

iCare Medicare Plan

(HMO D-SNP)



We want to help you.
Call us if you have questions.

Medicare Benefit Consultants:

1-855-839-1030

Customer Service:

1-800-777-4376

TTY: 1-800-947-3529

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



Why do members LOVE the *i*Care Medicare Plan?

Since 1994, Wisconsin-based *i*Care has been improving the quality of life of Wisconsin residents. From the beginning, *i*Care has been there for individuals like yourself who need a little extra help with their health care and costs.

Because we have agreements with Medicare and your Medicaid program, we can provide you with medical, behavioral health and prescription drug services — PLUS extra Medicare benefits — at no cost to you. The added Medicare benefits are ABOVE what Original Medicare covers.

At *i*Care, you will be assigned a Care Coordinator (CC) who will perform an initial assessment of your needs. These individuals will also help you and your family get medical care and community services. Your CC can help you choose a health care support group, a specific community center, or group housing program in your area. Your CC will also offer information and referrals to programs designed to help you get the most out of your health care coverage, such as exercise or smoking cessation programs.

Are you hearing impaired or speak another language? Our Customer Service Team can put you in touch with interpreter services. Please call Customer Service at 1-800-777-4376 (TTY 1-800-947-3529) for more information.

Am I eligible?

To be eligible for the *iCare* Medicare Plan, you must:

» Live in our plan service area, which includes the following counties:

Adams	Juneau	Racine
Brown	Kenosha	Richland
Calumet	Kewaunee	Rock
Columbia	La Crosse	Sauk
Crawford	Lafayette	Shawano
Dane	Langlade	Sheboygan
Dodge	Manitowoc	Taylor
Door	Marathon	Trempealeau
Fond du Lac	Marinette	Vernon
Grant	Menominee	Walworth
Green	Milwaukee	Washington
Green Lake	Monroe	Waukesha
Iowa	Oconto	Waupaca
Jackson	Outagamie	Waushara
Jefferson	Ozaukee	Winnebago

- » Be eligible for Medicare and Medicaid Benefits OR eligible for Medicare and Medicare cost-sharing assistance under the State Medicaid program.
- » Have both Part A and Part B to enroll.
- » Not have End-Stage Renal Disease (exceptions may apply).
- » Enroll in a full Medicaid plan (including *iCare's* or another plan) to receive full benefit coverage. You can remain in Medicaid Fee-For Service, but you may be subject to small co-pays.

To find out about a full Medicaid Plan that fits your needs, please contact the Medicaid Managed Care Enrollment Specialist at 1-800-291-2002. TTY users should call 1-800-325-0778. Office hours are from 7:00 am to 6:00 pm, Monday–Friday.

What does it cost?

You do not pay a separate monthly plan premium for *iCare* Medicare Plan. You must continue to pay your Medicare Part B premium (unless your Part B premium is paid for you by Medicaid or another third party).

How does it work?

The iCare Medicare Plan offers complete coverage for doctor office visits, emergency care, hospital services, mental health and substance abuse treatment, medical equipment and other services at almost no expense to you.

The Plan also offers Medicare Part D Prescription Drug coverage. You can receive a 90-day supply of your Tier 1 and Tier 2 formulary medications for a 30-day co-pay at all in-network retail pharmacies and from NoviXus, our mail order pharmacy.

We have a large network of retail pharmacies to choose from. You must use network pharmacies to access your prescription drug benefit, except under non-routine cases when you cannot make it to a network pharmacy. If you go to an out-of-network pharmacy, you may have to pay the full cost when you fill your prescription.

Depending on your income and institutional status, the amount of your co-pay for a prescription is:

Tier	Standard Retail & Mail Order		
	1 Month (30 days)	2 Month (60 days)	3 Month (90 days)
Tier 1 (Generic, including brand drugs treated as Generic)	You pay: \$0 co-pay or \$1.30 co-pay or \$3.60 co-pay	You pay: \$0 co-pay or \$1.30 co-pay or \$3.60 co-pay	You pay: \$0 co-pay or \$1.30 co-pay or \$3.60 co-pay
Tier 2 (Brand)	You pay: \$0 co-pay or \$3.90 co-pay or \$8.95 co-pay	You pay: \$0 co-pay or \$3.90 co-pay or \$8.95 co-pay	You pay: \$0 co-pay or \$3.90 co-pay or \$8.95 co-pay
Tier 3 (Specialty)	You pay: \$0 co-pay, \$1.30 co-pay, \$3.60 co-pay; or \$0 co-pay, \$3.90 co-pay, \$8.95 co-pay	Not Available	Not Available

After your yearly out-of-pocket drug costs reach \$6,350, you will pay a \$0 co-pay.

Below is a snap shot of the additional benefits available to you when you join iCare Medicare Plan*:

Refer Friends and Family



When you are a member you can participate in our "Refer Friends and Family" program** and earn a \$10 Walgreens gift card (up to \$70 per year) for each referral. It's really easy to refer someone, but with any referral program there are exclusions and limitations. Ask a Medicare Benefits Consultant for information.



\$0 co-pays | \$0 premium | \$0 deductible

Pay nothing for preventive services and screenings covered under Original Medicare.



90-Day Supply Medication Program

Get a 90-day supply of Tier 1 and Tier 2 medications for a 30-day co-pay at all in-network and mail order pharmacies.



Weight Watchers® Program

Thirteen-weeks' worth of vouchers at local, on-site Weight Watchers locations with transportation to meetings.



SilverSneakers® Fitness Membership

Access to fitness locations nationwide or at-home kits for members who want to start working out at home or cannot get to a fitness location.



Dental Benefit

An extra **\$2,500** per year comprehensive and preventive dental.



Vision Benefit

\$450/year for one set of eyeglasses (lenses and frames)

New for 2020: Includes contacts or contact fitting.



Personal Emergency Response System

Personal device with a help button, if you fall. Automatically places a call for help if it detects a fall and you can't push your help button. Designed to get you 24/7 access to help.



Chiropractic (40 visits per calendar year)

Acupuncture (30 visits per calendar year)



And more benefits!

Mom's Meals and Health Education Classes (with non-emergency transportation).

\$120/month!
\$1,440/year!

Our NEW OTC benefit card program offers members more flexibility, value, and convenience.



Members of the *iCare* Medicare Plan can choose where to use the benefit:

- » Purchase OTC items in a participating retail store or pharmacy.
A few of the retailers:



- » Or if making a trip to the store is hard, use the OTC product catalog and place an order using the *iCare* Medicare Plan ID card by calling DrugSource, or order on DrugSource's website.

Members will receive a prepaid benefits card in the mail about 10-14 days after enrollment. The card becomes active on a member's effective date. **The first month's OTC dollar amount of \$120 will be loaded onto the card.**

It's important members keep the benefits card in a safe place like a wallet, purse, bag, etc. because they will use the same card as long as they are an *iCare* Medicare Plan member.

Members can check their balance on the prepaid benefits card any time by calling **1-888-682-2400** or visiting the online member portal at **www.otcnetwork.com**. Members can also call *iCare*'s Customer Service at **1-800-777-4376**.

If a member happens to lose the benefits card or it gets stolen, call *iCare* Customer Service. A replacement card is mailed within 7-10 business days.

To learn more about *iCare* Medicare Plan's OTC benefit, call a Medicare Benefits Consultant.

Eligibility Assistance

At *iCare*, our Member Retention Specialists will help make sure that you still qualify for the *iCare* Medicare Plan. If you need help making sure that you still qualify for your benefits, call us at **1-414-272-5621**. If you have access to email, you can also send an email to the Specialists at MemberRetention@iCareHealthPlan.org.

How do I sign up?

You can enroll by calling one of our Medicare Benefits Consultants at 1-855-839-1030.

After you enroll, we will send you a membership packet explaining how to access *iCare* Medicare Plan benefits.

Write to us at:

iCare Medicare Plan
1555 N. RiverCenter Dr.
Ste. 206
Milwaukee, WI 53212

Visit us at www.iCareHealthPlan.org



Independent Care Health Plan (*iCare*), which insures *iCare* Medicare Plan (HMO D-SNP), is an HMO with a Medicare contract and a contract with the State Medicaid program. Enrollment in *iCare* Medicare Plan depends on *iCare*'s contract renewal.

Questions? Call 1-800-777-4376 (TTY: 711) for more information.

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

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

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-777-4376 (TTY: 1-800-947-3529).

*A complete listing of *iCare* Medicare Plan benefits and services are in the Evidence of Coverage. To get a copy call Customer Service at 1-800-777-4376 or visit www.iCareHealthPlan.org.

**PLEASE NOTE: When you provide a friend or family member's contact information to *iCare*, it gives us permission to mail literature to him or her.

If your friend/family member contacts *iCare*, a licensed Medicare Benefits Consultant will answer their questions and discuss health insurance options with them.

When an *iCare* Medicare Plan member refers someone, that person must be eligible for one of *iCare*'s plans and not a current *iCare* HMO D-SNP member. We will send your friend or family member FREE information and you'll receive a \$10 Walgreens gift card!

Free gift card without obligation to enroll. Members can earn up to \$70.00 a year. Walgreens is not a sponsor for this offer.

Again, the individual referred must be eligible for *iCare* Medicare Plan for the referring member to qualify for gift card.

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Milwaukee, Wisconsin 53212

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