



FORWARDHEALTH HOLIDAY SCHEDULE

ForwardHealth will be closed for business on certain holidays in 2025 and 2026. Refer to the table in this newsletter for the holiday schedule.

Claim submission and payment

Claim submission deadlines

We accept electronic claims at any time, even on holidays. However, claims must go through the entire claims processing cycle by 6 p.m. on these days, regardless of how you submit the claim (on paper or electronically):

- Mondays for Wisconsin Well Woman Program (WWWP) and Wisconsin HIV Drug Assistance Program (HDAP)
- Tuesdays for Wisconsin Chronic Disease Program (WCDP)
- Fridays for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Children's Long-Term Support Program (CLTS)

If you use a vendor or clearinghouse to submit claims electronically, contact them for their holiday schedule.

IN THIS ISSUE

[ForwardHealth Holiday Schedule](#)

[November Is Diabetes Awareness Month!](#)

[WIC Builds Wisconsin Families](#)

[Recent ForwardHealth Communications](#)

Date ForwardHealth Closed for Business	Day of the Week	Holiday Observed
November 27, 2025	Thursday	Thanksgiving Day
December 24, 2025	Wednesday	Christmas Eve
December 25, 2025	Thursday	Christmas Day
December 31, 2025	Wednesday	New Year's Eve
January 1, 2026	Thursday	New Year's Day
January 19, 2026	Monday	Martin Luther King Jr. Day
May 25, 2026	Monday	Memorial Day
September 7, 2026	Monday	Labor Day

Holiday occurs on a Monday

When a holiday occurs on a Monday, payment dates, paper checks, and paper Remittance Advices (RAs), electronic RAs (both comma-separated value and text formats), and electronic funds transfer (EFT) payments to Medicaid, BadgerCare Plus, SeniorCare, CLTS, HDAP, WCDP, and WWWP providers will be delayed by one day.

Holiday occurs on a Wednesday

When a holiday occurs on a Wednesday, WCDP payment dates, paper checks, paper RAs, and electronic RAs will be delayed by one day.

Holiday occurs on a Thursday

When a holiday occurs on a Thursday, EFT payments to Medicaid, BadgerCare Plus, SeniorCare, and CLTS providers will be delayed by one day. There will be no delays for HDAP, WCDP, and WWWP.

Holiday occurs on a Friday

When a holiday occurs on a Friday, there will be no delays to claims processing. However, EFT payments for HMO/managed care organization (MCO) capitations and IRIS (Include, Respect,

I Self-Direct) monthly rate of service payments will be delayed until the following Monday.

Call center availability

Phone lines, call centers, and other resources will not be available on the observed holidays listed in the table in this newsletter. Call centers and other resources include:

- Electronic Data Interchange help desk
- ForwardHealth Portal help desk
- Managed Care Ombudsman Program
- Member Services
- Provider Services
- Professional Relations Representatives
- SeniorCare Member Services
- Drug Authorization and Policy Override Center

Bank and market holidays

Banks or markets may be closed on certain federally recognized holidays, which may cause a one-day delay in the settlement of EFTs. However, ForwardHealth phone lines, call centers, and other resources will be available on the following federal holidays:

- Veterans Day (observed on Tuesday, November 11, 2025)
- President's Day (Monday, February 16, 2026)
- Good Friday (Friday, April 3, 2026)
- Juneteenth National Independence Day (Friday, June 19, 2026)
- Indigenous People's Day (Monday, October 12, 2026)

ForwardHealth Portal

The ForwardHealth [Portal](#) (the Portal) is available 24 hours a day, seven days a week. The following services are available through the Portal:

- Claim submission
- Member enrollment verification
- Prior authorization submission
- Provider enrollment applications for Wisconsin Medicaid and HDAP

NOVEMBER IS DIABETES AWARENESS MONTH!

[In Wisconsin](#), roughly 10% of adults have diabetes, and 34% of adults have what is considered prediabetes. Diabetes Awareness Month is an opportunity to increase understanding, promote prevention, and improve care for those impacted by this disease.

The American Diabetes Association's (ADA) [Standards of Care in Diabetes—2025](#) have identified several ways for providers like you to help members successfully manage their diabetes, such as:

- Collaborating with members to personalize their care.
- Using person-centered language to shift the focus from the condition to the member, which reduces shame and stigma and improves members' mental well-being.
- Staying informed on new technologies, medications, and therapies associated with diabetes management and sharing that knowledge with members.

Providing inclusive and personalized care

In their standards of care, the ADA encourages providers to consider:

- Individual preferences, such as how members choose to monitor their blood sugar.
- Prognoses and treatment trajectories.
- General health outlook, including comorbidities like hypertension or heart disease.
- Social determinants of health, such as income, transportation access, housing, food security, and support networks.

Person-first language

The standards of care also encourage providers to use person-centered, culturally sensitive, and strength-based language when addressing diabetes management and its comorbidities, such as obesity and weight management.

For example, describing someone as a "person with obesity" instead of an "obese person" can make an important difference in keeping members receptive to health advice.

TELL US YOUR THOUGHTS

Is there something you'd like to see featured in ForwardHealth Connect? Use this two-question survey to tell us what you think: <https://www.surveymonkey.com/r/G6QV395>.

In 2017, the [National Institutes of Health](#) identified alternatives to common diabetes-related phrases:

INSTEAD OF ...	TRY ...
"Suffering from diabetes"	"Living with diabetes"
"The member has poorly controlled diabetes."	"The member is experiencing hyperglycemia."
"Testing blood glucose"	"Checking blood glucose"

Continuing education and guidance to members

The ADA encourages members to take a cautious and individualized approach to newer therapies, such as the use of GLP-1 therapy for people with type 2 diabetes.

The ADA also encourages providers to keep members educated on the latest treatments, medications, and management technologies with routine evaluations and visits.

You have a vital role to play. This may include assessing whether some members can manage their diabetes better with continuous glucose monitors or helping pregnant people with family history of gestational diabetes stay on top of their nutrition and physical activity.

Diabetes resources for providers

- Wisconsin’s Department of Health Services: [Diabetes](#) and [Prediabetes](#) webpages
- [Association of Diabetes Care & Education Specialists](#) (ADCES)
- [National Institute of Diabetes and Digestive and Kidney Diseases](#)
- [Centers for Disease Control and Prevention Clinical Guidance for Diabetes](#)
- [American Diabetes Association Consensus Report on Type 1 Diabetes in Adults](#)

WIC BUILDS WISCONSIN FAMILIES

Healthy food. Breastfeeding support. Nutrition education. These are just some of the benefits that the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) offers to Wisconsin families.

Promoting health and development

According to Johns Hopkins Bloomberg School of Public Health, WIC has a strong record of preventing health problems in children and improving their long-term health, growth, and development. In fact, children who participate in WIC have many positive health outcomes when compared to children who would be eligible but do not participate in this program.

Right now, WIC serves more than 90,000 children and their families in Wisconsin, helping them from pregnancy and birth to postpartum, breastfeeding, and beyond. WIC provides nutritional education to families, helping them develop healthy eating habits and learn better meal planning skills. WIC also provides nutritious food packages to help families eat well, and WIC connects them to health and community resources, encouraging them to see their health care providers and keep their appointments.

How you can help

More families could benefit from this program, and that's where you, as a provider, can step in. Here are two meaningful ways you can help:

1. Tell your patients about WIC, and display [outreach brochures](#) in your office.
2. Refer people who are eligible. To qualify for WIC, a person may:
 - Live in Wisconsin.
 - Make 185% or less of the federal poverty guidelines.
 - Need help with health, nutrition, or breastfeeding support.
 - Be pregnant, have given birth within the past six months, be breastfeeding a baby under a year of age, or caring for a child younger than 5 years.



LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

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

- Participate in one of these programs:
 - FoodShare
 - Wisconsin Medicaid
 - BadgerCare Plus
 - Wisconsin Works
 - Temporary Assistance to Needy Families
 - Food Distribution Program on Indian Reservations
 - Foster care
 - Kinship care

The [Wisconsin WIC](#) webpage provides more information on how WIC helps families.

RECENT FORWARDHEALTH COMMUNICATIONS

ForwardHealth published these policy communications last month.

2025-29	Severe Malocclusion Policy Clarification
2025-28	ForwardHealth Reimbursement Rate Increases
2025-27	Prior Authorization Changes for Certain Preferred Drug List Classes, Anti-Obesity Drugs, and Other Pharmacy Policy Effective November 1, 2025
2025-26	ForwardHealth Vaccine Coverage: New Sources of Vaccine Recommendations and Revised Billing for COVID-19, Influenza, and Measles, Mumps, Rubella, and Varicella Vaccines

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.

