

Member Satisfaction High – And Improving

Members of iCare are happy with their services.

The 2003 Member Satisfaction Survey showed 97.3 percent of members are satisfied.

This is an increase of almost two percent since the 2002 survey.

The most striking survey result is the high level of satisfaction, says Kathy Sansone, Quality Improvement Manager.

“97.3 percent is very good and I am so pleased with the results.”

Now, she says, “We need to continue with what we are doing. We will continue to monitor service.”

Independent Care Health Plan will also continue to listen to members. “We want to see where we can improve,” she says.

“Good communication is important,” Sansone says.

More members spoke with their care coordinators this year.

“Some people have a hard time working with the health care system,” says Sansone. “Having someone to talk to helps.”

Members said they had courteous treatment from iCare staff. Members also felt medical staff treated them well.

Other survey results showed:

- ✔ More members used dental services.
- ✔ Most members have a primary doctor.
- ✔ More members asked for help with transportation.
- ✔ Complaints about transportation went down. The two main problems reported were that cabs were late or did not come.
- ✔ Most members said they found the newsletter helpful.
- ✔ Fewer members said care was delayed. The approval process was made simpler last year.

Most members said they had no problem getting help. A few did have problems, mostly with being “on hold” too long on the telephone.

iCare is working to improve this.

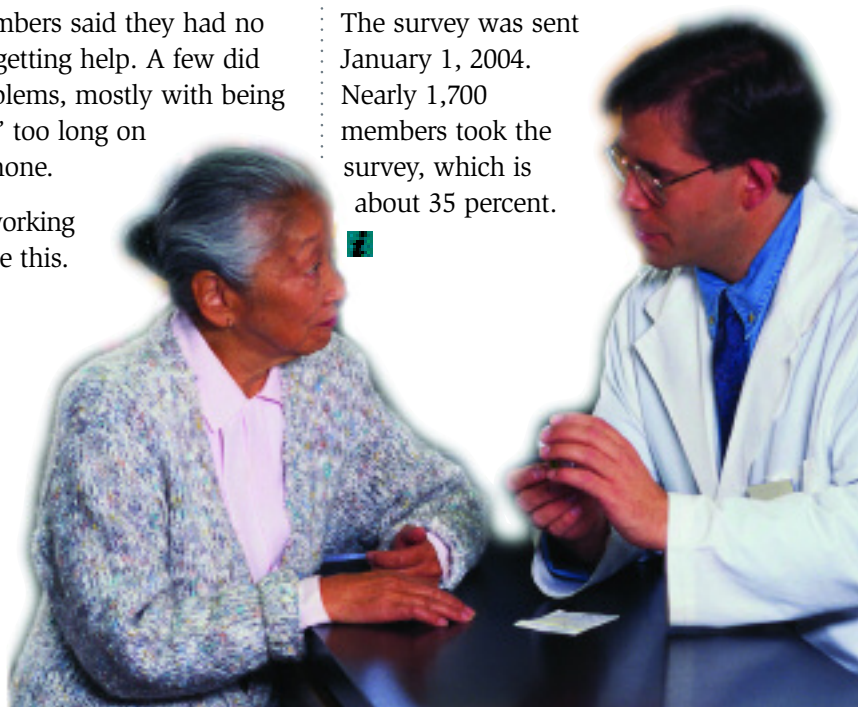
The survey also asked members about health habits, like smoking. Many of those who took the survey (38.5 percent) used tobacco. Most of these (93.2 percent) smoked cigarettes.

“The reason for these questions,” says Sansone, “is to help members stay healthier.”

For example, smoking is bad for one’s health. So iCare wants to help members quit smoking. One way is to make it easier to get medicines to help quit.

The 2003 survey went to all members who were with the program for at least six months.

The survey was sent January 1, 2004. Nearly 1,700 members took the survey, which is about 35 percent.



A Note: From Our President & CEO

Thank you for your trust in iCare!

The story on the front page talks about the results of our member survey. We are very excited about the results!

Our mission is to serve our customers the best way possible. Your satisfaction shows we are meeting that mission.

As I have told you in previous newsletters, rising healthcare costs are an issue. The Governor and the State Medicaid program are concerned about the budget.

We at iCare continue to work with the State on these issues. We share with them our successes in working with our special needs customers.

I expect you will see more HMOs interested in serving Milwaukee County's disabled population. We will keep you updated.

Independent Care Health Plan's approach to managing care makes good use of the State's dollars. That is why

we are also working with the State to grow enrollment in iCare.

If you know of anyone you would like to refer to iCare, let us know. Please have them call our Customer Service Department at 414-223-4847.

Finally, the "News and Notes" column has information on important wellness programs. Please make sure you take care of yourself. Get your flu shot and mammogram if needed.

As always, thank you for being an iCare member!

Please feel free to share any success stories or your thoughts with us. You can contact your care coordinator. You can also call our Customer Service Department at 414-223-4847.



Patricia Jerominski, President and CEO



Debra Davis: A Teacher and Advocate

Health, education and family are important to Debra Davis.

Debra, who started working at iCare in August, is the new Member Advocate. She will also plan health programs for members.

She has always wanted to help educate people about health, Debra says. She is looking forward to planning programs specifically for iCare members.

Before she came to iCare, she worked for Maryville University in St. Louis.

She is happy to be back in her hometown of Milwaukee. She went to Nicolet High School. Debra

earned her degree in African-American history from the University of Wisconsin-Milwaukee (UWM). "I enjoy studying cultures," she says.

She also has her master's degree in health care management from UWM. She is now working on her doctor's degree in education.

Family is an important part of her life. She was adopted and has now found her birth family. She has two sisters and three brothers.

One reason she returned to Milwaukee was to spend more time with them. "It's been great moving back here close to family."

Her family also includes two daughters. "I have two little girls that are not so little anymore," she

says with a laugh. Her daughters, Kimberly and Olivia, are 8 and 11.

"My hobbies are mainly being with them," Debra says.

As Member Advocate, she helps members who have problems. She also helps answer questions about their care. She looks for community resources to help people with non-medical problems.

Debra is planning the flu clinic Oct. 21. She is also working on a new program on dental health.

She feels members need the support of family and friends.

Care coordinators help her find out who helps members. "They do an awesome job," she says.



iCare News & Notes

Health Check

Eating good food and exercising can help you stay healthy.

It is also a good idea to see a doctor for a checkup – even if you are young.

Independent Care Health Plan offers a **HealthCheck** for those under age 21.

HealthCheck includes:

- ◆ A head-to-toe physical exam;
- ◆ Shots, if needed;
- ◆ Lab tests;
- ◆ Eye, ear and mouth exams;
- ◆ Growth and progress check;
- ◆ Information on good eating habits;
- ◆ Other tests, if needed;
- ◆ Teenage health education;
- ◆ Teen pregnancy help, if needed.

Call iCare's Member Advocate at 414-231-4847 for more information.

Mammograms: A Woman's Best Friend

Finding breast cancer early is important. When the cancer is found early, women are more likely to survive it. Of women whose cancer was found early, 96 percent survived for five years. If breast cancer is found early treatment is often easier also.



October is National Breast Cancer Month and a good time to schedule a mammogram, a special X-ray that can find breast tumors before you can feel them.

A mammogram is especially important for women over age 40. Breast cancer is the leading cause of death among women aged 40-55.

Here's what you can do:

Schedule a mammogram at least once a year. It is easy. You will only feel a slight pressure.

Examine your own breasts once a month. The doctor or nurse can show you how. Check for lumps, swelling or other changes.

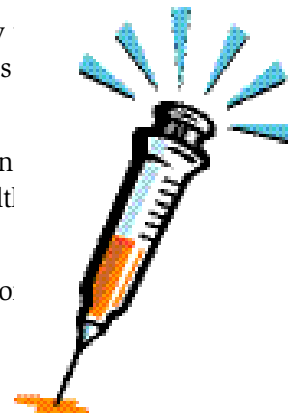
Call your care coordinator to schedule an appointment.

Beat the Flu

The best way to fight the flu is to avoid it.

A flu shot can help you stay healthy.

Contact your primary doctor to see if you should get a flu shot.



Smile with Pride

Healthy teeth make pretty smiles.

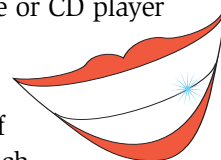
To keep your teeth looking and feeling good, follow a few simple rules.

- ◆ Brush and floss daily.
- ◆ Eat a healthy diet.
- ◆ Limit snacks with sugar.
- ◆ Visit your dentist for a checkup.

Your dentist and staff can make sure your teeth are clean. They can also discuss any problems with you.

If you get nervous at the dentist, try these tips:

- ◆ Talk to the dentist about the treatment.
- ◆ Pick a time when you are not rushed for your visit.
- ◆ Bring a cassette or CD player with music.
- ◆ Relax and picture yourself on a warm beach.



Your care coordinator can help you find a dentist and set up a visit.



Independent Care Contacts

Member Services: 414-223-4847
 TTY: 1-800-947-3529 or 7-1-1
 Voice: 1-800-947-6644 or 7-1-1
www.icare-wi.org

Doctors, nurses and other health care staff review the stories in each iCare newsletter. However, this information should never take the place of your doctor's advice and opinions. Always talk with your doctor first when deciding the best course of action to take for your health.

We want to hear from you!

Do you have a success story you want to share, a comment about iCare, or do you know of anyone on SSI who might want to join iCare? Write or call us at:

*Independent Care Health Plan
 Sandy Rozga, Editor
 1555 N. RiverCenter Drive, Ste 202A
 Milwaukee, WI 53212
 414-223-4847*

Success Story: Lolita Finds A Doctor She Can Talk With

Finding a doctor who understands is an important step toward better health.



Lolita with care coordinator Angie Perez.

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Lolita is an iCare member from the Philippines. She speaks some English and three words of Spanish. “Uno, dos tres (one, two three),” she says with a laugh.

Lolita’s native language is Filipino. She wanted to be able to talk to a doctor in her own language about her asthma.

Her care coordinator, Angie Perez, helped Lolita find a doctor who speaks Filipino. The doctor and Lolita are still working to control her asthma. But, says Angie, “Lolita is much more comfortable being able to speak directly with her doctor.”

Lolita, a mother of eight, came to the United States in 1986. She worked in Houston before moving to Milwaukee. She now lives with one of her three daughters. She has four sons who still live in the Philippines and is trying to get them accepted into the United States.

Even though she is still practicing her English, she took time to write a thank-you note to iCare for helping her find a doctor who spoke her language.

She writes: “iCare is a good help to me. Angie always help me...call me to say what to do. I got lot to say but I don’t know how to write good English. Thank you, thank you, thank you. Without you I pass away already.”

