

Hospital and Emergency Services

If you need to go to the hospital, *iCare* can help you make the arrangements. Start by giving your doctor or us a call. If your condition is severe, go to the nearest emergency room (ER). If you are unable to get to the ER, call 911.

Wellness Programs

Are you interested in exercise programs or hoping to stop smoking? *iCare* offers information and referrals to these community programs. We offer an additional fitness benefit to help you attain a health/fitness center membership and/or attend an exercise class of your choice. We also provide a newsletter with healthy tips and information about your health care benefits.

Am I eligible for *iCare*?

To be a member, you must:

- Be 19 years of age or older
- Receive SSI or SSI-related benefits
- Have a Forward or ForwardHealth ID Card

You may have Medicare, along with Medicaid SSI.

What does it cost?

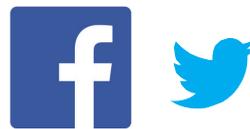
We provide the same coverage as Medicaid SSI. When you are an *iCare* member, there are no co-pays or deductibles for your medical or mental health services. Your medications are covered by the State. When you fill your prescriptions, you will be responsible for a co-pay. The State of Wisconsin will provide you with transportation for Medicaid-covered services at no cost.

So you want to enroll in *iCare*?
It's easy!
Call the Enrollment Specialist at
1-800-291-2002 and ask for the
iCare Medicaid SSI program.

For more information, contact us at:

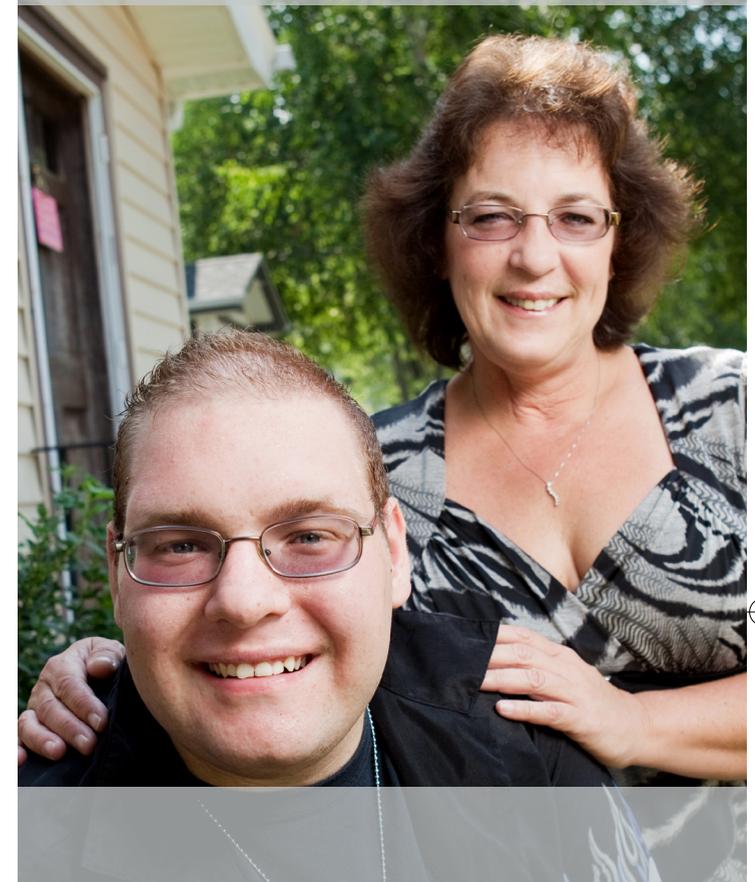


1555 N. RiverCenter Dr., Suite 206
Milwaukee, WI
www.icare-wi.org
1-800-777-4376
TTY 1-800-947-3529
or 7-1-1



www.icare-wi.org

© 2015 Independent Care Health Plan



Medicaid SSI Program

Providing Access to Health Care and
Community Services for People with
Special Needs

To enroll, call the Enrollment Specialist at
1-800-291-2002 and ask for the
iCare Medicaid SSI program.

www.icare-wi.org

What is iCare?

Independent Care Health Plan, or *iCare*, is a complete health care services program for people with physical, developmental or emotional disabilities. If you live in Brown, Dane, Dodge, Door, Fond du Lac, Jefferson, Kenosha, Kewaunee, Manitowoc, Marinette, Milwaukee, Outagamie, Ozaukee, Racine, Rock, Sheboygan, Walworth, Washington, Waukesha, Waupaca or Winnebago counties and receive Medicaid and Supplemental Security Income (SSI) or SSI-related benefits, you are eligible for the program. Medicare beneficiaries or those enrolled in a Medicare HMO are also eligible, as long as you receive Medicaid or SSI benefits.

What are the Benefits?

Medicaid SSI and More! We cover the same medical services as covered by Medicaid SSI. Visits to your doctor, emergency care, hospital services, mental health and substance abuse treatment, medical equipment and other services are covered at **100 percent** and managed by your personal care coordinator through our care coordination process

What is Care Coordination?

Medical and Social Services

Care coordination takes into account that both medical as well as non-medical needs must be addressed in order to maximize health and improve your quality of life.

Multi-Level Care Management

Care Coordinators and Care Managers

When you join *iCare*, you will be provided with a care coordinator or care manager. This person will work with you and your family to help you get the medical care and community services information you need.

Nurse Case Managers

Nurse case managers work with *iCare* staff when dealing with complex medical, behavioral or social needs. The care coordinator or care manager will continue to work with you while the nurse case manager is helping out.

Intervention and Outreach

If you are struggling with mental health issues or substance abuse, *iCare's* behavioral health team may provide support and assistance by locating community resources. Our health outreach works with members with special needs and assists them in accessing preventive services.

What else does iCare offer?

Customer Service

Give us a call if you have questions about *iCare* benefits and services or if you need help finding a provider. We can also put you in touch with interpreter services for the hearing impaired or if you speak Spanish, Hmong or another language.



Nurse Advice Line

We offer a **24/7 Nurse Advice Line** staffed by registered nurses who are available to answer health questions and offer advice around the clock.

Mom and Baby Program

At *iCare*, we care about keeping you and your family healthy. The *iCare for Mom and Baby* program offers prenatal services, postpartum care, access to community resources, care for your baby, and additional support to meet your needs.

Primary Care Providers

You are required to choose a primary care provider who can coordinate all of your medical needs. Your primary care provider will help you decide if you need to see a specialist and will follow your medical care every step of the way.

Social Services

Along with providing answers to coverage and benefit questions, *iCare* also offers information and referrals to social service programs. We can help you choose a health care support group, a specific community center, provide information to locate affordable housing, food and clothing, and suggest opportunities for you to interact with others.