if you have a Marketing complaint, please call 1-800-MEDICARE (1-800-633-4227, TTY: 1-877-486-2048) or call iCare. If your complaint involves a sales agent, please include the name of the sales agent when filing your complaint, if available.

Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

**Section 3** will help you identify the right process to use and what you should do.

### **Section 1.2 – What about the legal terms?**

There are legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand. To make things easier, this chapter:

- Uses simpler words in place of certain legal terms. For example, this chapter generally says making a complaint rather than filing a grievance, coverage decision rather than integrated organization determination or coverage determination or at-risk determination, and independent review organization instead of Independent Review Entity.
- It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms. Knowing which terms to use will help you communicate more accurately to get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

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## **SECTION 2 Where to get more information and personalized assistance**

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We are always available to help you. Even if you have a complaint about our treatment of you, we are obligated to honor your right to complain. Therefore, you should always reach out to Customer Care for help. But in some situations you may also want help or guidance from someone who is not connected with us. Below are two entities that can assist you.



**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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**State Health Insurance Assistance Program (SHIP)**

Each state has a government program with trained counselors. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers and website URLs in Chapter 2, Section 3 of this document.

**Medicare**

You can also contact Medicare to get help. To contact Medicare:

- You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- You also can visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)).

**You can get help and information from Medicaid**

Your Care Team and the Member Rights Specialist are always available to help you. But in some situations, you may also want help or guidance from someone who is not connected with us. You can always contact MetaStar, the state's Quality Improvement Organization. They can answer your questions, give you more information, and offer guidance on what to do. Their services are free.

DHS Family Care Grievances

MetaStar

2909 Landmark Place

Madison, WI 53713

Phone: 1-888-203-8338

Fax: 608-274-8340

Email: [dhsfamcare@dhs.wisconsin.gov](mailto:dhsfamcare@dhs.wisconsin.gov)

You can also call your Ombudsman Program. The Wisconsin Department of Health Services has arrangements with Disability Rights Wisconsin (for members age 18 to 59) and the Wisconsin Board on Aging and Long-term Care (for members age 60 and over) to offer ombudsman assistance free of charge. Regional ombudsmen will assist current or potential iCare Family Care Partnership members with ensuring quantity and quality of services; complaint investigation; mediation and resolution of conflicts; provision of information and education on current and potential enrollees' rights and benefits; and preparation for and representation at appeals, grievances and fair hearings. See Chapter 2, for information on how to contact your Ombudsman Program.

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## **SECTION 3 Understanding Medicare and Medicaid complaints and appeals in our plan**

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You have Medicare and get assistance from Medicaid. Information in this chapter applies to **all** of your Medicare and Medicaid benefits. This is sometimes called an “integrated process” because it combines, or integrates, Medicare and Medicaid processes.

Sometimes the Medicare and Medicaid processes are not combined. In those situations, you use a Medicare process for a benefit covered by Medicare and a Medicaid process for a benefit covered by Medicaid. These situations are explained in **Section 6.4** of this chapter, “Step-by-step: How a Level 2 appeal is done.”

### **PROBLEMS ABOUT YOUR BENEFITS**

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## **SECTION 4 Coverage decisions and appeals**

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If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The information below will help you find the right section of this chapter for problems or complaints about **benefits covered by Medicare or Medicaid**.

### **Is your problem or concern about your benefits or coverage?**

(This includes problems about whether medical care or prescription drugs are covered or not, the way they are covered, and problems related to payment for medical care or prescription drugs.)

#### **Yes.**

Go on to the next section of this chapter, **Section 5, “A guide to the basics of coverage decisions and appeals.”**

#### **No.**

Skip ahead to **Section 11** at the end of this chapter, “**How to make a complaint about quality of care, waiting times, customer care, or other concerns.**”

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## **SECTION 5 A guide to the basics of coverage decisions and appeals**

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### **Section 5.1 – Asking for coverage decisions and making appeals: the big picture**

Coverage decisions and appeals deal with problems related to your benefits and coverage for your medical care (services, items, and Part B prescription drugs, including payment). To keep things simple, we generally refer to medical items, services, and Medicare Part B prescription drugs as medical care. You use the coverage decision and appeals process for issues such as whether something is covered or not and the way in which something is covered.

## Asking for coverage decisions prior to receiving benefits

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical care. For example, if your plan network doctor refers you to a medical specialist not inside the network, this referral is considered a favorable coverage decision unless either your network doctor can show that you received a standard denial notice for this medical specialist, or the Evidence of Coverage makes it clear that the referred service is never covered under any condition. You or your doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical care before you receive it, you can ask us to make a coverage decision for you. In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

We are making a coverage decision for you whenever we decide what is covered for you and how much we pay. In some cases, we might decide medical care is not covered or is no longer covered by Medicare for you. If you disagree with this coverage decision, you can make an appeal.

## Making an appeal

If we make a coverage decision, whether before or after a service is received, and you are not satisfied, whether before or after a benefit is received, you can **appeal** the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made. Under certain circumstances, which we discuss later, you can request an expedited or **fast appeal** of a coverage decision. Your appeal is handled by different reviewers than those who made the original decision.

When you appeal a decision for the first time, this is called a Level 1 appeal. In this appeal, we review the coverage decision we made to check to see if we were properly following the rules. When we have completed the review, we give you our decision.

In limited circumstances a request for a Level 1 appeal will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so, or if you ask for your request to be withdrawn. If we dismiss a request for a Level 1 appeal, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

If we say no to all or part of your Level 1 appeal for medical care, your appeal will automatically go on to a Level 2 appeal conducted by an independent review organization that is not connected to us.

- You do not need to do anything to start a Level 2 appeal. Medicare rules require we

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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automatically send your appeal for medical care to Level 2 if we do not fully agree with your Level 1 appeal.

- See Section 6.4 of this chapter for more information about Level 2 appeals for medical care.
- Part D appeals are discussed further in Section 7 of this chapter.

If you are not satisfied with the decision at the Level 2 appeal, you may be able to continue through additional levels of appeal (Section 10 in this chapter explains the Level 3, 4, and 5 appeals processes).

**Section 5.2 – How to get help when you are asking for a coverage decision or making an appeal**

Here are resources if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call us at Customer Care.**
- **You can get free help** from your State Health Insurance Assistance Program.
- **Your doctor or other health care provider can make a request for you.** If your doctor helps with an appeal past Level 2, they will need to be appointed as your representative. Please call Customer Care and ask for the Appointment of Representative form. (The form is also available on Medicare’s website at [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf))
  - o For medical care, your doctor or other health care provider can request a coverage decision or a Level 1 appeal on your behalf. If your appeal is denied at Level 1, it will be automatically forwarded to Level 2.
  - o If your doctor or other health provider asks that a service or item that you are already getting be continued during your appeal, you **may** need to name your doctor or other prescriber as your representative to act on your behalf.
  - o For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 appeal on your behalf. If your Level 1 appeal is denied your doctor or prescriber can request a Level 2 appeal.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your representative to ask for a coverage decision or make an appeal.
  - o If you want a friend, relative, or other person to be your representative, call Customer Care and ask for the Appointment of Representative form. (The form is also available on Medicare’s website at [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf)) The form gives that person permission to act on your behalf. It must be signed by you and by the person you would like to act on your behalf. You must give us a copy of the signed form.

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- o While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form before our deadline for making a decision on your appeal, your appeal request will be dismissed. If this happens, we will send you a written notice explaining your right to ask the independent review organization to review our decision to dismiss your appeal.
- **You also have the right to hire a lawyer.** You may contact your own lawyer or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

### Section 5.3 – Which section of this chapter gives the details for your situation?

There are four different situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- **Section 6** of this chapter, "Your medical care: How to ask for a coverage decision or make an appeal"
- **Section 7** of this chapter, "Your Part D prescription drugs: How to ask for a coverage decision or make an appeal"
- **Section 8** of this chapter, "How to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon"
- **Section 9** of this chapter, "How to ask us to keep covering certain medical services if you think your coverage is ending too soon" (Applies only to these services: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services)

If you're not sure which section you should be using, call Customer Care. You can also get help or information from government organizations such as your SHIP.

## SECTION 6 Your medical care: How to ask for a coverage decision or make an appeal of a coverage decision

### Section 6.1 – This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for our share of the cost of your care

This section is about your benefits for medical care. These benefits are described in Chapter 4 of this document: *Medical Benefits Chart (what is covered)*. In some cases, different rules apply to a request for a Part B prescription drug. In those cases, we will explain how the rules for Part B prescription drugs are different from the rules for medical items and services.

This section tells what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that our plan covers this care. **Ask for a coverage decision. Section 6.2.**

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2. Our plan will not approve the medical care your doctor or other health care provider wants to give you, and you believe that our plan covers this care. **Ask for a coverage decision. Section 6.2.**
3. You have received medical care that you believe our plan should cover, but we have said we will not pay for this care. **Make an appeal. Section 6.3.**
4. You have received and paid for medical care that you believe our plan should cover, and you want to ask our plan to reimburse you for this care. **Send us the bill. Section 6.5.**
5. You are being told that coverage for certain medical care you have been getting (that we previously approved) will be reduced or stopped, and you believe that reducing or stopping this care could harm your health. **Make an appeal. Section 6.3.**

**Note: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a Sections 8 and 9 of this chapter. Special rules apply to these types of care.**

**Section 6.2 – Step-by-step: How to ask for a coverage decision**
**Legal Terms**

When a coverage decision involves your medical care, it is called an **organization determination**.

A fast coverage decision is called an **expedited determination**.

**Step 1: Decide if you need a standard coverage decision or a fast coverage decision.**

**A standard coverage decision is usually made within 14 calendar days or 72 hours for Part B drugs. A fast coverage decision is generally made within 72 hours, for medical services, 24 hours for Part B drugs. In order to get a fast coverage decision, you must meet two requirements:**

- You may *only ask* for coverage for medical *items and/or services* (*not requests for payment for items and/or services already received*).
- You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor’s support, we will decide whether your health requires that we give you a fast coverage decision.** If we do not approve a fast coverage decision, we will send you a letter that:

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- o Explains that we will use the standard deadlines
- o Explains if your doctor asks for the fast coverage decision, we will automatically give you a fast coverage decision
- o Explains that you can file a fast complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested.

**Step 2: Ask our plan to make a coverage decision or fast coverage decision.**

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this. Chapter 2 has contact information.

**Step 3: We consider your request for medical care coverage and give you our answer.**

*For standard coverage decisions we use the standard deadlines.*

**This means we will give you an answer within 14 calendar days** after we receive your request for a medical item or service. If your request is for a **Medicare Part B prescription drug**, we will give you an answer **within 72 hours** after we receive your request.

- **However**, if you ask for more time, or if we need more information that may benefit you **we can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- If you believe we should *not* take extra days, you can file a fast complaint. We will give you an answer to your complaint as soon as we make the decision. (The process for making a complaint is different from the process for coverage decisions and appeals. See Section 11 of this chapter for information on complaints.)

*For fast Coverage decisions we use an expedited timeframe*

**A fast coverage decision means we will answer within 72 hours if your request is for a medical item or service. If your request is for a Medicare Part B prescription drug, we will answer within 24 hours.**

- **However**, if you ask for more time, or if we need more information that may benefit you **we can take up to 14 more calendar days**. If we take extra days, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- If you believe we should *not* take extra days, you can file a fast complaint. (See Section 11 of this chapter for information on complaints.) We will call you as soon as we make the decision.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no.

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### **Step 4: If we say no to your request for coverage for medical care, you can appeal.**

- If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the medical care coverage you want. If you make an appeal, it means you are going on to Level 1 of the appeals process.

### **Section 6.3 – Step-by-step: How to make a Level 1 appeal**

#### **Legal Terms**

An appeal to the plan about a medical care coverage decision is called a plan **reconsideration**.

A fast appeal is also called an **expedited reconsideration**.

### **Step 1: Decide if you need a standard appeal or a fast appeal.**

**A standard appeal is usually made within 30 calendar days or 7 calendar days for Part B drugs. A fast appeal is generally made within 72 hours.**

- If you are appealing a decision we made about coverage for care that you have not yet received, you and/or your doctor will need to decide if you need a fast appeal. If your doctor tells us that your health requires a fast appeal, we will give you a fast appeal.
- The requirements for getting a fast appeal are the same as those for getting a fast coverage decision in Section 6.2 of this chapter.

### **Step 2: Ask our plan for an appeal or a fast appeal**

- **If you are asking for a standard appeal, submit your standard appeal in writing.** You may also ask for an appeal by calling us. Chapter 2 has contact information.
- **If you are asking for a fast appeal, make your appeal in writing or call us.** Chapter 2 has contact information.
- **You must make your appeal request within 65 calendar days** from the date on the written notice we sent to tell you our answer on the coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause may include a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a free copy of the information regarding your medical decision. You and your doctor may add more information to support your appeal.**

*If we told you we were going to stop or reduce services or items that you were already getting, you may be able to keep those services or items during your appeal.*



**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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- If we decided to change or stop coverage for a service or item that you currently get, we will send you a notice before taking the proposed action.
- If you disagree with the action, you can file a Level 1 appeal. We will continue covering the service or item if you ask for a Level 1 appeal within 10 calendar days of the postmark date on our letter or by the intended effective date of the action, whichever is later.
- If you meet this deadline, you can keep getting the service or item with no changes while your Level 1 appeal is pending. You will also keep getting all other services or items (that are not the subject of your appeal) with no changes.

**Step 3: We consider your appeal and we give you our answer.**

- When we are reviewing your appeal, we take a careful look at all of the information. We check to see if we were following all the rules when we said no to your request.
- We will gather more information if needed, possibly contacting you or your doctor.

***Deadlines for a fast appeal***

- For fast appeals, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires us to.
  - o If you ask for more time, or if we need more information that may benefit you, we **can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we will tell you in writing. We can't take extra time if your request is for a Medicare Part B prescription drug.
  - o If we do not give you an answer within 72 hours (or by the end of the extended time period if we took extra days), we are required to automatically send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization. Section 6.4 explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you our decision in writing and automatically forward your appeal to the independent review organization for a Level 2 appeal. The independent review organization will notify you in writing when it receives your appeal.

***Deadlines for a standard appeal***

- For standard appeals, we must give you our answer **within 30 calendar days** after we receive your appeal. If your request is for a Medicare Part B prescription drug you have not yet received, we will give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if your health condition requires us to.
  - o However, if you ask for more time, or if we need more information that may benefit

## Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we take extra days, we will tell you in writing. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.
- o If you believe we should **not** take extra days, you can file a fast complaint. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see **Section 11** of this chapter.)
  - o If we do not give you an answer by the deadline (or by the end of the extended time period), we will send your request to a Level 2 appeal where an independent review organization will review the appeal. Section 6.4 explains the Level 2 appeal process
  - **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage within **30 calendar days**, or **within 7 calendar days** if your request is for a Medicare Part B prescription drug, after we receive your appeal
  - **If our plan says no to part or all of your appeal, you have additional appeal rights.**
  - If we say no to part or all of what you asked for, we will send you a letter.
    - o If your problem is about coverage of a Medicare service or item, the letter will tell you that we sent your case to the independent review organization for a Level 2 appeal.
    - o If your problem is about coverage of a Medicaid service or item, the letter will tell you how to file a Level 2 appeal yourself.

### Section 6.4 – Step-by-step: How a Level 2 appeal is done

#### Legal Term

The formal name for the “independent review organization” is the **Independent Review Entity**. It is sometimes called the **IRE**.

The **independent review organization is an independent organization hired by Medicare**. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.

- If your problem is about a service or item that is usually **covered by Medicare**, we will automatically send your case to Level 2 of the appeals process as soon as the Level 1 appeal is complete.
- If your problem is about a service or item that is usually **covered by Medicaid**, you can file a Level 2 appeal yourself. The letter will tell you how to do this. Information is also below.
- If your problem is about a service or item that could be **covered by both Medicare and Medicaid**, you will automatically get a Level 2 appeal with the independent review

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organization. You can also ask for a Fair Hearing with the state.

If you qualified for continuation of benefits when you filed your Level 1 appeal, your benefits for the service, item, or drug under appeal may also continue during Level 2. Go to page 138 for information about continuing your benefits during Level 1 appeals.

- If your problem is about a service that is usually covered by Medicare only, your benefits for that service will not continue during the Level 2 appeals process with the independent review organization.
- If your problem is about a service that is usually covered by Medicaid, your benefits for that service will continue if you submit a Level 2 appeal within 10 calendar days after receiving the plan's decision letter.

**If your problem is about a service or item Medicare usually covers:****Step 1: The independent review organization reviews your appeal.**

- We will send the information about your appeal to this organization. This information is called your case file. **You have the right to ask us for a free copy of your case file.**
- You have a right to give the independent review organization additional information to support your appeal.
- Reviewers at the independent review organization will take a careful look at all of the information related to your appeal.

***If you had a fast appeal at Level 1, you will also have a fast appeal at Level 2***

- For the fast appeal the review organization must give you an answer to your Level 2 appeal **within 72 hours** of when it receives your appeal.
- If your request is for a medical item or service and the independent review organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days.** The independent review organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

***If you had a standard appeal at Level 1, you will also have a standard appeal at Level 2***

- For the standard appeal if your request is for a medical item or service, the review organization must give you an answer to your Level 2 appeal **within 30 calendar days** of when it receives your appeal.
- If your request is for a Medicare Part B prescription drug, the review organization must give you an answer to your Level 2 appeal **within 7 calendar days** of when it receives your appeal.
- However, if your request is for a medical item or service and the independent review organization needs to gather more information that may benefit you, **it can take up to 14 more calendar days.** The independent review organization can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

**Step 2: The independent review organization gives you their answer.**

The independent review organization will tell you its decision in writing and explain the reasons for it.

- **If the independent review organization says yes to part or all of a request for a medical item or service**, we must authorize the medical care coverage **within 72 hours** or provide the service within **14 calendar days** after we receive the independent review organization's decision for **standard requests** or provide the service **within 72 hours** from the date we receive the independent review organization's decision for **expedited requests**.
- **If the independent review organization says yes to part or all of a request for a Medicare Part B prescription drug**, we must authorize or provide the Medicare Part B prescription drug **within 72 hours** after we receive the independent review organization's decision for **standard requests** or **within 24 hours** from the date we receive the independent review organization's decision for **expedited requests**.
- **If this organization says no to part or all of your appeal**, it means they agree with our plan that your request (or part of your request) for coverage for medical care should not be approved. (This is called upholding the decision or turning down your appeal.) In this case, the independent review organization will send you a letter:
  - o Explaining its decision.
  - o Notifying you of the right to a Level 3 appeal if the dollar value of the medical care coverage meets a certain minimum. The written notice you get from the independent review organization will tell you the dollar amount you must meet to continue the appeals process.
  - o Telling you how to file a Level 3 appeal.
- If your Level 2 appeal is turned down and you meet the requirements to continue with the appeals process, you must decide whether you want to go on to Level 3 and make a third appeal. The details on how to do this are in the written notice you get after your Level 2 appeal.
  - o The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. **Section 10** in this chapter explains the process for Level 3, 4, and 5 appeals.

**If your problem is about a service or item Medicaid usually covers:****Step 1: You can ask for a Fair Hearing with the state.**

- Level 2 of the appeals process for services that are usually covered by Medicaid is a Fair Hearing with the state. You must ask for a Fair Hearing in writing or over the phone **within 90 calendar days** of the date that we sent the decision letter on your Level 1 appeal. The letter you get from us will tell you where to submit your hearing request.

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- You can ask for a State Fair Hearing by sending a written request to:

Wisconsin Department of Administration  
 Division of Hearings and Appeals  
 P.O. Box 7875  
 Madison, WI 53707  
 Fax: 608-264-9885

You need to ask for a Fair Hearing within 90 days of the date of iCare's written decision to you on your appeal with iCare. If you choose to request a fair hearing with the State of Wisconsin's Division of Hearings and Appeals, you will have a hearing with an Administrative Law Judge. You may bring an advocate, friend, family member or witnesses. You may also present evidence at this hearing. If you request a State Fair Hearing, your appeal will automatically go through a Department of Health Services review.

### **Step 2: The Fair Hearing office gives you their answer.**

The Fair Hearing office will tell you about their decision in writing and explain the reasons for it.

- If the Fair Hearing office says yes to part or all of a request for a medical item or service**, we must authorize or provide the service or item within 72 hours after we receive the decision from the Fair Hearing office.
- If the Fair Hearing office says no to part or all of your appeal**, they agree with our plan that your request (or part of your request) for coverage for medical care should not be approved. (This is called "upholding the decision" or "turning down your appeal.")

### **If the decision is no for all or part of what I asked for, can I make another appeal?**

If the independent review organization or Fair Hearing office decision is no for all or part of what you asked for, you have **additional appeal rights**.

The letter you get from the Fair Hearing office will describe this next appeal option.

See **Section 10** of this chapter for more information on your appeal rights after Level 2.

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| <h3><b>Section 6.5 – What if you are asking us to pay you back for a bill you have received for medical care?</b></h3> |
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If you have already paid for a Medicaid service or item covered by the plan, you can ask our plan to pay you back (paying you back is often called "reimbursing" you). It is your right to be paid back by our plan whenever you've paid for medical services or drugs that are covered by our plan. When you send us a bill you have already paid, we will look at the bill and decide whether the services or drugs should be covered. If we decide they should be covered, we will pay you back for the services or drugs.

### **Asking for reimbursement is asking for a coverage decision from us.**

If you send us the paperwork asking for reimbursement, you are asking for a coverage decision.

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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To make this decision, we will check to see if the medical care you paid for is a covered service. We will also check to see if you followed all the rules for using your coverage for medical care.

If you want us to reimburse you for a **Medicare** service or item or you are asking us to pay a health care provider for a Medicaid service or item you paid for, you will ask us to make this coverage decision. We will check to see if the medical care you paid for is a covered service. We will also check to see if you followed all the rules for using your coverage for medical care.

- **If we say yes to your request:** If the medical care is covered and you followed all the rules, we will send you the payment for the cost typically within 30 calendar days, but no later than 60 calendar days after we receive your request.
- **If we say no to your request:** If the medical care is not covered, or you did not follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the medical care and the reasons why.

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

**To make this appeal, follow the process for appeals that we describe in Section 6.3.** For appeals concerning reimbursement, please note:

- We must give you our answer within 30 calendar days after we receive your appeal. If you are asking us to pay you back for medical care you have already received and paid for, you are not allowed to ask for a fast appeal.
- If the independent review organization decides we should pay, we must send you or the provider the payment within 30 calendar days. If the answer to your appeal is yes at any stage of the appeals process after Level 2, we must send the payment you requested to you or to the health care provider within 60 calendar days.

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**SECTION 7 Your Part D prescription drugs: How to ask for a coverage decision or make an appeal**

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**Section 7.1 – This section tells you what to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug**

Your benefits include coverage for many prescription drugs. To be covered, the drug must be used for a medically accepted indication. (See Chapter 5 for more information about a medically accepted indication.) For details about Part D drugs, rules, restrictions, and costs please see Chapter 5.

- **This section is about your Part D drugs only.** To keep things simple, we generally say “drug” in the rest of this section, instead of repeating “covered outpatient prescription drug” or “Part D drug” every time. We also use the term Drug Guide instead of “List of Covered Drugs” or “Formulary.”
- If you do not know if a drug is covered or if you meet the rules, you can ask us. Some

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drugs require that you get approval from us before we will cover it.

- If your pharmacy tells you that your prescription cannot be filled as written, the pharmacy will give you a written notice explaining how to contact us to ask for a coverage decision.

### Part D coverage decisions and appeals

| Legal Term   |
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| An initial coverage decision about your Part D drugs is called a <b>coverage determination</b> . |

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs. This section tells what you can do if you are in any of the following situations:

- Asking to cover a Part D drug that is not on the plan's *List of Covered Drugs*. **Ask for an exception. Section 7.2.**
- Asking to waive a restriction on the plan's coverage for a drug (such as limits on the amount of the drug you can get, prior authorization, or the requirement to try another drug first.) **Ask for an exception. Section 7.2.**
- Asking to get pre-approval for a drug. **Ask for a coverage decision. Section 7.4.**
- Pay for a prescription drug you already bought. **Ask us to pay you back. Section 7.4.**

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal.

### Section 7.2 – What is an exception?

| Legal Terms   |
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| Asking for coverage of a drug that is not on the Drug Guide is sometimes called asking for a <b>formulary exception</b> . |
| Asking for removal of a restriction on coverage for a drug is sometimes called asking for a <b>formulary exception</b> .  |

If a drug is not covered in the way you would like it to be covered, you can ask us to make an exception. An exception is a type of coverage decision.

For us to consider your exception request, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. Here are two examples of exceptions that you or your doctor or other prescriber can ask us to make:

1. **Covering a Part D drug for you that is not on our Drug Guide.**
2. **Removing a restriction for a covered drug.** Chapter 5 describes the extra rules or

restrictions that apply to certain drugs on our Drug Guide.

### Section 7.3 – Important things to know about asking for exceptions

#### Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug Guide includes more than one drug for treating a particular condition. These different possibilities are called alternative drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally **not** approve your request for an exception.

#### We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request, you can ask for another review by making an appeal.

### Section 7.4 – Step-by-step: How to ask for a coverage decision, including an exception

#### Legal Term

A fast coverage decision is called an **expedited coverage determination**.

#### **Step 1: Decide if you need a standard coverage decision or a fast coverage decision.**

**Standard coverage decisions** are made within **72 hours** after we receive your doctor's statement. **Fast coverage decisions** are made within **24 hours** after we receive your doctor's statement.

***If your health requires it, ask us to give you a fast coverage decision. To get a fast coverage decision, you must meet two requirements:***

- You must be asking for a *drug you have not yet received*. (You cannot ask for fast coverage decision to be paid back for a drug you have already bought.)
- Using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor or other prescriber tells us that your health requires a fast coverage decision, we will automatically give you a fast coverage decision.**
- **If you ask for a fast coverage decision on your own, without your doctor or**



**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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**prescriber's support, we will decide whether your health requires that we give you a fast coverage decision.** If we do not approve a fast coverage decision, we will send you a letter that:

- o Explains that we will use the standard deadlines.
- o Explains if your doctor or other prescriber asks for the fast coverage decision, we will automatically give you a fast coverage decision.
- o Tells you how you can file a fast complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. We will answer your complaint within 24 hours of receipt.

**Step 2: Request a standard coverage decision or a fast coverage decision.**

Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You can also access the coverage decision process through our website. We must accept any written request, including a request submitted on the CMS Model Coverage Determination Request Form, which is available on our website. Chapter 2 has contact information. To assist us in processing your request, please be sure to include your name, contact information, and information identifying which denied claim is being appealed.

You, your doctor, (or other prescriber) or your representative can do this. You can also have a lawyer act on your behalf. Section 4 of this chapter tells how you can give written permission to someone else to act as your representative.

- **If you are requesting an exception, provide the supporting statement**, which is the medical reasons for the exception. Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary.

**Step 3: We consider your request and give you our answer.*****Deadlines for a fast coverage decision***

- We must generally give you our answer **within 24 hours** after we receive your request.
  - o For exceptions, we will give you our answer within 24 hours after we receive your doctor's supporting statement. We will give you our answer sooner if your health requires us to.
  - o If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

## Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

### *Deadlines for a standard coverage decision about a drug you have not yet received*

- We must give you our answer **within 72 hours** after we receive your request.
  - o For exceptions, we will give you our answer within 72 hours after we receive your doctor’s supporting. We will give you our answer sooner if your health requires us to.
  - o If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested**, we must **provide the coverage** we have agreed to provide **within 72 hours** after we receive your request or doctor’s statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

### *Deadlines for a standard coverage decision about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
  - o If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 14 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

### **Step 4: If we say no to your coverage request, you can make an appeal.**

- If we say no, you have the right to ask us to reconsider this decision by making an appeal. This means asking again to get the drug coverage you want. If you make an appeal, it means you are going on to Level 1 of the appeals process.

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| <b>Section 7.5 – Step-by-step: How to make a Level 1 appeal</b> |
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| <b>Legal Terms</b> |
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| <p>An appeal to the plan about a Part D drug coverage decision is called a plan <b>redetermination</b>.</p> |
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| <p>A fast appeal is also called an <b>expedited redetermination</b>.</p> |
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### **Step 1: Decide if you need a standard appeal or a fast appeal.**

*A standard appeal is usually made within 7 calendar days. A fast appeal is generally made within 72 hours. If your health requires it, ask for a fast appeal.*

- If you are appealing a decision we made about a drug you have not yet received, you and

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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your doctor or other prescriber will need to decide if you need a fast appeal.

- The requirements for getting a fast appeal are the same as those for getting a fast coverage decision in Section 6.2 of this chapter.

**Step 2: You, your representative, doctor or other prescriber must contact us and make your Level 1 appeal. If your health requires a quick response, you must ask for a fast appeal.**

- **For standard appeals, submit a written request** or call us. Chapter 2 has contact information.
- **For fast appeals either submit your appeal in writing or call us at 1-800-777-4376.** Chapter 2 has contact information.
- **We must accept any written request**, including a request submitted on the CMS Model Redetermination Request Form, which is available on our website. Please be sure to include your name, contact information, and information regarding your claim to assist us in processing your request.
- **You must make your appeal request within 65 calendar days** from the date on the written notice we sent to tell you our answer on the coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause may include a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.** You and your doctor may add more information to support your appeal.

**Step 3: We consider your appeal and we give you our answer.**

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said no to your request. We may contact you or your doctor or other prescriber to get more information.

***Deadlines for a fast appeal***

- For fast appeals, we must give you our answer **within 72 hours after we receive your appeal.** We will give you our answer sooner if your health requires us to.
  - o If we do not give you an answer within 72 hours, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization. **Section 7.6** explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you requested,** we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.

## Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

### *Deadlines for a standard appeal for a drug you have not yet received*

- For standard appeals, we must give you our answer **within 7 calendar days** after we receive your appeal. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so.
  - o If we do not give you a decision within 7 calendar days, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization. **Section 7.6** explains the Level 2 appeal process.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage as quickly as your health requires, but no later than **7 calendar days** after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

### *Deadlines for a “standard appeal” about payment for a drug you have already bought*

- We must give you our answer **within 14 calendar days** after we receive your request.
  - o If we do not meet this deadline, we are required to send your request on to Level 2 of the appeals process, where it will be reviewed by an independent review organization.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 30 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

### **Step 4: If we say no to your appeal, you decide if you want to continue with the appeals process and make another appeal.**

- If you decide to make another appeal, it means your appeal is going on to Level 2 of the appeals process.

## **Section 7.6 – Step-by-step: How to make a Level 2 appeal**

### **Legal Term**

The formal name for the independent review organization is the **Independent Review Entity**. It is sometimes called the **IRE**.

The **independent review organization is an independent organization hired by Medicare**. It is not connected with us and is not a government agency. This organization decides whether the decision we made is correct or if it should be changed. Medicare oversees its work.

**Step 1: You (or your representative or your doctor or other prescriber) must contact the independent review organization and ask for a review of your case.**

- If we say no to your Level 1 appeal, the written notice we send you will include **instructions on how to make a Level 2 appeal** with the independent review organization. These instructions will tell who can make this Level 2 appeal, what deadlines you must follow, and how to reach the review organization. If, however, we did not complete our review within the applicable timeframe, or make an unfavorable decision regarding at-risk determination under our drug management program, we will automatically forward your claim to the IRE.
- We will send the information about your appeal to this organization. This information is called your case file. **You have the right to ask us for a copy of your case file.**
- You have a right to give the independent review organization additional information to support your appeal.

**Step 2: The independent review organization reviews your appeal.**

Reviewers at the independent review organization will take a careful look at all of the information related to your appeal.

***Deadlines for fast appeal***

- If your health requires it, ask the independent review organization for a fast appeal.
- If the organization agrees to give you a fast appeal, the organization must give you an answer to your Level 2 appeal **within 72 hours** after it receives your appeal request.

***Deadlines for standard appeal***

- For standard appeals, the review organization must give you an answer to your Level 2 appeal **within 7 calendar days** after it receives your appeal if it is for a drug you have not yet received. If you are requesting that we pay you back for a drug you have already bought, the review organization must give you an answer to your Level 2 appeal **within 14 calendar days** after it receives your request.

**Step 3: The independent review organization gives you their answer.*****For fast appeals:***

- **If the independent review organization says yes to part or all of what you requested,** we must **provide the drug coverage** that was approved by the review organization **within 24 hours** after we receive the decision from the review organization.

***For standard appeals:***

- **If the independent review organization says yes to part or all of your request for coverage,** we must **provide the drug coverage** that was approved by the review organization **within 72 hours** after we receive the decision from the review organization.

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- **If the independent review organization says yes to part or all of your request to pay you back** for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive the decision from the review organization.

**What if the review organization says no to your appeal?**

**If this organization says no to part or all of your appeal**, it means they agree with our decision not to approve your request (or part of your request). (This is called upholding the decision or turning down your appeal.) In this case, the independent review organization will send you a letter:

- Explaining its decision.
- Notifying you of the right to a Level 3 appeal if the dollar value of the drug coverage you are requesting meets a certain minimum. If the dollar value of the drug coverage requesting is too low, you cannot make another appeal and the decision at Level 2 is final.
- Telling you the dollar value that must be in dispute to continue with the appeals process.

**Step 4: If your case meets the requirements, you choose whether you want to take your appeal further.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal).
- If you want to go on to Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. **Section 10** of this chapter talks more about the process for Level 3, 4, and 5 appeals.

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**SECTION 8 How to ask us to cover a longer inpatient hospital stay if you think you are being discharged too soon**

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When you are admitted to a hospital, you have the right to get all of your covered hospital services that are necessary to diagnose and treat your illness or injury.

During your covered hospital stay, your doctor and the hospital staff will be working with you to prepare for the day when you will leave the hospital. They will help arrange for care you may need after you leave.

- The day you leave the hospital is called your **discharge date**.
- When your discharge date is decided, your doctor or the hospital staff will tell you.
- If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay and your request will be considered.

**Section 8.1 – During your inpatient hospital stay, you will get a written notice from Medicare that tells about your rights**

Within two calendar days of being admitted to the hospital, you will be given a written notice called *An Important Message from Medicare about Your Rights*. Everyone with Medicare gets a copy of this notice.

If you do not get the notice from someone at the hospital (for example, a caseworker or nurse), ask any hospital employee for it. If you need help, call Customer Care or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week (TTY 1-877-486-2048).

**1. Read this notice carefully and ask questions if you don't understand it.** It tells you:

- Your right to receive Medicare-covered services during and after your hospital stay, as ordered by your doctor. This includes the right to know what these services are, who will pay for them, and where you can get them.
- Your right to be involved in any decisions about your hospital stay.
- Where to report any concerns you have about the quality of your hospital care.
- Your right to **request an immediate review** of the decision to discharge you if you think you are being discharged from the hospital too soon. This is a formal, legal way to ask for a delay in your discharge date so that we will cover your hospital care for a longer time.

**2. You will be asked to sign the written notice to show that you received it and understand your rights.**

- You or someone who is acting on your behalf will be asked to sign the notice.
- Signing the notice shows **only** that you have received the information about your rights. The notice does not give your discharge date. Signing the notice **does not mean** you are agreeing on a discharge date.

**3. Keep your copy** of the notice handy so you will have the information about making an appeal (or reporting a concern about quality of care) if you need it.

- If you sign the notice more than two calendar days before your discharge date, you will get another copy before you are scheduled to be discharged.
- To look at a copy of this notice in advance, you can call Customer Care or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also see the notice online at [www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeappealNotices](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeappealNotices).

**Section 8.2 – Step-by-step: How to make a Level 1 appeal to change your hospital discharge date**

If you want to ask for your inpatient hospital services to be covered by us for a longer time, you

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.**
- **Meet the deadlines.**
- **Ask for help if you need it.** If you have questions or need help at any time, call Customer Care. Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance.

**During a Level 1 appeal, the Quality Improvement Organization reviews your appeal.** It checks to see if your planned discharge date is medically appropriate for you.

The **Quality Improvement Organization** is a group of doctors and other health care professionals paid by the Federal government to check on and help improve the quality of care for people with Medicare. This includes reviewing hospital discharge dates for people with Medicare. These experts are not part of our plan.

**Step 1: Contact the Quality Improvement Organization for your state and ask for an immediate review of your hospital discharge. You must act quickly.**

*How can you contact this organization?*

- The written notice you received (*An Important Message from Medicare About Your Rights*) tells you how to reach this organization. Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2.

*Act quickly:*

- To make your appeal, you must contact the Quality Improvement Organization **before** you leave the hospital and **no later than midnight the day of your discharge**.
  - o If you meet this deadline, you may stay in the hospital **after** your discharge date **without paying for it** while you wait to get the decision from the Quality Improvement Organization.
  - o If you do **not** meet this deadline, contact us. If you decide to stay in the hospital after your planned discharge date, **you may have to pay all of the costs** for hospital care you receive after your planned discharge date.

Once you request an immediate review of your hospital discharge the Quality Improvement Organization will contact us. By noon of the day after we are contacted we will give you a **Detailed Notice of Discharge**. This notice gives your planned discharge date and explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

You can get a sample of the **Detailed Notice of Discharge** by calling Customer Care or 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.) Or you can see a sample notice online at [www.cms.gov/Medicare/Medicare-](http://www.cms.gov/Medicare/Medicare-)



[General-Information/BNI/HospitalDischargeappealNotices.](#)

**Step 2: The Quality Improvement Organization conducts an independent review of your case.**

- Health professionals at the Quality Improvement Organization (the reviewers) will ask you (or your representative) why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will also look at your medical information, talk with your doctor, and review information that the hospital and we have given to them.
- By noon of the day after the reviewers told us of your appeal, you will get a written notice from us that gives your planned discharge date. This notice also explains in detail the reasons why your doctor, the hospital, and we think it is right (medically appropriate) for you to be discharged on that date.

**Step 3: Within one full day after it has all the needed information, the Quality Improvement Organization will give you its answer to your appeal.**

*What happens if the answer is yes?*

- If the review organization says yes, **we must keep providing your covered inpatient hospital services for as long as these services are medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). In addition, there may be limitations on your covered hospital services.

*What happens if the answer is no?*

- If the review organization says no, they are saying that your planned discharge date is medically appropriate. If this happens, **our coverage for your inpatient hospital services will end** at noon on the day **after** the Quality Improvement Organization gives you its answer to your appeal.
- If the review organization says no to your appeal and you decide to stay in the hospital, then **you may have to pay the full cost** of hospital care you receive after noon on the day after the Quality Improvement Organization gives you its answer to your appeal.

**Step 4: If the answer to your Level 1 appeal is no, you decide if you want to make another appeal.**

- If the Quality Improvement Organization has said no to your appeal, **and** you stay in the hospital after your planned discharge date, then you can make another appeal. Making another appeal means you are going on to Level 2 of the appeals process.

**Section 8.3 – Step-by-step: How to make a Level 2 appeal to change your hospital discharge date**

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at their decision on your first appeal. If the Quality Improvement Organization turns down your Level 2 appeal, you may have to pay the full cost for your stay after your planned discharge date.

**Step 1: Contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 calendar days** after the day the Quality Improvement Organization said no to your Level 1 appeal. You can ask for this review only if you stay in the hospital after the date that your coverage for the care ended.

**Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

**Step 3: Within 14 calendar days of receipt of your request for a Level 2 appeal, the reviewers will decide on your appeal and tell you their decision.*****If the review organization says yes:***

- **We must reimburse you** for our share of the costs of hospital care you have received since noon on the day after the date your first appeal was turned down by the Quality Improvement Organization. **We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.**
- You must continue to pay your share of the costs and coverage limitations may apply.

***If the review organization says no:***

- It means they agree with the decision they made on your Level 1 appeal.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process.

**Step 4: If the answer is no, you will need to decide whether you want to take your appeal further by going on to Level 3.**

- There are three additional levels in the appeals process after Level 2 (for a total of five levels of appeal). If you want to go to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. **Section 10** of this chapter talks more about Levels 3, 4, and 5 of the appeals process.

## **SECTION 9 How to ask us to keep covering certain medical services if you think your coverage is ending too soon**

### **Section 9.1 – This section is only about three services: Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services**

When you are getting covered **home health services, skilled nursing care, or rehabilitation care (Comprehensive Outpatient Rehabilitation Facility)**, you have the right to keep getting your services for that type of care for as long as the care is needed to diagnose and treat your illness or injury.

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, **we will stop paying for your care.**

If you think we are ending the coverage of your care too soon, **you can appeal our decision.** This section tells you how to ask for an appeal.

### **Section 9.2 – We will tell you in advance when your coverage will be ending**

#### **Legal Term**

**Notice of Medicare Non-Coverage.** It tells you how you can request a **fast-track appeal.** Requesting a fast-track appeal is a formal, legal way to request a change to our coverage decision about when to stop your care.

1. **You receive a notice in writing** at least two calendar days before our plan is going to stop covering your care. The notice tells you:
  - The date when we will stop covering the care for you.
  - How to request a fast-track appeal to request us to keep covering your care for a longer period of time.
2. **You, or someone who is acting on your behalf, will be asked to sign the written notice to show that you received it.** Signing the notice shows *only* that you have received the information about when your coverage will stop. **Signing it does not mean you agree** with the plan's decision to stop care.

### **Section 9.3 – Step-by-step: How to make a Level 1 appeal to have our plan cover your care for a longer time**

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.**

## Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

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- **Meet the deadlines.**
- **Ask for help if you need it.** If you have questions or need help at any time, please call Customer Care. Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance.

**During a Level 1 appeal, the Quality Improvement Organization reviews your appeal.** It decides if the end date for your care is medically appropriate.

The **Quality Improvement Organization** is a group of doctors and other health care experts paid by the Federal government to check on and help improve the quality of care for people with Medicare. This includes reviewing plan decisions about when it's time to stop covering certain kinds of medical care. These experts are not part of our plan.

**Step 1: Make your Level 1 appeal: contact the Quality Improvement Organization and ask for a *fast-track appeal*. You must act quickly.**

*How can you contact this organization?*

- The written notice you received (*Notice of Medicare Non-Coverage*) tells you how to reach this organization. (Or find the name, address, and phone number of the Quality Improvement Organization for your state in Chapter 2.)

*Act quickly:*

- You must contact the Quality Improvement Organization to start your appeal **by noon of the day before the effective date** on the Notice of Medicare Non-Coverage.
- If you miss the deadline for contacting the Quality Improvement Organization, you may still have appeal rights. Contact the Quality Improvement Organization.

**Step 2: The Quality Improvement Organization conducts an independent review of your case.**

| Legal Term  |
|---|
| <b>Detailed Explanation of Non-Coverage.</b> Notice that provides details on reasons for ending coverage. |

*What happens during this review?*

- Health professionals at the Quality Improvement Organization (the reviewers) will ask you, or your representative, why you believe coverage for the services should continue. You don't have to prepare anything in writing, but you may do so if you wish.
- The review organization will also look at your medical information, talk with your doctor, and review information that our plan has given to them.
- By the end of the day the reviewers tell us of your appeal, you will get the **Detailed**

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**Explanation of Non-Coverage** from us that explains in detail our reasons for ending our coverage for your services.

**Step 3: Within one full day after they have all the information they need; the reviewers will tell you their decision.**

*What happens if the reviewers say yes?*

- If the reviewers say *yes* to your appeal, then **we must keep providing your covered services for as long as it is medically necessary.**
- You will have to keep paying your share of the costs (such as deductibles or copayments, if these apply). There may be limitations on your covered services.

*What happens if the reviewers say no?*

- If the reviewers say *no*, then **your coverage will end on the date we have told you.**
- If you decide to keep getting the home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services **after** this date when your coverage ends, then **you will have to pay the full cost** of this care yourself.

**Step 4: If the answer to your Level 1 appeal is no, you decide if you want to make another appeal.**

- If reviewers say no to your Level 1 appeal **and** you choose to continue getting care after your coverage for the care has ended, then you can make a Level 2 appeal.

|  |
|--|
| <b>Section 9.4 – Step-by-step: How to make a Level 2 appeal to have our plan cover your care for a longer time</b> |
|--|

During a Level 2 appeal, you ask the Quality Improvement Organization to take another look at the decision on your first appeal. If the Quality Improvement Organization turns down your Level 2 appeal, you may have to pay the full cost for your home health care, or skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

**Step 1: Contact the Quality Improvement Organization again and ask for another review.**

- You must ask for this review **within 60 calendar days** after the day when the Quality Improvement Organization said no to your Level 1 appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

**Step 2: The Quality Improvement Organization does a second review of your situation.**

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.

**Step 3: Within 14 calendar days of receipt of your appeal request, reviewers will decide on your appeal and tell you their decision.**

*What happens if the review organization says yes?*

- **We must reimburse you** for our share of the costs of care you have received since the date when we said your coverage would end. **We must continue providing coverage** for the care for as long as it is medically necessary.
- You must continue to pay your share of the costs and there may be coverage limitations that apply.

*What happens if the review organization says no?*

- It means they agree with the decision made to your Level 1 appeal.
- The notice you get will tell you in writing what you can do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by an Administrative Law Judge or attorney adjudicator.

**Step 4: If the answer is no, you will need to decide whether you want to take your appeal further.**

- There are three additional levels of appeal after Level 2, for a total of five levels of appeal. If you want to go on to a Level 3 appeal, the details on how to do this are in the written notice you get after your Level 2 appeal decision.
- The Level 3 appeal is handled by an Administrative Law Judge or attorney adjudicator. **Section 10** of this chapter tells more about Levels 3, 4, and 5 of the appeals process.

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## **SECTION 10 Taking your appeal to Level 3 and beyond**

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### **Section 10.1 – Appeal Levels 3, 4 and 5 for Medical Service Requests**

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This section may be appropriate for you if you have made a Level 1 appeal and a Level 2 appeal, and both of your appeals have been turned down.

If the dollar value of the item or medical service you have appealed meets certain minimum levels, you may be able to go on to additional levels of appeal. If the dollar value is less than the minimum level, you cannot appeal any further. The written response you receive to your Level 2 appeal will explain how to make a Level 3 appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

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**Level 3 appeal** An **Administrative Law Judge or an attorney adjudicator who works for the Federal government** will review your appeal and give you an answer.

- **If the Administrative Law Judge or attorney adjudicator says yes to your appeal, the appeals process may or may not be over.** Unlike a decision at a Level 2 appeal, we have the right to appeal a Level 3 decision that is favorable to you. If we decide to appeal it will go to a Level 4 appeal.
  - o If we decide not to appeal, we must authorize or provide you with the medical care within 60 calendar days after receiving the Administrative Law Judge's or attorney adjudicator's decision.
  - o If we decide to appeal the decision, we will send you a copy of the Level 4 appeal request with any accompanying documents. We may wait for the Level 4 appeal decision before authorizing or providing the medical care in dispute.
- **If the Administrative Law Judge or attorney adjudicator says no to your appeal, the appeals process may or may not be over.**
  - o If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - o If you do not want to accept the decision, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 appeal.

**Level 4 appeal:** The **Medicare Appeals Council (Council)** will review your appeal and give you an answer. The Council is part of the Federal government.

- **If the answer is yes, or if the Council denies our request to review a favorable Level 3 appeal decision, the appeals process may or may not be over.** Unlike a decision at Level 2, we have the right to appeal a Level 4 decision that is favorable to you. We will decide whether to appeal this decision to Level 5.
  - o If we decide **not** to appeal the decision, we must authorize or provide you with the medical care within 60 calendar days after receiving the Council's decision.
  - o If we decide to appeal the decision, we will let you know in writing.
- **If the answer is no or if the Council denies the review request, the appeals process may or may not be over.**
  - o If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - o If you do not want to accept the decision, you may be able to continue to the next level of the review process. If the Council says no to your appeal, the notice you get will tell you whether the rules allow you to go on to a Level 5 appeal and how to continue with a Level 5 appeal.

**Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)**

**Level 5 appeal** A judge at the **Federal District Court** will review your appeal.

- A judge will review all of the information and decide *yes* or *no* to your request. This is a final answer. There are no more appeal levels after the Federal District Court.

**Section 10.2 – Additional Medicaid appeals**

You also have other appeal rights if your appeal is about services or items that Medicaid usually covers. The letter you get from the Fair Hearing office will tell you what to do if you wish to continue the appeals process.

**Section 10.3 – Appeal Levels 3, 4 and 5 for Part D Drug Requests**

This section may be appropriate for you if you have made a Level 1 appeal and a Level 2 appeal, and both of your appeals have been turned down.

If the value of the drug you have appealed meets a certain dollar amount, you may be able to go on to additional levels of appeal. If the dollar amount is less, you cannot appeal any further. The written response you receive to your Level 2 appeal will explain who to contact and what to do to ask for a Level 3 appeal.

For most situations that involve appeals, the last three levels of appeal work in much the same way. Here is who handles the review of your appeal at each of these levels.

**Level 3 appeal** An **Administrative Law Judge or attorney adjudicator who works for the Federal** government will review your appeal and give you an answer.

- **If the answer is yes, the appeals process is over.** We must **authorize or provide the drug coverage** that was approved by the Administrative Law Judge or attorney adjudicator **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process may or may not be over.**
  - o If you decide to accept this decision that turns down your appeal, the appeals process is over.
  - o If you do not want to accept the decision, you can continue to the next level of the review process. The notice you get will tell you what to do for a Level 4 appeal.

**Level 4 appeal** The **Medicare Appeals Council (Council)** will review your appeal and give you an answer. The Council is part of the Federal government.

- **If the answer is yes, the appeals process is over.** We must **authorize or provide the drug coverage** that was approved by the Council **within 72 hours (24 hours for expedited appeals) or make payment no later than 30 calendar days** after we receive the decision.
- **If the answer is no, the appeals process may or may not be over.**



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- o If you decide to accept this decision that turns down your appeal, the appeals process is over.
- o If you do not want to accept the decision, you may be able to continue to the next level of the review process. If the Council says no to your appeal or denies your request to review the appeal, the notice will tell you whether the rules allow you to go on to a Level 5 appeal. It will also tell you who to contact and what to do next if you choose to continue with your appeal.

**Level 5 appeal** A judge at the **Federal District Court** will review your appeal.

- A judge will review all of the information and decide *yes* or *no* to your request. This is a final answer. There are no more appeal levels after the Federal District Court.

## SECTION 11 How to make a complaint about quality of care, waiting times, customer care, or other concerns

### Section 11.1 – What kinds of problems are handled by the complaint process?

The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and customer care. Here are examples of the kinds of problems handled by the complaint process.

| Complaint  | Example   |
|--|---|
| <b>Quality of your medical care</b>                                | <ul style="list-style-type: none"> <li>• Are you unhappy with the quality of the care you have received (including care in the hospital)?</li> </ul>  |
| <b>Respecting your privacy</b>                                     | <ul style="list-style-type: none"> <li>• Did someone not respect your right to privacy or share confidential information?</li> </ul>  |
| <b>Disrespect, poor customer care, or other negative behaviors</b> | <ul style="list-style-type: none"> <li>• Has someone been rude or disrespectful to you?</li> <li>• Are you unhappy with our customer care?</li> <li>• Do you feel you are being encouraged to leave the plan?</li> </ul>  |
| <b>Waiting times</b>   | <ul style="list-style-type: none"> <li>• Are you having trouble getting an appointment, or waiting too long to get it?</li> <li>• Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Customer Care or other staff at the plan? <ul style="list-style-type: none"> <li>o Examples include waiting too long on the phone, in the waiting or exam room, or getting a prescription.</li> </ul> </li> </ul> |
| <b>Cleanliness</b>   | <ul style="list-style-type: none"> <li>• Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor's office?</li> </ul>  |

## Chapter 9 What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

| Complaint   | Example   |
|---|---|
| <b>Information you get from us</b>  | <ul style="list-style-type: none"> <li>• Did we fail to give you a required notice?</li> <li>• Is our written information hard to understand?</li> </ul>  |
| <b>Timeliness</b><br>(These types of complaints are all related to the timeliness of our actions related to coverage decisions and appeals) | If you have asked for a coverage decision or made an appeal and you think that we are not responding quickly enough, you can make a complaint about our slowness. Here are examples: <ul style="list-style-type: none"> <li>• You asked us for a “fast coverage decision” or a “fast appeal,” and we have said no; you can make a complaint.</li> <li>• You believe we are not meeting the deadlines for coverage decisions or appeals; you can make a complaint.</li> <li>• You believe we are not meeting deadlines for covering or reimbursing you for certain medical services or drugs that were approved; you can make a complaint.</li> <li>• You believe we failed to meet required deadlines for forwarding your case to the independent review organization; you can make a complaint.</li> </ul> |

### Section 11.2 – How to make a complaint

#### Legal Terms

- A **Complaint** is also called a **grievance**.
- **Making a complaint** is also called **filing a grievance**.
- **Using the process for complaints** is also called **using the process for filing a grievance**.
- A **fast complaint** is also called an **expedited grievance**.

### Section 11.3 – Step-by-step: Making a complaint

#### **Step 1: Contact us promptly – either by phone or in writing.**

- **Usually, calling Customer Care is the first step.** If there is anything else you need to do, Customer Care will let you know.
- If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us. If you put your complaint in writing, we will respond to your complaint in writing.

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- **Whether you call or write, you should contact Customer Care right away.** You can make the complaint at any time after you had the problem you want to complain about.

**Step 2: We look into your complaint and give you our answer.**

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If you are making a complaint because we denied your request for a fast coverage decision or a fast appeal, we will automatically give you a fast complaint.** If you have a fast complaint, it means we will give you **an answer within 24 hours.**
- **If we do not agree** with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will include our reasons in our response to you.

**Section 11.4 – You can also make complaints about quality of care to the Quality Improvement Organization**

When your complaint is about **quality of care**, you also have two extra options:

- **You can make your complaint directly to the Quality Improvement Organization.** The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients. Chapter 2 has contact information.

*Or*

- **You can make your complaint to both the Quality Improvement Organization and us at the same time.**

**Section 11.5 – You can also tell Medicare and Medicaid about your complaint**

You can submit a complaint about iCare Family Care Partnership directly to Medicare. To submit a complaint to Medicare, go to [www.medicare.gov/MedicareComplaintForm/home.aspx](http://www.medicare.gov/MedicareComplaintForm/home.aspx). You may also call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.

**If you disagree with iCare's response on your complaint**, or if iCare fails to timely respond to your complaint, you can ask for a review by the Wisconsin Department of Health Services (DHS). DHS works with an outside organization called Metastar to review grievances.

**Before asking Metastar to review your complaint, you must file your grievance with iCare and complete the iCare grievance process.**

You must request a review of your grievance by Metastar within forty-five (45) calendar days from the date you receive iCare's written decision on your grievance or, if iCare fails to provide

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you with a written decision on your grievance within the required amount of time, within forty-five calendar days from the date *iCare*'s time frame to review your grievance expires.

For example, *iCare* has until July 30 to send you its decision about your grievance. You receive the decision on June 1. You disagree with the decision. You have until July 16 to ask Metastar to review *iCare*'s decision.

For example, *iCare* has until July 30 to send you its decision about your grievance. When July 30 arrives, *iCare* has not sent you a decision. Starting on July 31, you have until September 13 to ask MetaStar to review your grievance.

MetaStar will reply in writing to let you know they received your request to review your grievance.

Metastar will review the facts surrounding your grievance.

Metastar has thirty (30) calendar days from the date it receives your request to review your grievance and issue a written, binding decision.

If Metastar determines that it needs more time to issue a decision, it will send you a written notice explaining:

- The reason they need additional time.
- The amount of additional time needed.
- Your right to deny the Metastar request for an extension (more time). If you deny the Metastar request for an extension, *iCare*'s decision on your grievance is the final decision.

Metastar will send you and *iCare* its written, binding decision within seven (7) calendar days of completing the review of your grievance.

# CHAPTER 10:

## *Ending your membership in the plan*

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## SECTION 1 Introduction to ending your membership in our plan

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Ending your membership in iCare Family Care Partnership may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you have decided that you *want* to leave. Sections 2 and 3 provide information on ending your membership voluntarily. .
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, our plan must continue to provide your medical care and prescription drugs until your membership ends.

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## SECTION 2 When can you end your membership in our plan?

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| <b>Section 2.1 – You may be able to end your membership because you have Medicare and Medicaid</b> |
|--|

- Most people with Medicare can end their membership only during certain times of the year. Because you have Medicaid, you can end your membership in our plan any month of the year. You also have options to enroll in another Medicare plan any month including:
  - o Original Medicare *with* a separate Medicare prescription drug plan
  - o Original Medicare without a separate Medicare prescription drug plan
  - o (If you choose this option, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.) or
  - o If eligible, an integrated D-SNP that provides your Medicare and most or all of your Medicaid benefits and services in one plan.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for a continuous period of 63 days or more, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later.

Contact your State Medicaid Office to learn about your Medicaid plan options (telephone numbers are in Chapter 2 of this document).

- Other Medicare health plan options are available during the **Annual Enrollment Period**. Section 2.2 tells you more about the Annual Enrollment Period.
- **When will your membership end?** Your membership will usually end on the first day of the month after we receive your request to change your plans. Your enrollment in your new plan will also begin on this day.

**Note: If you are eligible to change plans, because you are in the Partnership program you must also contact your local ADRC. The ADRC contact information can be found in Chapter 2.**

## Section 2.2 – You can end your membership during the Annual Enrollment Period

You can end your membership during the Annual Enrollment Period (also known as the Annual Open Enrollment Period). During this time, review your health and drug coverage and decide about coverage for the upcoming year.

- The **Annual Enrollment Period** is from **October 15 to December 7**.
- **Choose to keep your current coverage or make changes to your coverage for the upcoming year.** If you decide to change to a new plan, you can choose any of the following types of plans:
  - o Another Medicare health plan, with or without prescription drug coverage.
  - o Original Medicare *with* a separate Medicare prescription drug plan

*OR*

- o Original Medicare *without* a separate Medicare prescription drug plan.
- **Your membership will end in our plan** when your new plan’s coverage begins on January 1.

**If you receive “Extra Help” from Medicare to pay for your prescription drugs:** If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for 63 days or more in a row, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later.

**Note:** If you are eligible to change plans, because you are in the Partnership program you must also contact your local ADRC. The ADRC contact information can be found in Chapter 2.

## Section 2.3 – You can end your membership during the Medicare Advantage Open Enrollment Period

You have the opportunity to make *one* change to your health coverage during the **Medicare Advantage Open Enrollment Period**.

- **The annual Medicare Advantage Open Enrollment Period** is from January 1 to March 31 and also for new Medicare beneficiaries who are enrolled in an MA plan, from the month of entitlement to Part A and Part B until the last day of the 3rd month of entitlement.
- **During the annual Medicare Advantage Open Enrollment Period** you can:
  - o Switch to another Medicare Advantage Plan with or without prescription drug coverage.

- o Disenroll from our plan and obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time.
- **Your membership will end** on the first day of the month after you enroll in a different Medicare Advantage plan or we get your request to switch to Original Medicare. If you also choose to enroll in a Medicare prescription drug plan, your membership in the drug plan will begin the first day of the month after the drug plan gets your enrollment request.

**Note: If you are eligible to change plans, because you are in the Partnership program you must also contact your local ADRC. The ADRC contact information can be found in Chapter 2.**

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| <b>Section 2.4 – In certain situations, you can end your membership during a Special Enrollment Period</b> |
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In certain situations, you may be eligible to end your membership at other times of the year. This is known as a **Special Enrollment Period**.

**You may be eligible to end your membership during a Special Enrollment Period** if any of the following situations apply to you. These are just examples, for the full list you can contact the plan, call Medicare, or visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)):

- Usually, when you have moved.
- If you have Medicaid.
- If you are eligible for “Extra Help” with paying for your Medicare prescriptions.
- If we violate our contract with you.
- If you are getting care in an institution, such as a nursing home or long-term care (LTC) hospital.
- If you enroll in the Program of All-inclusive Care for the Elderly (PACE).
- **Note:** If you’re in a drug management program, you may not be able to change plans. Chapter 5, Section 10 tells you more about drug management programs.

**The enrollment time periods vary** depending on your situation.

**To find out if you are eligible for a Special Enrollment Period**, please call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users call 1-877-486-2048. If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. You can choose:

- Another Medicare health plan with or without prescription drug coverage,
- Original Medicare *with* a separate Medicare prescription drug plan,

-or-

- Original Medicare *without* a separate Medicare prescription drug plan.



**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for 63 days or more in a row, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later.

**If you receive “Extra Help” from Medicare to pay for your prescription drugs:** If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.

**Your membership will usually end** on the first day of the month after your request to change your plan is received.

**Note:** Sections 2.1 and 2.2 tell you more about the special enrollment period for people with Medicaid and "Extra Help".

**Note: If you are eligible to change plans, because you are in the Partnership program you must also contact your local ADRC. The ADRC contact information can be found in Chapter 2.**

|   |
|---|
| <b>Section 2.5 – Where can you get more information about when you can end your membership?</b> |
|---|

If you have any questions about ending your membership you can:

- **Call Customer Care.**
- Find the information in the *Medicare & You 2025* handbook.
- Contact **Medicare** at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY 1-877-486-2048).

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### **SECTION 3 How do you end your membership in our plan?**

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The table below explains how you should end your membership in our plan.

| <b>If you would like to switch from our plan to:</b> | <b>This is what you should do:</b>   |
|--|--|
| Another Medicare health plan.                        | <ul style="list-style-type: none"><li>• Enroll in the new Medicare health plan. Your new coverage will begin on the first day of the following month.</li><li>• You will automatically be disenrolled from iCare Family Care Partnership when your new plan’s coverage begins.</li></ul> |

| <b>If you would like to switch from our plan to:</b>   | <b>This is what you should do:</b>  |
|--|---|
| Original Medicare <i>with</i> a separate Medicare prescription drug plan   | <ul style="list-style-type: none"> <li>• Enroll in the new Medicare prescription drug plan. Your new coverage will begin on the first day of the following month.</li> <li>• You will automatically be disenrolled from <i>iCare</i> Family Care Partnership when your new plan’s coverage begins.</li> </ul>   |
| Original Medicare <i>without</i> a separate Medicare prescription drug plan <ul style="list-style-type: none"> <li>o If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you have opted out of automatic enrollment.</li> <li>o If you disenroll from Medicare prescription drug coverage and go 63 days or more in a row without creditable prescription drug coverage, you may have to pay a late enrollment penalty if you join a Medicare drug plan later.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Send us a written request to disenroll</b><br/>Contact Customer Care if you need more information on how to do this.</li> <li>• You can also contact <b>Medicare</b>, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.</li> <li>• You will be disenrolled from <i>iCare</i> Family Care Partnership when your coverage in Original Medicare begins.</li> </ul> |

**Note:** If you disenroll from Medicare prescription drug coverage and go without creditable prescription drug coverage for 63 days or more in a row, you may have to pay a Part D late enrollment penalty if you join a Medicare drug plan later.

For questions about your Wisconsin Medicaid benefits, contact the Aging and Disability Resource Center (ADRC) for your county. If you choose to end your membership in *iCare* Family Care Partnership, you must contact the ADRC in your county and tell them about your decision to disenroll. A list of the ADRCs and their contact information, including phone, TTY numbers, and days and hours of operation, can be found in Chapter 2. You can also use the following link to find an ADRC in your area: <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>. Ask how joining another plan or returning to Original Medicare affects how you get your Wisconsin Medicaid coverage.

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## **SECTION 4    Until your membership ends, you must keep getting your medical items, services and drugs through our plan**

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Until your membership in *iCare* Family Care Partnership ends, and your new Medicare and Medicaid coverage begins, you must continue to get your medical services, items and prescription drug coverage through our plan.

- **Continue to use our network providers to receive medical care.**
- **Continue to use our network pharmacies or mail order to get your prescriptions filled.**
- **If you are hospitalized on the day that your membership ends, your hospital stay will be covered by our plan until you are discharged** (even if you are discharged after your new health coverage begins).

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## **SECTION 5 *iCare* Family Care Partnership must end your membership in the plan in certain situations**

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| <b>Section 5.1 – When must we end your membership in the plan?</b> |
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***iCare* Family Care Partnership must end your membership in the plan if any of the following happen:**

- If you no longer have Medicare Part A and Part B.
- If you are no longer eligible for Medicaid. As stated in Chapter 1, Section 2.1, our plan is for people who are eligible for both Medicare and Medicaid.
  - If you lose your financial eligibility for Wisconsin Medicaid.
  - If you are no longer functionally eligible as determined by the State of Wisconsin Long-Term Care Functional Screen.
  - If you are 21 to 64 years of age and are admitted to an Institution of Mental Disease.
  - If you do not pay your Medicaid cost share. Medicaid cost share is any amount a member must pay to retain financial eligibility for Wisconsin Medicaid (The federal government refers to this as the “post-eligibility treatment of income.”)
- If you move out of our service area.
- If you are away from our service area for more than six months.
  - If you move or take a long trip, call Customer Care to find out if the place you are moving or traveling to is in our plan’s area.
- If you become incarcerated (go to prison).
- If you are no longer a United States citizen or lawfully present in the United States.
- If you lie or withhold information about other insurance you have that provides prescription drug coverage.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare and Medicaid first.)
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan. (We cannot make you leave

our plan for this reason unless we get permission from Medicare and Medicaid first.)

- If you let someone else use your membership card to get medical care. (We cannot make you leave our plan for this reason unless we get permission from Medicare and Medicaid first.)
  - o If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.
  - o If we end your membership because of this reason, Medicaid may have your case investigated by the Wisconsin Department of Health Services Office of the Inspector General (OIG).
- If you are required to pay the extra Part D amount because of your income and you do not pay it, Medicare will disenroll you from our plan.

### **Where can you get more information?**

If you have questions or would like more information on when we can end your membership, call Customer Care.

#### **Section 5.2 – We cannot ask you to leave our plan for any health-related reason**

iCare Family Care Partnership is not allowed to ask you to leave our plan for any health-related reason.

### **What should you do if this happens?**

If you feel that you are being asked to leave our plan because of a health-related reason, call Medicare at 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week (TTY 1-877-486-2048).

#### **Section 5.3 – You have the right to make a complaint if we end your membership in our plan**

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership.

# CHAPTER 11:

## *Legal notices*

**Chapter 11 Legal notices**

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**SECTION 1 Notice about governing law**

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The principal law that applies to this *Evidence of Coverage* document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other Federal laws may apply and, under certain circumstances, the laws of the state you live in. This may affect your rights and responsibilities even if the laws are not included or explained in this document.

**SECTION 2 Notice about nondiscrimination**

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**We don't discriminate** based on race, ethnicity, national origin, color, religion, sex, gender, gender identity, age, marital status, sexual orientation, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like our plan, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights. You can also review information from the Department of Health and Human Services' Office for Civil Rights at <https://www.hhs.gov/ocr/index.html>.

If you have a disability and need help with access to care, please call us at Customer Care. If you have a complaint, such as a problem with wheelchair access, Customer Care can help.

**SECTION 3 Notice about Medicare Secondary Payer subrogation rights**

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We have the right and responsibility to collect for covered Medicare services for which Medicare is not the primary payer. According to CMS regulations at 42 CFR sections 422.108 and 423.462, iCare Family Care Partnership, as a Medicare Advantage Organization, will exercise the same rights of recovery that the Secretary exercises under CMS regulations in subparts B through D of part 411 of 42 CFR and the rules established in this section supersede any State laws.

# CHAPTER 12:

## *Definitions of important words*

**Chapter 12 Definitions of important words**

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**Aging and Disability Resource Center (ADRC)** – ADRCs are Service Centers that provide a place to get information and assistance on all aspects of life related to aging or living with a disability, including all available programs and services. ADRC services can be provided at the Center, or via telephone or through a home visit, whichever is more convenient to the individual seeking help. The ADRC is responsible for enrollment counseling and enrollment and disenrollment in the Family Care and Family Care Partnership Programs and the Program of All-Inclusive Care for the Elderly (PACE) in Wisconsin. Visit **Error! Hyperlink reference not valid.** for more information about ADRCs. Chapter 2, Section 10 explains ADRCs.

**Ambulatory Surgical Center** – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

**Appeal** – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving.

**Biological Product** – A prescription drug that is made from natural and living sources like animal cells, plant cells, bacteria, or yeast. Biological products are more complex than other drugs and cannot be copied exactly, so alternative forms are called biosimilars. (See also “**Original Biological Product**” and “**Biosimilar**”).

**Biosimilar** – A biological product that is very similar, but not identical, to the original biological product. Biosimilars are as safe and effective as the original biological product. Some biosimilars may be substituted for the original biological product at the pharmacy without needing a new prescription (See “**Interchangeable Biosimilar**”).

**Brand Name Drug** – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand name drug has expired.

**Business Day** – Monday through Friday, except days which the office of iCare Family Care Partnership is closed.

**Care Management** – Individualized assessment and care planning, authorizing, arranging and coordinating services in the Member’s care plan. Care management also includes assistance in filing grievances and appeals, maintaining eligibility, accessing community resources and obtaining advocacy services.

**Centers for Medicare & Medicaid Services (CMS)** – The Federal agency that administers Medicare.

**Chronic-Care Special Needs Plan - C-SNPs** are SNPs that restrict enrollment to MA eligible individuals who have one or more severe or disabling chronic conditions, as defined under 42 CFR 422.2, including restricting enrollment based on the multiple commonly co-morbid and clinically-linked condition groupings specified in 42 CFR 422.4(a)(1)(iv).



**Chapter 12 Definitions of important words**

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**Complaint** – The formal name for making a complaint is filing a grievance. The complaint process is used *only* for certain types of problems. This includes problems related to quality of care, waiting times, and the customer care you receive. It also includes complaints if your plan does not follow the time periods in the appeal process.

**Comprehensive Outpatient Rehabilitation Facility (CORF)** – A facility that mainly provides rehabilitation services after an illness or injury, including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

**Cost Sharing** – Cost sharing refers to amounts that a member has to pay when services or drugs are received. Cost sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed co-payment amount that a plan requires when a specific service or drug is received; or (3) any co-insurance amount, a percentage of the total amount paid for a service or drug that a plan requires when a specific service or drug is received.

**Coverage Determination** – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called coverage decisions in this document.

**Covered Drugs** – The term we use to mean all of the prescription drugs covered by our plan.

**Covered Services** – The term we use to mean all of the health care services and supplies that are covered by our plan.

**Creditable Prescription Drug Coverage** – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty if they decide to enroll in Medicare prescription drug coverage later.

**Customer Care** – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Customer Care.

**Department of Health Services (DHS)** – The department in the State of Wisconsin that runs the Medicaid programs, including Family Care and Family Care Partnership. See Chapter 2 for information about DHS and how to contact them.

**Custodial Care** – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care, provided by people who do not have professional skills or training, includes help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. Medicare doesn't pay for custodial care.

**Chapter 12 Definitions of important words**

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**Disenroll or Disenrollment** – The process of ending your membership in our plan.

**Dispensing Fee** – A fee charged each time a covered drug is dispensed to pay for the cost of filling a prescription, such as the pharmacist’s time to prepare and package the prescription.

**Dual Eligible Special Needs Plans (D-SNP)** – A type of plan that enrolls individuals who are entitled to both Medicare (Title XVIII of the Social Security Act) and medical assistance from a state plan under Medicaid (Title XIX). States cover some or all Medicare costs, depending on the state and the individual’s eligibility.

**Dually Eligible Individuals** – A person who is eligible for Medicare and Medicaid coverage.

**Durable Medical Equipment (DME)** – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

**Emergency** – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life (and, if you are a pregnant woman, loss of an unborn child), loss of a limb, or loss of function of a limb, or loss of or serious impairment to a bodily function. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

**Emergency Care** – Covered services that are: (1) provided by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

**Evidence of Coverage (EOC) and Disclosure Information** – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

**Exception** – A type of coverage decision that, if approved, allows you to get a drug that is not on our formulary (a formulary exception), or get a non-preferred drug. You may also request an exception if our plan requires you to try another drug before receiving the drug you are requesting, if our plan requires a prior authorization for a drug and you want us to waive the criteria restriction, or if our plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

**Extra Help** – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and co-insurance.

**Functional Eligibility** – An eligibility criteria for Family Care and Family Care Partnership programs determined by use of the Long-Term Care Functional Screen approved by the Wisconsin Department of Health Services. See Chapter 2 for more information about Functional Eligibility.

**Generic Drug** – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand name drug. Generally, a generic drug

**Chapter 12 Definitions of important words**

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works the same as a brand name drug and usually costs less.

**Health Maintenance Organization (HMO)** – A type of managed care organization that is licensed by the Wisconsin Office of the Commissioner of Insurance (OCI) to provide care for enrolled members through a network of hospitals, doctors, and other contracted providers. In order to obtain a license the HMO must demonstrate the capacity for financial solvency and stability to OCI.

**HMO D-SNP** – See the definition of Special Needs Plan in this chapter. See cover page for first usage of HMO D-SNP.

**Home Health Aide** – A person who provides services that do not need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises).

**Home Health Care** – Skilled nursing care and certain other health care services:

- Home health skilled nursing services;
- Home health aide services;
- Home health therapy services;
- Durable medical equipment (DME); and
- Disposable medical supplies (DMS)

The Home Health Care covered by **Medicaid** includes all of the Medicare-covered services listed above and also includes:

- Personal care;
- Supportive home care; and
- Skilled nursing services including private duty nursing.

If you need home health care services, our Plan will cover these services for you provided you receive them from network providers and any necessary prior authorization has been obtained from your Team.

**Hospice** – A benefit that provides special treatment for a member who has been medically certified as terminally ill, meaning having a life expectancy of 6 months or less. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer.

**Hospital Inpatient Stay** – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an outpatient.

**Income Maintenance Agency** – A sub-unit of a county or tribal government responsible for administering Income Maintenance (IM) Programs including Wisconsin Medicaid; formerly

**Chapter 12 Definitions of important words**

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known as the Economic Support Agency. See Chapter 1 for more information.

**Income Related Monthly Adjustment Amount (IRMAA)** –If your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount, you'll pay the standard premium amount and an Income Related Monthly Adjustment Amount, also known as IRMAA. IRMAA is an extra charge added to your premium. Less than 5% of people with Medicare are affected, so most people will not pay a higher premium.

**Initial Enrollment Period** – When you are first eligible for Medicare, the period of time when you can sign up for Medicare Part A and Part B. If you're eligible for Medicare when you turn 65, your Initial Enrollment Period is the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

**Integrated D-SNP** – A D-SNP that covers Medicare and most or all Medicaid services under a single health plan for certain groups of individuals eligible for both Medicare and Medicaid. These individuals are also known as full-benefit dually eligible individuals.

**Integrated Grievance** – A type of complaint you make about us or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

**Interdisciplinary Team (Team)** – The Member and the individuals identified by the plan to provide care management services to a Member. Individuals assigned to a Team have specialized knowledge of the conditions of the populations served by the plan. The Team may use other people with appropriate additional specialized expertise when needed to assist in assessment, consultation, ongoing coordination efforts and other areas as needed. See Chapter 3 for more information.

**Institutional Special Needs Plan (SNP)** – A plan that enrolls eligible individuals who continuously reside or are expected to continuously reside for 90 days or longer in a long-term care (LTC) facility. These facilities may include a skilled nursing facility (SNF), nursing facility (NF), (SNF/NF), Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID), an inpatient psychiatric facility, and/or facilities approved by CMS that furnishes similar long-term, healthcare services that are covered under Medicare Part A, Medicare Part B, or Medicaid; and whose residents have similar needs and healthcare status to the other named facility types. An institutional Special Needs Plan must have a contractual arrangement with (or own and operate) the specific LTC facility(ies).

**Institutional Equivalent Special Needs Plan (SNP)** – A plan that enrolls eligible individuals living in the community but requiring an institutional level of care based on the State assessment. The assessment must be performed using the same respective State level of care assessment tool and administered by an entity other than the organization offering the plan. This type of Special Needs Plan may restrict enrollment to individuals that reside in a contracted assisted living facility (ALF) if necessary to ensure uniform delivery of specialized care.

**Interchangeable Biosimilar** – A biosimilar that may be used as a substitute for an original biosimilar product at the pharmacy without needing a new prescription because it meets additional requirements related to the potential for automatic substitution. Automatic substitution at the pharmacy is subject to state law.

**Chapter 12 Definitions of important words**

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**List of Covered Drugs (Formulary or Drug Guide)** – A list of prescription drugs covered by the plan.

**Long-Term Care** – A variety of services that help people with health or personal needs and activities of daily living over a period of time. Long-term care can be provided at home, in the community or in various types of facilities, including nursing homes and assisted living facilities. See Chapter 1 for more information.

**Long-Term Care Functional Screen** – A uniform screening tool approved by the Wisconsin Department of Health Services to determine Functional Eligibility for the Family Care and Family Care Partnership program. See Chapter 1 for more information.

**Low Income Subsidy (LIS)** – See “Extra Help.”

**Manufacturer Discount Program** – A program under which drug manufacturers pay a portion of the plan’s full cost for covered Part D brand name drugs and biologics. Discounts are based on agreements between the Federal government and drug manufacturers.

**Maximum Out-of-Pocket Amount** – The most that you pay out-of-pocket during the calendar year for covered services. Amounts you pay for Medicare Part A and Part B premiums, and prescription drugs do not count toward the maximum out-of-pocket amount. If you are eligible for Medicare cost-sharing assistance under Medicaid, you are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services. (**Note:** Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum.)

**Medicaid (or Medical Assistance)** – A joint Federal and State program that helps with medical costs for some people with low incomes and limited resources. State Medicaid programs vary, but most health care costs are covered if you qualify for both Medicare and Medicaid.

**Medically Accepted Indication** – A use of a drug that is either approved by the Food and Drug Administration or supported by certain references, such as the American Hospital Formulary Service Drug Information and the Micromedex DRUGDEX Information system.

**Medically Necessary** – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

**Medicare** – The Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant).

**Medicare Advantage Open Enrollment Period** – The time period from January 1 to March 31 when members in a Medicare Advantage plan can cancel their plan enrollment and switch to another Medicare Advantage plan or obtain coverage through Original Medicare. If you choose to switch to Original Medicare during this period, you can also join a separate Medicare prescription drug plan at that time. The Medicare Advantage Open Enrollment Period is also available for a 3-month period after an individual is first eligible for Medicare.

**Medicare Advantage (MA) Plan** – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and

**Chapter 12 Definitions of important words**

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Part B benefits. A Medicare Advantage Plan can be i) an HMO, ii) a PPO, iii) Private Fee-for-Service (PFFS) plan, or iv) a Medicare Medical Savings Account (MSA) plan. Besides choosing from these types of plans, a Medicare Advantage HMO or PPO plan can also be a Special Needs Plan (SNP) In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**.

**Medicare-Covered Services** – Services covered by Medicare Part A and Part B. All Medicare health plans must cover all of the services that are covered by Medicare Part A and B. The term Medicare-Covered Services does not include the extra benefits, such as vision, dental or hearing, that a Medicare Advantage plan may offer.

**Medicare Health Plan** – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Special Needs Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

**Medicare Prescription Drug Coverage (Medicare Part D)** – Insurance to help pay for outpatient prescription drugs, vaccines, biologicals, and some supplies not covered by Medicare Part A or Part B.

**Medigap (Medicare Supplement Insurance) Policy** – Medicare supplement insurance sold by private insurance companies to fill “gaps” in Original Medicare. Medigap policies only work with Original Medicare. (A Medicare Advantage Plan is not a Medigap policy.)

**Member (Member of our Plan, or Plan Member)** – A person with Medicare who is eligible to get covered services, who has enrolled in our plan and whose enrollment has been confirmed by the Centers for Medicare & Medicaid Services (CMS).

**Member Rights Specialist** – A plan staff member who helps and supports members in understanding all of their rights and responsibilities. The Member Rights Specialist also helps Members understand the grievance and appeal processes and may assist members who wish to submit a grievance or appeal. See Chapter 7 for more information.

**Necessary Long-Term Care Services and Supports** – Any service or support that is provided to assist a member to complete daily living activities, learn new skills, maintain a general sense of safety and well-being, or otherwise pursue a normal daily life rhythm, and that meets the following standards:

**Network Pharmacy** –A pharmacy that contracts with our plan where members of our plan can get their prescription drug benefits. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

**Network Provider** – Provider is the general term for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. **Network providers** have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Network providers are also called “plan providers.”

**Chapter 12 Definitions of important words**

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**Organization Determination** – A decision our plan makes about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called coverage decisions in this document.

**Original Biological Product** – A biological product that has been approved by the Food and Drug Administration (FDA) and serves as the comparison for manufacturers making a biosimilar version. It is also called a reference product.

**Original Medicare (Traditional Medicare or Fee-for-Service Medicare)** – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

**Outcome** – A desirable situation, condition, or circumstance in a Member’s life that can be a result of the support provided by effective care management. See Chapter 3 for more information.

**Out-of-Network Pharmacy** – A pharmacy that does not have a contract with our plan to coordinate or provide covered drugs to members of our plan. Most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply.

**Out-of-Network Provider or Out-of-Network Facility** – A provider or facility that does not have a contract with our plan to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan.

**Out-of-Pocket Costs** – See the definition for cost sharing above. A member’s cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member’s out-of-pocket cost requirement.

**Out-of-Pocket Threshold** – The maximum amount you pay out of pocket for Part D drugs.

**PACE plan** – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term services and supports (LTSS) for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

**Part C** – see Medicare Advantage (MA) Plan.

**Part D** – The voluntary Medicare Prescription Drug Benefit Program.

**Part D Drugs** – Drugs that can be covered under Part D. We may or may not offer all Part D drugs. Certain categories of drugs have been excluded from Part D coverage by Congress. Certain categories of Part D drugs must be covered by every plan.

**Part D Late Enrollment Penalty** – An amount added to your monthly premium for Medicare

**Chapter 12 Definitions of important words**

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drug coverage if you go without creditable coverage (coverage that is expected to pay, on average, at least as much as standard Medicare prescription drug coverage) for a continuous period of 63 days or more after you are first eligible to join a Part D plan. If you lose "Extra Help", you may be subject to the late enrollment penalty if you go 63 days or more in a row without Part D or other creditable prescription drug coverage.

**Primary Care Provider (PCP)** – The doctor or other provider you see first for most health problems. In many Medicare health plans, you must see your primary care provider before you see any other health care provider.

**Prior Authorization** – Approval in advance to get services or certain drugs. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4. Covered drugs that need prior authorization are marked in the formulary and our criteria are posted on our website.

**Prosthetics and Orthotics** – Medical devices including, but not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

**Quality Improvement Organization (QIO)** – A group of practicing doctors and other health care experts paid by the Federal government to check and improve the care given to Medicare patients.

**Quantity Limits** – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

**"Real-Time Benefit Tool"** – A portal or computer application in which enrollees can look up complete, accurate, timely, clinically appropriate, enrollee-specific formulary and benefit information. This includes cost-sharing amounts, alternative formulary medications that may be used for the same health condition as a given drug, and coverage restrictions (Prior Authorization, Step Therapy, Quantity Limits) that apply to alternative medications.

**Rehabilitation Services** – These services include physical therapy, speech and language therapy, and occupational therapy.

**Service Area** – A geographic area where you must live to join a particular health plan. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan must disenroll you if you permanently move out of the plan's service area.

**Skilled Nursing Facility (SNF) Care** – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

**Special Needs Plan** – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.



**Chapter 12 Definitions of important words**

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**Step Therapy** – A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.

**Supplemental Security Income (SSI)** – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

**Urgently Needed Services** – A plan-covered service requiring immediate medical attention that is not an emergency is an urgently needed service if either you are temporarily outside the service area of the plan, or it is unreasonable given your time, place, and circumstances to obtain this service from network providers with whom the plan contracts. Examples of urgently needed services are unforeseen medical illnesses and injuries, or unexpected flare-ups of existing conditions. However, medically necessary routine provider visits, such as annual checkups, are not considered urgently needed even if you are outside the service area of the plan or the plan network is temporarily unavailable.

## **iCare Family Care Partnership Customer Care**

| <b>Method</b>  | <b>Customer Care – Contact Information</b>  |
|----------------|---|
| <b>CALL</b>    | <b>1-800-777-4376</b><br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.<br>Customer Care also has free language interpreter services available for non-English speakers.                                    |
| <b>TTY</b>     | <b>1-800-947-3529 or 7-1-1</b><br>This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.<br>Calls to this number are free. We are available 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m. |
| <b>FAX</b>     | 414-231-1092  |
| <b>WRITE</b>   | 1555 North RiverCenter Drive<br>Suite 206<br>Milwaukee, Wisconsin 53212<br><a href="mailto:info@icarehealthplan.org">info@icarehealthplan.org</a>   |
| <b>WEBSITE</b> | <a href="http://www.icarehealthplan.org">www.icarehealthplan.org</a>  |

## The Wisconsin State Health Insurance Assistance Program

The Wisconsin State Health Insurance Assistance Program is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

| Method  | Wisconsin State Health Insurance Assistance Program – Contact Information  |
|---------|--|
| CALL    | <ul style="list-style-type: none"> <li>• <b>Wisconsin Board on Aging &amp; Long-term Care (1-800-242-1060):</b> provides counseling for all Wisconsin Medicare beneficiaries, Medicare supplement insurance, employer-based health insurance, Medicare Advantage plans, long-term care insurance and related topics.</li> <li>• <b>Wisconsin Medigap Part D and Prescription Drug Helpline (1-855-677-2783):</b> a toll-free helpline for people <b>aged 60 and over</b> operated by the Wisconsin Board on Aging and Long-Term Care that answers questions from Wisconsin residents aged 60 and over about Medicare Part D, SeniorCare, and other prescription drug coverage options.</li> <li>• <b>Disability Rights Wisconsin Medicare Part D Helpline (1-800-926-4862 (TTY 1-888-758-6049)):</b> primarily for persons <b>under age 60</b> eligible for Medicare because of a qualifying disability.</li> <li>• <b>Office for the Deaf and Hard of Hearing (1-855-359-5252):</b> offers benefits counseling to people who are deaf, hard of hearing, or deaf-blind and use sign language as their primary language.</li> <li>• <b>Benefit specialists (<a href="https://www.dhs.wisconsin.gov/benefit-specialists/index.htm">https://www.dhs.wisconsin.gov/benefit-specialists/index.htm</a>)</b> at local aging units and aging and disability resource centers (ADRCs) are available in every county to provide individualized counseling and advocacy. They can assist with Medicare, as well as other public and private benefits issues.</li> <li>• <b>Indian Law Office of Wisconsin Judicare, Inc. (<a href="http://www.judicare.org">www.judicare.org</a>; 1-800-472-1638):</b> Individual health benefits assistance for Native American Medicare beneficiaries.</li> </ul> |
| WEBSITE | <p><a href="https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm">https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm</a></p>   |

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## Notice of Non-Discrimination

Independent Care Health Plan (*iCare*), a wholly-owned subsidiary of Humana, complies with applicable Federal civil rights laws and does not discriminate or exclude people of their race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services. Independent Care Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids, or language assistance services contact **1-800-777-4376 (TTY: 1-800-947-3529), available 24 hours a day, 7 days a week (Standard office hours: Monday - Friday, 8:30 a.m. - 5:00 p.m. Central time)**. If you believe that Independent Care Health Plan has not provided these services or discriminated on the basis of race, color, religion, gender, gender identity, sex, sexual orientation, age, disability, national origin, military status, veteran status, genetic information, ancestry, ethnicity, marital status, language, health status, or need for health services, you can file a grievance in person or by mail, fax, or email with Independent Care Health Plan's Grievance and Appeal Coordinator at 1555 North RiverCenter Drive, Suite 206, Milwaukee, WI 53212, **1-800-777-4376 x1076 (TTY: 1-800-947-3529)**, Fax: 414-918-7589, or **advocate@icarehealthplan.org**. If you need help filing a grievance, Independent Care Health Plan's Grievance and Appeal Coordinator can help you.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

- U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F, HHH Building Washington, D.C. 20201. **800-368-1019, 800-537-7697 (TDD)**.

## Multi-Language Insert

### Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-777-4376. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** 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.

**Hmong:** 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 Askiv / thiab lwj yam lus tuaj yeem pab koj. Qhov no yog ib qho kev pab dawb.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-777-4376。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-777-4376。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggagamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-777-4376. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-777-4376. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-777-4376 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-777-4376. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-777-4376 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-777-4376. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري للمساعدة للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأوية لدينا للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-777-4376. سيقوم شخص ما بحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-777-4376 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-777-4376. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Português:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-777-4376. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal ouwa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-777-4376. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-777-4376. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、[1-800-777-4376]にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。