



## FEBRUARY IS AMERICAN HEART MONTH

### Heart Health Awareness

February is American Heart Month, a time when we focus on cardiovascular health. Prevention of heart disease is critical since it's the leading cause of death in our country. Heart disease is responsible for one in five deaths in the United States. Nearly half of U.S. adults have high blood pressure, a contributing factor of heart disease.

To reduce instances of heart disease, the Centers for Disease Control and Prevention (CDC) recommends people eat a healthy diet with a variety of foods, keep a healthy weight, maintain a normal blood pressure, and not smoke.

### Heart Health Resources

We have a couple of resources for you to share with members so they can learn more about how to improve their heart health.

The [Wisconsin Heart Health Alliance](#) is a coalition of professional and health care organizations, community agencies, and public health representatives who share a commitment to improve

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heart health in Wisconsin. Their priorities include:

- Heart disease prevention.
- Disease management.
- Health equity.

Their website includes a learning series focused on heart health roadblocks and how we can work to overcome them. You can also join their email list and receive information about future meetings by emailing [DHSCChronicDiseasePrevention@dhs.wisconsin.gov](mailto:DHSCChronicDiseasePrevention@dhs.wisconsin.gov).

[Million Hearts](#) is a national program co-led by the CDC to prevent heart attacks and strokes. Their goals include preventing one million heart attacks and strokes within five years (January 2022–December 2026).

You can visit their website for many helpful tools and information, including:

- Change packages and action guides.
- Self-measured blood pressure monitoring.
- Fact sheets.
- Heart disease prevalence data and reports.

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## INFORMATION TO HELP PROTECT MEMBERS IN THE HEALTH INSURANCE MARKETPLACE

The Centers for Medicare & Medicaid Services (CMS) has received some complaints about suspicious activity in the federally facilitated Marketplace. This includes reports of members who may have been unknowingly enrolled in a Marketplace plan or who may have been switched from one plan to another plan without their knowledge. You may have heard about these concerns directly from members.

To address these concerns, CMS has created a [shareable resource \(PDF\)](#) for members with helpful information on how to protect themselves in the Marketplace. Members can also call the Marketplace Call Center at 800-318-2596 (TTY: 855-889-4325) for help with Marketplace enrollment issues.

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## HOW DO FORWARDHEALTH UPDATES DIFFER FROM THE ONLINE HANDBOOK?

ForwardHealth Updates and the ForwardHealth Online Handbook are the tools we use to inform providers about policy, but

sometimes it can be confusing to decide which resource you should use to understand current policy.

**What are Updates?**

[Updates](#) are announcements that include details about new policy, revisions to existing policy, policy clarifications, and billing requirements. They also announce new initiatives and tools. Updates reflect current or future policy when they are published. However, policies can change with the publishing of another Update.

**What is the Online Handbook?**

The [Online Handbook](#) is your real-time resource for policy that has been announced in Updates across all programs and service areas.

Revisions to the Online Handbook are typically completed on the policy effective date or soon after an Update is posted, so you'll always have the most recent policy information all in one place.

Because policy can sometimes change following the posting of an Update, we encourage you to **use the Online Handbook as your first source for policy information.**

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**FIELD REP SPOTLIGHT: KAILA**

Once again, we're spotlighting one of your professional field representatives to help you become familiar with useful ForwardHealth resources. This month we are highlighting Kaila, who represents Northeast Wisconsin.

**Area represented:** Brown, Door, Kewaunee, Marinette, Oconto, Outagamie, and Winnebago counties.



**Q&A**

**How long have you been a field rep?**

Six years ago, I started in Provider Services as a call center agent. I worked my way up to Provider Services Unit Lead and then became the Associate Professional Trainer for the entire call center. I have been a field rep since November 2023.

### What led you to become a field rep?

While working in the call center, I admired the field reps and how much knowledge and experience they all had. When my former supervisor in the call center, Deanna, became a field rep, I saw how much she loved it, so I followed her!

### What do you like best about your job?

I really enjoy working with the other field reps. We all cover different areas but come together as a team to help and share knowledge with each other whenever needed. I also enjoy being able to help providers solve problems every step of the way and building strong relationships with them in the process.

### What's one of your favorite memories from your job?

I really enjoyed the American Association of Healthcare Administrative Management (AAHAM) Conference in November. I loved being able to meet the providers I work with in person.

### What's one tip you'd like to give providers?

Always check the [Online Handbook](#). The Online Handbook holds a wealth of information, and the answers to most questions can be found in it.

### What's the best tool available in the Portal?

The Online Handbook and [Portal User Guides](#) are extremely helpful. The Online Handbook contains information about claims, prior authorizations (PAs), billing, policy and much more. The Portal User Guides give step-by-step instructions with words and pictures for many different areas of the Portal including claims, PAs, and demographic maintenance.

### Is there anything more you'd like to share?

In my spare time, I enjoy spending time with my husband, daughter, stepdaughters, and the rest of my family.

## LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

Check out the [Assigned Professional Field Representatives by County map \(PDF\)](#)!

Field representatives are ready to handle your complex billing or claims questions in the order they get them, usually within a couple of business days.

## POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

<a href="#">2025-01</a>	New Benefit for Housing Support Services
<a href="#">LTC 2025-01</a>	Adult Long-Term Care Provider Enrollment: Deadline to Enroll

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# CONNECT

ForwardHealth Connect is published monthly by the Division of Medicaid Services within the Wisconsin Department of Health Services. The newsletter contains valuable information and reminders for ForwardHealth providers. For policy information, refer to the [ForwardHealth Online Handbook](#).

For questions, call Provider Services at 800-947-9627 or visit [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).



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