

iCare news

INFORMATION ABOUT INDEPENDENT CARE HEALTH PLAN

FOR PROVIDERS

Departing iCare CEO an Advocate for Access to Quality Care

November 1st was the last official day at iCare for President and CEO Patricia Jerominski, who has left the cold gray skies of Wisconsin for the sunny, year-round paradise of Hawaii. She will be taking a position with 'Ohana Health Plan, one of two companies recently chosen to provide managed care services to Hawaii residents who are eligible for Medicaid, Medicare and Long-Term Care government-sponsored health care programs.



Jerominski is continuing a journey she took up over 25 years ago to bring affordable, quality health care to people who are impoverished and have special needs. She credits her parents, Joe Gruber and Taeko Takamine-Gruber, for inspiring her to become one of Wisconsin's most influential health care leaders.

Her mother came to the United States in the early 1950s, after enduring the most violent battle in the Pacific between U.S. and Japanese forces on the island of Okinawa. Jerominski stated that the Okinawans are a peace-loving people, and this three-month battle destroyed their way of life. Her mother married Joe, who was stationed in Okinawa after the war. When they came to the U.S., they settled in Kewaskum, Wisconsin. Jerominski's mother was eight months pregnant and spoke no English. Most Americans in this small town were very angry at the Japanese because of the war and assumed her mother was Japanese, and therefore were very prejudiced against her and her children. According to Jerominski, they did not realize her mother was not Japanese, but Okinawan. She delivered her baby in a small town hospital where no one spoke her language or understood her culture. Her mother's survival and adaptability skills are attributes that she admires and emulates. She stated, "When I was very young, I was my mother's interpreter at the doctor's office, for myself and my eight brothers and sisters. My father was always working and seldom home, so I became the English translator and negotiator for my mother. I experienced many interesting issues in navigating through the health care world at a very young age."

Jerominski's father, Joe Gruber, was very active in the labor movement and retired as the Vice President of the State of WI AFL-CIO.

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Meet Tom Lutzow iCare's Interim CEO



Independent Care board member Dr. Tom Lutzow took over duties in August as interim CEO of iCare. Lutzow is also Vice-President of the Milwaukee Center for Independence (MCFI) and has been a member of the iCare Board of Directors since its inception in 1992. MCFI has been a leader in providing services for people with special needs and their families since 1938. It reaches more than 10,000 people each year with effective early intervention, education, job training, diversity and inclusion programs that provide dignity and personal independence.

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New Products for 2009

Independent Care will launch two new products in 2009, the iCare Medicare Plan - Northeast effective January 1, 2009 and BadgerCare Plus, effective February 1, 2009. Both products afford iCare the opportunity to expand health care coverage to a wider selection of members, including children and low-income workers.

The iCare Medicare Plan - Northeast is a Medicare Advantage Prescription Drug plan. It will be offered to all eligible Medicare beneficiaries who reside in Brown and Manitowoc counties, are entitled to Medicare Part A and enrolled in Medicare Part B, and do not have End-Stage Renal Disease (some exceptions may apply). It will feature a zero dollar premium and a \$1 generic drug co-pay until the member reaches the \$2,700 annual limit.

Members can expect a phone call from our care coordination staff, who will conduct a brief assessment of their health care needs, and point them in the right direction to access network providers. Our member services

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"Tis the Season for the Flu...."

The flu clinic this year at *iCare* had a great turn out; however, for members who were not able make it to the flu clinic, we are referring them to the VNA clinics and to their PCP's to get their flu vaccination.

Below are some useful tips that work best for patients and providers in administering annual influenza vaccinations:

1. Scheduling Strategies:

- An important factor for getting patients to come in for their vaccination is convenience.
- Not requiring an appointment for receiving a flu vaccination increases convenience for patients, allowing them to remain flexible.
- You may also administer the flu vaccination during their regularly scheduled office visit or schedule weekend flu clinics.



2. Vaccine Supply Strategies:

- Create networks with other provider organizations and the local Health Department
- Start ordering early in the vaccination season
- Develop a contingency plan in the event of a vaccine shortage

3. Send out reminder cards

4. Simplify check-in procedures

5. Ensure ample parking

Influenza vaccinations have been shown to prevent hospitalizations and deaths among persons aged 65 and older as well as in persons aged 18-64 with medical conditions that increase risk for influenza related complications. Please encourage your patients to get a flu shot.

Veronique Gettis, RN

Quality Improvement Delegation Coordinator

Diabetic Screening

In an effort to provide quality care to our members, we are urging you to encourage them to have the following diabetic screenings done:

1. Hemoglobin a1c every 3 months

2. Annual LDL

3. Dilated pupil exams at least every 2 years

Continue the following:

- Monitor the member's blood pressure at each visit
- Monitor their weight
- Review and adjust medication as needed
- Counsel on smoking cessation
- Encourage daily foot inspection
- Encourage influenza vaccination

We will continue to strive for optimal glycemic control by preventing chronic complications such as cardiovascular disease, neuropathy, nephropathy, retinopathy and periodontal disease, as well as complications from the flu and pneumonia.

Veronique Gettis, RN

Quality Improvement Delegation Coordinator

Meet Tom Lutzow -Continued from page 1

Lutzow is considered *iCare*'s original architect, and was instrumental in advocating for the creation of a health care insurance plan to provide services for the disabled under Medicaid Title 19. Lutzow stated, "Although *iCare* is an independent corporation, its founding relationships with MCFI and Humana give it a special distinction; I wonder sometimes whether everyone inside and outside *iCare* appreciates how special *iCare* is." Independent Care has grown into the largest provider of health care insurance in Wisconsin for people who are disabled. He believes that *iCare* is on the verge of entering a new "blue ocean" phase in its development, with significant growth opportunity, increased market distinction and fading competition.

Since joining *iCare* management, Lutzow has focused on provider support, member enrollment, coordination of care, and other issues. According to Lutzow, "*iCare* can offer providers with research information about new treatment techniques especially helpful to patients with disabilities. It is important to find efficient avenues for transmitting this information to those who can best use it." Independent Care is also looking at new ways to partner with families to build long-term care plans for dependents with disabilities. Lutzow said, "These care plans will have both medical and social service components integrated for maximum benefit."

Among his accomplishments, Lutzow can be credited with the following:

- Started a breakfast program in partnership with Sysco Foods, supplying breakfast to Milwaukee Public Schools, made by MPS students with special needs, employing 120 workers with disabilities, with current annual revenues of \$4 million (www.fuel4u.us).
- Founded a thermoplastic and chemical products company (Matarah Industries, Inc.) providing jobs for workers with disabilities, reaching \$8.4 million in annual sales revenue.
- Secured business tax credits (equal to 5% of the disability labor content cost) for Wisconsin companies that contract with work centers to provide jobs for workers with severe disabilities.
- Initiated LifeVEST, an EdVEST-like public/private fund that provides incentives for families to open savings accounts to provide supplemental support for their dependents with disability who require long term care.
- Received the Rehabilitation Leadership Award from Rehabilitation for Wisconsin, Inc. for leadership in securing legislation enabling a business tax credit for companies contracting jobs for workers with disabilities.

Lutzow has an MBA awarded by Keller Graduate School of Management, with emphasis in marketing and financial management. He received his PhD at Marquette University, with graduate emphasis in mathematical logic, statistics, and socio-economic theory.

According to Jerominski, "He is a passionate advocate for the elderly, poor and disabled. He also advocated very strongly for peace and social justice issues. I learned from him at a very early age the importance of respect and dignity for all peoples and to fight for the underdog to gain equality amongst all people."

Two of Jerominski's children had mental health and substance abuse issues at an early age, which significantly impacted her family. "I have a deep compassion for the pain experienced by individuals with mental illness, which has furthered my commitment to advocating for a health care system that treats individuals with dignity and respect"

Jerominski has over 25 years of health care experience in both clinical and administrative positions. She served as an iCare board member since 1995 and the company's President & CEO since 1998. Under her leadership, iCare has achieved a 97% client satisfaction rate, while demonstrating that its care management model improves the lives of its members. Nationally, iCare has been recognized by the U.S. Department of Health and Human Services as a special honoree under the Models that Work competition and was listed by *Inc. Magazine* as one of the nation's fastest growing companies. On the local level, iCare has received the *Small Business Times* Corporate Achievement in Health Care Award, the Metropolitan Milwaukee Association of Commerce's Future 50 Award, and was featured in a *Milwaukee Journal-Sentinel* article.

Perhaps the largest tribute to her leadership comes from the Wisconsin Medicaid program itself. Her achievements have saved the state of Wisconsin, and its taxpayers, millions of dollars in health care costs, while delivering better health outcomes and member satisfaction. As a result, the State has used iCare's model to expand its Medicaid managed care program, which now involves five HMOs. Independent Care has grown into the largest managed care organization in the State of Wisconsin for people with special needs.

Of the future she stated, "iCare's success will continue as the success of iCare is largely due to the compassion and commitment of the iCare staff to people with special needs. This dedication and commitment has shaped the essence of iCare as an organization. We were the first in the country and the longest lasting successful HMO to serve individuals with special needs," she continued, "It has been an honor and a privilege to serve the iCare special needs population and work with iCare staff and leadership to fulfill the mission. I will miss the people and all that we have accomplished and remain committed to investing in people to promote a strong community for the future."

More than any other individual, Pat Jerominski has shaped iCare's unique mission, services and success. Her contribution to the ongoing success of this company will be missed.

Provider Updates

Provider Manual Online

Our Network Development department is working hard to make things simple for iCare providers. That's why we are announcing that you can access the the latest edition of the iCare Provider Reference Manual on our website. Click [here](#) to access the manual, where policies and procedures will be at your fingertips.

Email Address to Forward Your Provider Information

In order to maintain the integrity of our provider information, forward the following information to the new provider email address:

- Current provider roster
- Certification information per provider; Medicaid, Medicare or both
- Office manager contact information, include email address
- Forward all changes; terminations, additions, address, phone, etc.
- Email roster/changes to NetDev@icare-wi.org
- Mail roster/changes attn:

Network Development
1555 N. RiverCenter Dr.
Suite 206
Milwaukee, WI 53212

New Hours For Provider Service Line

Due to high voicemail volumes before the phone lines open at 8:30 a.m. and low call volumes after 4:30 p.m., the business decision was made to change the hours of operation for our Provider Service lines.

Effective November 11th, the hours of operation for the Provider Service lines will change from 8:30am - 5:00pm to 8:00am - 4:30pm.

Electronic Claims Submission for iCare Providers

- - Save Time and Reduce Costs

Independent Care is partnering with Claimsnet.com, to allow electronic claims submission. Please note that registering through the iCare section of the Claimsnet website allows you to avoid having to pay any set-up or submission fees for submitting through Claimsnet.

Enrollment should be done through the link below. You can immediately start to take advantage of on-line claims submission, real-time error reporting and payor updates. Simply click on the following link, then click "Register."

<http://www.claimsnet.com/icare>

Let's Improve Those Pap Screen Rates

Last year our pap screening rates were nearly five percent below the baseline benchmark. Independent Care would like you to help us improve our rates by advocating annual pap smears to our female members between 18-65 years of age. While *iCare* continues to reach out to members with mailings and telephone reminders, we would appreciate assistance in getting members in to have cervical cancer screenings. Letters went out to providers in October with member's names, requesting the date of the last pap smear and results, as well as the date of their total hysterectomy, if applicable. The providers are to complete the form and fax it to *iCare*. Early detection of squamous intraepithelial lesions by pap screening can serve to prevent or delay progression to invasive cancer. For more information please visit our website for clinical practice guidelines on cervical cancer screening.



Veronique Gettis, RN
Quality Improvement Delegation Coordinator

e-Prescribing Coming Soon to *iCare* Medicare Plan



In early 2009, *iCare* Medicare Plan will be able to support e-prescribing services through a relationship between our Pharmacy Benefit Manager (MedImpact) and an e-prescribing network (SureScripts-RxHub). The MedImpact e-Prescribing Program will provide prescription eligibility, basic formulary information, and patient medication history to prescribers at the point of care. Prescribers can securely access the information using their practice's technology of choice as long as that technology has passed the certification requirements of SureScripts-RxHub. More information coming soon.

Breanne Tirado
Director, Pharmacy Services

Physician Office Billing of Part D Vaccines

Effective January 1, 2008, certain vaccines, such as Zostavax, and their administration are covered under Medicare Part D. In order to facilitate the billing of vaccine costs and administration fees from a provider's office to our Part D benefit, *iCare's* Pharmacy Benefit Manager (MedImpact) has contracted with Dispensing Solutions, Inc. (DSI) to offer the eDispense™ Vaccine Manager. This program consists of a web portal that provides physician offices with real-time claims processing for in-office administered Part D vaccines.

eDispense Vaccine Manager can be used to bill claims for members of the *iCare* Medicare Plan. Again, the web portal allows you to bill online for Medicare Part D vaccines, such as Zostavax, and the associated vaccine administration fee. There is no cost to participate in the eDispense Vaccine Manager Network. Payment for submitted claims will come directly from Dispensing Solutions once a month.

You or your authorized staff member may set-up an account at <http://enroll.edispense.com>. The following information will be required:

- Tax Identification Number (TIN)
- National Provider Identifier(s) (NPI)
- Medicare ID Number
- Drug Enforcement Administration (DEA) number
- State Medical License number

If you have questions on Part D vaccine claims processing through eDispense, please call DSI direct at (866) 522-3386. A listing of Part D vaccines covered by *iCare* is featured on the next page. You can also access the listing from the *iCare* Medicare Plan formulary on our website by clicking [here](#).

Upcoming Provider Survey

Independent Care will be initiating a Provider Satisfaction Survey in the coming weeks. The survey will be a helpful tool for *iCare* to evaluate how well our claims, credentialing, provider services, and network development departments meet your needs. We look forward to your feedback and cooperation in making *iCare* the best possible network for our providers. If you haven't already done so, please complete the survey by clicking on the following link.

YOUR INPUT MATTERS!

Click [here](#) to access our
2008 Provider Survey

PART D VACCINES COVERED BY THE iCARE MEDICARE PLAN

| Vaccines | | | |
|--------------------------------------|---|----|------------------|
| Vaccines | | | |
| ACTHIB | 2 | | vial |
| ATTENUVAX VACCINE WITH DILUENT | 2 | PA | vial |
| COMVAX | 2 | | vial |
| ENGERIX-B | 2 | PA | disp syrin, vial |
| GARDASIL | 2 | | vial |
| HAVRIX | 2 | PA | disp syrin, vial |
| HIBTITER | 2 | | vial |
| IMOVAX RABIES VACCINE | 2 | PA | vial |
| IPOL | 2 | | vial |
| JE-VAX | 2 | | vial |
| MENACTRA | 2 | | vial |
| MENOMUNE-A-C-Y-W-135 | 2 | | vial |
| MERUVAX II VACCINE W/DILUENT | 2 | | vial |
| MERUVAX II VACCINE W-DILUENT | 2 | | vial |
| M-M-R II VACCINE | 2 | | vial |
| M-R-VAX II VACCINE W/DILUENT | 2 | | vial |
| MUMPSVAX VACCINE W/DILUENT | 2 | | vial |
| MUMPSVAX VACCINE W-DILUENT | 2 | | vial |
| PEDIARIX | 2 | | vial |
| PEDVAXHIB | 2 | | vial |
| PROQUAD | 2 | | vial |
| RABAVERT | 2 | PA | kit |
| RECOMBIVAX HB | 2 | PA | vial |
| ROTATEQ | 2 | | oral susp |
| THERACYS | 2 | PA | vial; 81mg |
| TICE BCG | 2 | PA | vial; 50mg |
| TWINRIX | 2 | | vial |
| TYPHIMVI | 2 | | vial |
| VAQTA | 2 | PA | vial |
| VARIVAX VACCINE | 2 | | vial; 1350 unit |
| VIVOTIF BERNA | 2 | | capsule dr |
| <i>yellow fever vaccine</i> (Yf-Vax) | 1 | | vial |
| ZOSTAVAX | 2 | | vial; 19400 u |

Komen Team Ranks First in Effort

This year was a year of firsts for the *iCare* Komen Race for the Cure Team. Under the leadership of Care Manager Theresa Baker, *iCare* raised \$7,548 for the walk held on September 29th. For the first time,



iCare ranked fifth among the top corporate fundraisers. Various methods of fundraising were used to elevate *iCare* to this level of giving, which included a raffle, bake sale, plant sale, and silent auction.

This year the *iCare* Komen Team fielded a team high of 36 members for the walk, including 13 family and friends, and two survivors.

Baker praised the team's efforts, stating, "This year the race team wholeheartedly embraced the cause and it was their unwavering passion and creativity that made the fundraising so successful."

Team members included Susan Adlam, Terry Anderson, Rebecca Arnold, Janice Constantineau, Jenny Cook, Carrie Cwiklis, Sue Daase-Bowen, Colleen Dimas, Michelle Elliot, Kristin Gillan, Gene Gruber, Tiffany Kneeland, Derrick Lewis, Alexis Loberger, Josie Marquez, Steve Nowicki, Jenelle Pierce, Eileen Platner, Sonny Rausch-Hemphill, Sandy Rozga, Eleni Voulgaris, and Nancy Weedall.

This year the Susan G. Komen Race for the Cure raised over \$1 million to help find a cure for breast cancer, and was attended by approximately 12,000 people.

Flu Clinic a Major Success

Independent Care's Member Advocate Sue Schlieve was a dynamo of activity in organizing this year's flu clinic held October 16-17. From obtaining give-away items, designing very cool *iCare* t-shirts, getting people their shots and arranging transportation back home, the Flu Clinic Committee performed a fantastic job. Schlieve indicated that the flu clinic ran very smoothly and efficiently, with only a few technical glitches. A total of 216 *iCare* members and 65 staff were given a flu shot.



WE WANT TO HEAR FROM YOU!

Do you have news to share for future issues of *iCare news*? If you have a patient or office success story, a procedural or administrative tip or other information that might be of interest to your fellow providers, please let us hear from you. Contact:

Independent Care Health Plan
 Derrick C. Lewis, Editor
 1555 N. RiverCenter Drive, Ste. 206
 Milwaukee, WI 53212
 414-231-2904

iCarenews is published for providers of services to Independent Care Health Plan members. For information about *iCare*, please call the following departments:

- Provider Services (414) 231-1029
- Member Services (414) 223-4847
- TTY (800) 947-3529 or 7-1-1
- Voice (800) 947-6644 or 7-1-1
- Fax (414) 231-1092
- Claims (800) 370-2720
- Pharmacy Services (414) 231-1074

www.icare-wi.org
 E-mail NetDev@icare-wi.org

New Products - Continued from page 1

staff will also help members navigate the myriad landscape of social services available by initiating phone calls to members or simply answering questions when a member calls.

Our BadgerCare Plus product is a state/federal program that provides health coverage for Wisconsin families. Potential BadgerCare Plus members include:

- Children under 19 years of age
- Pregnant women
- Parents and caretakers of children under 19
- Young adults leaving out of home care (such as foster care)
- Parents and caretaker relatives whose children have been removed from the home and placed in out of home care.

BadgerCare Plus has two major healthcare benefit plans: Standard and Benchmark. The Standard Plan is for families with income at or below 200% of the Federal Poverty Level (FPL). The Benchmark Plan which provides more limited services than the Standard Plan, is for families with income above 200% of the FPL, and for self employed parents and Caretakers.

Independent Care BadgerCare Plus members can count on our very helpful member services staff to help them access the health care and social service benefits that fit their individual needs.

Friendly Reminders:

where's that formulary?

For your convenience . . .
 our *iCare* Medicare formulary, can be found on our website. Click [here](#) to access our comprehensive formulary.



If you have further questions about a prescription drug, please call *iCare* Pharmacy Services at 414-223-4847.

Claims Reconsiderations

All claims reconsiderations should be submitted to *iCare* at the following address:

Independent Care Health Plan
 Attn: Claims
 1555 N. RiverCenter Dr.
 Suite 206
 Milwaukee, WI 53212

Reconsiderations that are sent to Harrisburg will receive denials as duplicates.