



NEW HOUSING SUPPORT SERVICES BENEFIT

As of February 1, 2025, ForwardHealth covers housing support services for BadgerCare Plus and Medicaid members who are either homeless or are at risk of becoming homeless. To use this new benefit, members must be at least 18 years old, have a substance use or mental health condition, and meet specific income limits.

This benefit is Wisconsin's second effort to improve health outcomes through housing supports. The first is for families with children 18 years and younger and individuals who are pregnant in certain areas of the state. Want to learn more? There's information on the [Medicaid: Housing Support Services Health Services Initiative](#) page of the Wisconsin Department of Health Services website.

What services are available?

Members who meet the criteria for the benefit will be able to

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access services (as determined by their needs and circumstances) such as:

- Housing consultations to help them develop a housing support plan.
- Transition supports to help them prepare for making the move to new housing.
- Relocation supports to help them move from provider-operated settings to their own housing.
- Sustaining supports to help them keep their housing after they move.

Who is providing the services?

Services under this benefit will be provided by Continuum of Care member agencies or Wisconsin Tribal nations. If you are either of these types of providers, you are eligible to enroll as a supportive housing agency and serve members of Wisconsin's Medicaid programs.

Where can you find more information?

You can find more information about the housing support services benefit on the [Resources for Supportive Housing Agency Providers](#) page of the ForwardHealth Portal.

UNDERSTANDING HEALTHCHECK AND HEALTHCHECK OTHER SERVICES

Do you provide health services for young people? If so, read on to find out more about ForwardHealth's HealthCheck and HealthCheck Other Services benefits.

HealthCheck

HealthCheck is a ForwardHealth benefit that provides preventive health care services for members under age 21. The goal of HealthCheck is to provide comprehensive health care services that are medically necessary to treat, correct, or reduce a member's illnesses and conditions.

This includes:

- Well-child checks

RESOURCES

Here are some HealthCheck and HealthCheck Other Services resources for providers:

- [Periodicity Schedule](#)
- [HealthCheck service area of the Online Handbook](#)
- [HealthCheck forms](#) (select HealthCheck Forms from the Form Type drop-down menu)
- [ForwardHealth Provider Portal HealthCheck User Guide](#) (PDF)
- [HealthCheck Information for Providers](#)

Here are some resources to print out for members:

- [HealthCheck Brochure](#)
- [HealthCheck Mini Poster](#)

- Follow-up visits
- Special appointments

The HealthCheck benefit covers most medically necessary services and items for people under age 21 who have Medicaid coverage.

HealthCheck Other Services

Members under age 21 can use a benefit called HealthCheck Other Services to get health services or items Wisconsin Medicaid typically doesn't cover.

The service or item must be:

- Prescribed by the member's provider.
- Covered according to [federal Medicaid law](#).
- Approved by Wisconsin Medicaid based on information submitted by the member's health care provider.

Some common services or items included under HealthCheck Other Services are:

- Behavioral and mental health treatment
- Durable medical equipment
- Disposable medical supplies
- Orthodontia
- Over-the-counter items
- Personal care services

FIELD REPS SERVE PROVIDERS

ForwardHealth [professional field representatives](#), also known as field reps, are here to serve you. They can answer any complex questions you might have about policy and billing. However, they only work with providers, not members.

Please do not give members contact information for field reps. Instead, direct them to call Member Services, 800-362-3002, where they can get their enrollment and benefit questions answered, Monday–Friday, 8 a.m.–6 p.m. (Central time, except for state-observed holidays).

FIELD REP SPOTLIGHT: ADORAH



To help you become familiar with helpful ForwardHealth resources, we're highlighting our professional field representatives. This month we are focusing on Adorah, who represents part of the Northern and Northwestern counties.

Area represented: Ashland, Barron, Bayfield, Burnett, Chippewa, Crawford, Douglas, Dunn, Eau Claire, Iron, Pierce, Polk, Price, Richland, Rusk, Sauk, Sawyer, St. Croix, Taylor, and Washburn.

Q&A

How long have you been a field rep?

I've been a field rep for almost a year. Before this role, I worked in the Prior Authorization (PA) Department for four years processing PAs on a clerical level. I worked my way up to becoming a knowledgeable resource and trainer for the team.

What led you to become a field rep?

I am someone who enjoys challenges, helping others, and growth. Being a field rep has been very fulfilling in those areas.

What do you like best about your job?

I love how each day brings a new challenge, giving me the opportunity to learn something new and apply that knowledge to help others. It is an incredibly rewarding experience.

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

In October 2024, I went to the Wisconsin Professional Home Care Providers annual conference. I had the opportunity to sit down and have lunch with nurses who I got to know on a more personal level.

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.

What’s one tip you’d like to give providers?

Reach out to [Provider Services](#) or your field representative as early as possible. Timely action is crucial, and resolving issues can take longer than expected.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2025-04	February 2025 Changes for Certain Preferred Drug List Drug Classes and Other Pharmacy Policy Changes
2025-03	Wisconsin AIDS Drug Assistance Program Name Change
2025-02	New Enrollment Required for Child Care Coordination Services

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.

