



NEW MINIMUM FEE SCHEDULE FOR HOME AND COMMUNITY-BASED SERVICES

What is the minimum fee schedule?

We created a [minimum fee schedule](#) for home and community-based services (HCBS). The minimum fee schedule is a list of the lowest rates managed care organizations (MCOs) can pay providers of adult long-term care services in Family Care, Family Care Partnership, and the Program of All-Inclusive Care for the Elderly (PACE).

Why was the minimum fee schedule created?

Many direct care workers are paid less than entry-level jobs, and Wisconsin's aging population means that the demand for HCBS will continue to grow. We need higher HCBS rates to maintain the provider network for these services.

What are the requirements for MCOs?

MCOs should have started following the minimum fee schedule on October 1, 2024. We require MCOs to negotiate rates and pay above the minimum when needed to get members the care they need. We will monitor MCOs to ensure they are paying providers

IN THIS ISSUE

[New Minimum Fee Schedule for Home and Community-Based Services](#)

[ForwardHealth Holiday Schedule](#)

[Policy Communications](#)

at or above the minimums. We will penalize MCOs if they do not pay the minimums.

Where can I find the minimum fee schedule?

You can access the minimum fee schedule at the link above or from the ForwardHealth Portal home page, click the "Adult Long-Term Care Programs link, then click the Family Care, Family Care Partnership, PACE link, then click the Minimum Fee Schedule link in the Quick Links box.

FORWARDHEALTH HOLIDAY SCHEDULE

ForwardHealth will be closed for business on certain holidays in 2024 and 2025. Refer to the table in this newsletter for the holiday schedule.

Claim submission and payment

Claim submission deadlines

We will 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 AIDS Drug Assistance Program (ADAP)
- Tuesdays for Wisconsin Chronic Disease Program (WCDP)
- Fridays for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare

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

DATE CLOSED FOR BUSINESS	DAY OF THE WEEK	HOLIDAY OBSERVED
November 28, 2024	Thursday	Thanksgiving Day
December 25, 2024	Wednesday	Christmas Day
January 1, 2025	Wednesday	New Year's Day
January 20, 2025	Monday	Martin Luther King, Jr. Day
May 26, 2025	Monday	Memorial Day
July 4, 2025	Friday	Independence Day
September 1, 2025	Monday	Labor Day

HMO FOR ANSWERS

Incorrect payments or denied claims?

If you've had issues with an HMO, contact the specific HMO representative.

ForwardHealth representatives only work with fee-for-service topics.

Find a contact for each HMO, then click the Resources and Help tab.

Holiday occurs on a Monday

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

Holidays occur on a Wednesday

When a holiday occurs on a Wednesday, WCDP payment dates, paper checks and 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, and SeniorCare providers will be delayed by one day. There will be no delays for ADAP, 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/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 Update. 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 holidays

Banks 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 these federal holidays:

- Veterans Day (observed on Monday, November 11, 2024)
- President's Day (Monday, February 17, 2025)

- Juneteenth National Independence Day (Thursday, June 19, 2025)
- Indigenous People's Day (Monday, October 13, 2025)

ForwardHealth Portal

The Portal is available 24 hours a day, seven days a week at www.forwardhealth.wi.gov/. These services are available through the Portal:

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

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2024-39	Expanded Breast Pump Coverage
2024-38	New Intensive Outpatient Program Benefit
2024-37	Updated Coverage Policy for Continuous Glucose Monitors for Members With Diabetes
2024-36	Policy Change Related to Evaluation and Management Visits Per Day
2024-35	Hospital Access Payment System Changes
2024-34	Prior Authorization Changes for Complex Rehabilitation Technology Codes
2024-33	Policy Clarifications for Maintenance Therapy

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.

