



*i*Care Family Care Partnership (HMO D-SNP) 2021 Program Information

At *i*Care, we want *i*Care Family Care Partnership (FCP) program members to remain healthy, independent and connected with family, friends and community. We support our member's choice.

This booklet provides a snap shot of the *i*Care FCP program: benefits*, added benefits, services, and eligibility and enrollment information. In addition to the FCP program, we also help our members connect to available resources in their community.

We encourage you to open it up to learn more! ➔



Call us if you need help or have questions.

Customer Service: 1-800-777-4376 (TTY: 711)

Our customer service is open 24 hours a day, 7 days a week. Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.

www.iCareHealthPlan.org



Who is *iCare*?

Formed in 1994, Independent Care Health Plan (*iCare*), a subsidiary of Humana, provides medical, dental, behavioral health, vision and prescription drug coverage through care coordination. *iCare* has multiple offices across Wisconsin to better serve our members.

Milwaukee County

1555 RiverCenter Drive, Suite 206
Milwaukee, Wisconsin 53212

Kenosha County

5027 Green Bay Road, Suite 102
Kenosha, Wisconsin 53144

Dane County

7968 Tree Lane
Madison, Wisconsin 53717

Brown County

1483 West Mason Street
Green Bay, Wisconsin 54303

In the *iCare* Family Care Partnership program, our goal is to help you remain at home — to maintain your independence while still getting the care and support you need. Services include health outreach, home health and personal care, treatment information and follow-up, assistance in choosing providers, plus much more.

Our mission is to improve the quality of life for individuals with unique and complex medical, behavioral, and human service needs while providing value to our customers and stakeholders, embracing the dignity and diversity of those we serve.



What is *iCare* Family Care Partnership?

The *iCare* Family Care Partnership (FCP) program is a health and long-term care (LTC) program that fully integrates all aspects of health care for frail older adults and adults who have physical, intellectual or developmental disabilities. Member benefits include health (primary and acute care), prescription drugs and LTC services (personal, home and community-based services).

Member choice is a focus of the program. *iCare* makes every effort to honor member preferences of how, when, and where services are delivered.

To participate in *iCare* FCP:

- » Must be enrolled in the Family Care Partnership program with *iCare* as your Managed Care Organization (MCO).
- » Must be Medicaid-eligible or dually eligible for Medicaid and Medicare and meet nursing home level of care criteria.
- » Must have LTC service needs as determined by the State of Wisconsin LTC Functional Screen.
- » Must live in Dane, Kenosha, Milwaukee, Racine, or Sauk Counties.
- » Must have a physical or developmental disability (18 years of age or older) or be a frail elderly adult 65 years of age or older.

Benefits & Services

The following are examples of **Long-Term Care Services** provided through the *iCare* FCP program:

- » Service coordination / Care management
- » Home health or personal care
- » Supportive Home Care (cleaning, cooking, laundry services, etc.)
- » Transportation
- » Adult Day Services
- » Respite Care
- » Home Modifications

Health Care Services covered by the *iCare* FCP program based on member's needs, include but are not limited to:

- » Hospice and Palliative Care
- » Physical, Speech or Occupational Therapy
- » Wheelchairs and/or other Mobility Equipment
- » Pain Management
- » Physician Services, includes Primary Care and Specialists
- » Lab work and diagnostic testing
- » Chiropractic
- » Emergency Care: Includes emergency department and urgent care
- » Hospitalization
- » Dialysis
- » Prescriptions
- » Dental, Vision and Podiatry
- » Mental Health or Drug/Alcohol Treatment
- » Lab work and diagnostic testing

iCare FCP Care Teams help members stay healthy and independent by working with public and private health and social service partners in the community. They help coordinate member access to meet their goals and outcomes.



Care Management

At *iCare*, we know that many people with illness or injury want to stay independent in their own home while being provided with the personal care they need. This help can range from a monthly visit to daily care and include services such as meals, transportation, personal care, and other care practices for general health and well-being.

iCare FCP members are assigned a Care Team that will help you coordinate these services. They can also help connect you to additional resources called social services. Social services include health care, welfare (food and housing) and counseling. Below are examples of community resources that FCP staff can assist with:

- » Job and employment support
- » Communication aids/interpreter
- » Improvements to the home to make it safe and accessible
- » Food resources like home delivery programs
- » Community connections to minimize social isolation

If you feel as though you need extra support, your *iCare* Care Manager may be able to help.

Self-Directed Supports

All iCare Family Care Partnership members have the opportunity to arrange, direct, and purchase some long-term care supports and services for themselves through the Self-Directed Supports (SDS) Option. Self-directing services may offer a person a way to have more control over their services and supports to achieve their independent lifestyle and long-term support outcomes.

Some common services that members choose to self-direct include:

- » Bathing and personal care
- » Housekeeping
- » Laundry
- » Meal Preparation
- » Transportation

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. You can create your own schedule with your care givers having control over resources, including finances, and taking responsibility for personal decisions and actions. If you choose, you may hire friends or family to provide services.

Talk to a Nurse, 24/7

Staying healthy starts by asking questions and getting up-to-date information. When you need answers, iCare FCP members can call the Nurse Advice Line at 1-800-679-9874 (TTY: 711). The nurse can answer your questions about your physical and mental health.



We are always looking for the best way to serve our members. If you have any suggestions, questions or need help on:

- » how to improve the plan to better suit your needs;
- » what benefits you receive as an iCare Family Care Partnership member; or
- » finding a provider; call us. We're here for you!



Pharmacy

*i*Care provides our Medicare members with comprehensive coverage for your medications. But did you know your prescription drug coverage also includes the Pharmacy Services Team's support and expertise to help ensure that the medicine you take is safe, effective, and delivered conveniently?

And we're always looking at new ways to serve you better — like partnering with MedImpact to make accessing your prescription benefits easier through the *i*Care Prescription Portal and mobile app. It will help you quickly manage your budget and health, including:

- » Viewing your medications and co-pays
- » Finding the lowest cost for your medications
- » Locating pharmacies close to you with the best cost options for your medications and those offering flu shots and other important vaccines
- » Learning about your medications, including potential side effects and drug interactions
- » Getting help to remember to take your medications and track your progress
- » Finding tips to save money by using therapeutic alternatives or generic prescription substitutions
- » Learn more at www.iCareHealthPlan.org/RxPortal

We're here to help keep you healthy and your costs low. Our fully-staffed Pharmacy Services Team ("Team") will help:

Make sure your drugs are covered.

The Team reviews denied claims daily to ensure members are able to get their medications timely. After reviewing the denied claim, the Team may start a prior authorization, help the pharmacy correct the claim, and/or reach out to the pharmacy or member directly.

Fill your prescriptions and find a pharmacy near you.

The Team will help you receive your medications by reaching out to you and your doctor if an issue with a new prescription or refill occurs. They will also work to establish relationships with your local pharmacy to offer you additional services like delivery or medication packaging.

If you are taking your medications as prescribed and are having difficulties re-filling a prescription, having issues working with your pharmacy, or need help locating a pharmacy, the Team will help avoid disruption in getting your medication(s).

Call them at 1-866-938-0406 (TTY: 711).

Find your medication, understand how it works and/or perform medication reviews.

The iCare Medicare Plan has a Drug List (Formulary) which tells you what medications are covered by the Plan. You can find the Drug List on www.iCareHealthPlan.org or if you need a copy, call Customer Service 1-800-777-4376 (TTY: 711). If you need help understanding the drug list, call the Team at 1-866-938-0406.

If you have a stay in the hospital and have questions about your medications, please contact the Team. They will discuss what you were prescribed and make sure you understand what to take and when, and also help coordinate medication delivery.

On a regular basis, the Team reviews your Pharmacy Member Record and if they notice anything unusual will call you to discuss.

Assist members with Over-the-Counter related issues.

Did you order an over the counter medication and are wondering if it will affect your prescription medication? Do you have a question about your OTC cold medication or vitamin ingredients? Want to know your OTC balance? Call the Team, they will help.

Save money and time by signing up for the 90-Day Supply Program.

Save time and money by taking advantage of a 90-day supply for a 30-day co-pay for some of your medications.

This benefit is available at all in-network retail and mail order pharmacies. Call the Team to sign up.

Get your prescriptions delivered to your door!

Save trips to the pharmacy for your maintenance prescriptions — the drugs you take every day. Use our home delivery program. Our mail order pharmacy will fill your prescription(s) and deliver it to your home. Call the Team for more information on how the program works and then to sign up.

We're here to help!

Call the iCare Pharmacy Services Helpline at 1-866-938-0406 (TTY: 711), Monday – Friday, 8:30 a.m. – 5:00 p.m.





iCare Family Care Partnership members receive a Health and Wellness benefit called “Over-the-Counter” or OTC. Each month, iCare will deposit **\$15** into an account that is linked to a benefits card so you can purchase Medicare-approved items like bandages, pain relievers, cold medicine, toothpaste, vitamins, and much more.

Spend it all, spend part of the funds or none at all. At the end of each month, whatever dollars are left in your account will carry over to the next month. But, keep in mind, unused balances expire at the end of each calendar year (on December 31) or if you disenroll from the plan.

Your purchase can be made in a retail-store, pharmacy or using a catalog. The choice is yours!

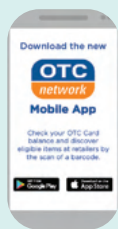
Did you know that your OTC benefit card comes with preloaded discounts and coupons to help you save even more?

No clipping coupons. Just swipe at the checkout and save when you shop in-store at participating retailers* which include:



*The card cannot be used at CVS pharmacies in Target stores.

Terms and conditions apply. To learn more, refer to your OTC Catalog or call your Care Team at 1-800-777-4376 (TTY: 711). Our office hours are Monday – Friday, 8:30 a.m. – 5:00 p.m.



Save more, buy more with your OTC benefit card!

- » Choose generic over brand.
- » Visit MyOTCoffers.com for discounts and coupons.
- » Download the **FREE** OTC Network app to stay up-to-date on discounts and coupons.

Generic Over-the-Counter (OTC) medications, are they really the same?

The answer is **YES** and often at a much lower price!

Below is a table of some of the most popular OTC items that you can purchase with your *iCare* Family Care Partnership OTC Benefit Card. Next time you are shopping, price check these items and **SAVE MORE!**



Category	Brand	Generic
Cold & Allergy	Benadryl	Diphenhydramine
Cold & Allergy	Mucinex	Guaifenesin
Cold & Allergy	Robitussin	Dextromethorphan
Digestive Health	Pepto Bismol	Bismuth Subsalicylate
Digestive Health	Prilosec	Omeprazole
Digestive Health	Tums	Calcium Carbonate
First Aid	Vaseline	Petroleum Jelly
Pain Relief	Advil	Ibuprofen
Pain Relief	Aleve	Naproxen
Pain Relief	Bayer	Aspirin
Pain Relief	Tylenol	Acetaminophen

For questions on what OTC medications are right for you and are safe to take with your current medications, talk to your local retail pharmacist or call our Pharmacy Services Department at 1-866-938-0406 (TTY: 711).



Added Vision Benefits

As an *iCare* Family Care Partnership plan member, you receive a **total of \$250** towards the purchase of:

- » Contact fitting and/or;
- » Contact lenses and/or;
- » One (1) set of eyeglass lenses and frames.

The benefit is per calendar year and cannot be combined with your Medicaid benefit.

To use this benefit, **you must see a provider who is in the *iCare* network**. National Vision Administrators is the network you will use for your vision services.

You also get your regular vision benefits provided by Medicaid and Medicare. For more details about your vision benefits, please ask your Care Team, or read the 2021 Summary of Benefits or Evidence of Coverage. You can also refer to your Medicaid-only member handbook.

To find an eye doctor near you or take make an appointment with a vision provider, visit "Find a Provider" on the *iCare* web site www.iCareHealthPlan.org or call 1-800-672-7723 (TTY: 711).



Added Dental Benefits

iCare includes added dental benefits like preventive and comprehensive care to help with your basic dental needs. There may be limits on how much the plan will provide so we encourage you to read your plan documents. Information on these documents is below.

Preventive Care

- » Oral Exams: Up to 2 per calendar year.
- » Cleanings: Up to 2 per calendar year.
- » Fluoride Treatment: Up to 2 per calendar year.
- » Dental X-rays: Limited to either 1 panoramic or 1 full set per calendar year.

Comprehensive Dental

- » Diagnostic Services: Up to 2 visits per calendar year.

You also get your regular dental benefits provided by Medicaid and Medicare. For more details about your dental benefits, please ask your Care Team, or read the 2021 Summary of Benefits or Evidence of Coverage. You can also refer to your Medicaid Only member handbook.

You must use DentaQuest's network of dentists for your dental services. If you need help selecting a dental provider, please call DentaQuest's Customer Service at 1-800-508-6758.



SilverSneakers®

SilverSneakers is more than a fitness program. It gives you the opportunity to connect with your community, make friends and stay active. The best part? SilverSneakers is included in this plan at no additional cost.

- » **FITNESS MEMBERSHIPS:** Thousands of popular locations¹ – visit as many as you wish!
- » **CLASSES:** Group classes² for all levels and abilities led by instructors who specialize in senior fitness.
- » **ONLINE RESOURCES:** Fitness location directory, health and nutrition tips, and SilverSneakers On-Demand™ video workouts at [SilverSneakers.com](https://www.silversneakers.com).

Always talk with your doctor before starting an exercise program.

At-home kits are offered for members who want to start working out at home or for those who can't get to a fitness location due to injury, illness, or being homebound.

SilverSneakers mailed you a membership ID card when you joined iCare Family Care Partnership. You need this card in order to use the exercise equipment or attend a class at a SilverSneakers location. If you did not receive the ID card or misplaced it and need a new one, please call 1-866-584-7389.

If you have questions regarding your SilverSneakers membership, call 1-866-584-7389, Monday – Friday, 8:00 a.m. – 5:00 p.m., ET.



Weight Management

WW (formally Weight Watchers) is a company we work with to help you lose weight.

The program teaches what healthy foods to eat. It will help you make good choices and continue to make good choices. The program can offer supports to exercise regularly. The teachers will come up with fun, easy ways to get you moving. There are many advantages to exercising. You will feel good. You will have more energy. And exercising reduces stress.

It's hard to lose weight and eat healthier. It's always helpful to have support. You can get support by going to meetings. At these meetings, you will meet other people who are trying to lose weight. There will also be meeting leaders who can listen to you and help motivate you to start losing weight. They will help you keep positive thoughts.

You must get permission from *iCare* to go meetings. Once you get permission, you can go to 13 meetings. After 13 meetings, you must call *iCare* to get more tickets to visit more meetings. The *iCare* FCP Care Team issues the voucher packs. Members should call 1-800-777-4376 (TTY: 711).



How Do I Sign Up?

If you are interested in finding out more about Long-Term Care options, please contact the Aging & Disability Resource Centers (ADRC) in your county to assist you in reviewing your options.

Membership is voluntary and you can disenroll at any time.

For more information visit: <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>

Dane County	Toll-free: 1-855-417-6892 TTY/TDD/Relay: 711
Kenosha County	Toll-free: 1-800-472-8008 TTY/TDD/Relay: 711
Milwaukee County	Toll-free: 1-866-229-9695 TTY/TDD/Relay: 711
Racine County	Toll-free: 1-866-219-1043 TTY/TDD/Relay: 711
Sauk County	Toll-free: 1-877-794-2372 TTY/TDD/Relay: 711

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

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

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

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

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

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

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

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

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

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

Independent Care Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact Independent Care Health Plan at 1-800-777-4376 (TTY: 711).

*A complete listing of iCare Family Care Partnership benefits and services are in the Evidence of Coverage. To get a copy call Customer Service at 1-800-777-4376 or visit <https://www.icarehealthplan.org/>

1. Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
2. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc. © 2020 Tivity Health, Inc. All rights reserved.

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

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

This plan is available to anyone who has both medical assistance from the State and Medicare, and is functionally eligible as determined by the State Long-Term Care Functional Screen. For more information about long-term care options available to you contact the Aging & Disability Resource Centers. The Resource Center can also assist you with information about eligibility and enrollment.

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CMS Accepted 4/4/2021

Peace of mind.
Good health and well-being.
Independence.

iCare Family Care Partnership (FCP) is a health and long-term care program that covers all aspects of health care. It is designed to meet the long-term care needs of frail older adults and adults who have physical, intellectual or developmental disabilities.

The FCP Care Team works with members to help them live as independently as possible so they can remain connected with family, friends and community.

For more information about the Family Care Partnership program, you can contact your local Resource Center. A list can be found on <https://www.dhs.wisconsin.gov/adrc>



Corporate Office

1555 North RiverCenter Drive
Suite 206
Milwaukee, Wisconsin 53212

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