

ForwardHealth **UPDATE**

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FOR PRENATAL CARE COORDINATION PROVIDERS: MILWAUKEE COUNTY TRANSITION AND STATEWIDE CHANGES TO MEMORANDA OF UNDERSTANDING REQUIREMENT

Beginning January 1, 2027, Wisconsin Medicaid HMOs and Family Care Partnership managed care organizations (Partnership MCOs) will reimburse providers for prenatal care coordination (PNCC) services for members enrolled in Milwaukee County.

Additionally, memoranda of understanding (MOU) are no longer required for PNCC providers. This is a statewide change.

Providers can refer to the following sections for more information:

- [In Milwaukee County, Prenatal Care Coordination Will Be Reimbursed Through Managed Care](#)
- [Contracting and Credentialing With HMOs and Managed Care Organizations](#)
- [Billing](#)

AFFECTED PROGRAMS

BadgerCare Plus, BadgerCare Plus HMOs, Medicaid

TO

Physician Clinics, Physicians, Prenatal Care Coordination Providers, HMOs and Other Managed Care Programs

The information provided in this ForwardHealth Update is published in accordance with Wis. Admin. Code §§ DHS 105.52 and 107.34.



- [Upcoming Information Session](#)
- [Prenatal Care Coordination Services No Longer Require Memoranda of Understanding Statewide](#)
- [Resources](#)

In Milwaukee County, Prenatal Care Coordination Will Be Reimbursed Through Managed Care

Beginning January 1, 2027, providers will receive reimbursement from a member's Wisconsin Medicaid HMO or Partnership MCO for PNCC services provided to them if they are a Medicaid member enrolled in Milwaukee County.

ForwardHealth will no longer reimburse PNCC services fee for service for members in Milwaukee County who are contracted with Wisconsin Medicaid HMOs or Partnership MCOs. To receive reimbursement, PNCC providers **must** enroll with Wisconsin Medicaid **and** have a contract with a member's Wisconsin Medicaid HMO or Partnership MCO.

ForwardHealth encourages providers who intend to provide services to members enrolled in Milwaukee County to contract with **all** Wisconsin Medicaid HMOs and Partnership MCOs in this service area. Providers can find contact information for Wisconsin Medicaid HMOs and Partnership MCOs in Milwaukee County in the Prenatal Care Coordination Provider Resource: Contracting With HMOs and Managed Care Organizations in Milwaukee County flyer, [P-03778](#).

Only members enrolled in Milwaukee County who are part of a Wisconsin Medicaid HMO or a Partnership MCO are affected by this change. Providers should continue to bill fee for service or Family Care for all other members, including members in Milwaukee County who are not enrolled in an HMO or MCO and members who are enrolled in any other Wisconsin county.

For dates of service through December 31, 2026, all PNCC services are reimbursed fee for service through ForwardHealth.

Contracting and Credentialing With HMOs and Managed Care Organizations

Before receiving reimbursement for PNCC services provided to a Medicaid member in Milwaukee County who is enrolled in a Wisconsin Medicaid HMO

THE KEY MESSAGE

Beginning January 1, 2027, Wisconsin Medicaid HMOs and Partnership MCOs will reimburse providers for PNCC services for members enrolled in Milwaukee County.

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or Partnership MCO, the provider must:

1. Enroll with Wisconsin Medicaid as a PNCC provider.
2. Contract and be credentialed with the member's HMO or MCO.

PNCC providers who provide services to members enrolled in Milwaukee County should reach out to Wisconsin Medicaid HMOs and Partnership MCOs to learn about their contracting and credentialing processes **as soon as possible**.

Although contracting and credentialing can be done at the same time, both processes can take several months.

PNCC providers will need to contract and be credentialed with each Wisconsin Medicaid HMO and Partnership MCO individually, and each HMO and MCO has its own process for credentialing and contracting. Providers should contact each HMO and MCO for their specific processes and documentation requirements.

“PNCC providers who provide services to members enrolled in Milwaukee County should reach out to Wisconsin Medicaid HMOs and Partnership MCOs to learn about their contracting processes as soon as possible.”

Enrolling With Wisconsin Medicaid as a Prenatal Care Coordination Provider

Before contracting with an HMO or MCO, providers must first enroll with Wisconsin Medicaid as a PNCC provider. Providers can find information on enrolling with Wisconsin Medicaid and begin the process on the [Provider Enrollment Information](#) page of the ForwardHealth Portal (the Portal).

Provider Contracts With HMOs and Managed Care Organizations

Contracts with HMOs and Partnership MCOs may cover:

- Scope of services.
- Payment terms, including rates.
- Billing processes and timelines.
- Quality standards and reporting.
- Dispute resolution processes.
- Termination and renewal terms.

The Prenatal Care Coordination Provider Resource: Contracting With HMOs and Managed Care Organizations in Milwaukee County flyer, [P-03778](#), provides a brief description of the contracting process and contact information for Wisconsin Medicaid HMOs and Partnership MCOs in Milwaukee County.

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Credentialing With HMOs and Managed Care Organizations

Credentialing is often done at the same time as contracting. Credentialing includes the HMO or MCO reviewing the provider's application and documents, verifying the provider's information and credentials, and deciding whether to approve or deny the application. The credentialing process and documents required may vary from organization to organization.

Billing

HMO and Managed Care Organization Billing

Billing processes may vary among HMOs and MCOs. PNCC providers should work with each Wisconsin Medicaid HMO and Partnership MCO to understand the specific billing requirements and ensure accurate and timely payment. These requirements can include claim submission timelines, coding standards, audit procedures, and the need for additional documentation.

ForwardHealth Billing for Fee-for-Service Providers

When billing fee for service, claims must include the appropriate Healthcare Common Procedure Coding System procedure code, diagnosis codes, place of service codes, and modifiers. These codes will be reimbursed according to the [maximum allowable fee schedule](#) when billed to ForwardHealth. Providers must also follow all [documentation requirements](#) laid out in the ForwardHealth Online Handbook.

Upcoming Information Session

ForwardHealth will offer an online information session about the PNCC move to managed care in Milwaukee County on April 23, 2026, 10–11:15 a.m. Attendees will learn about contracting with Wisconsin Medicaid HMOs and Partnership MCOs, learn how to prepare for this change, and have the chance to ask questions. Providers must [register](#) to attend. A recording of the session will be posted to the [Resources for Prenatal Care Coordination Providers](#) page of the Portal after the session.

Prenatal Care Coordination Services No Longer Require Memoranda of Understanding Statewide

PNCC providers no longer need MOU with HMOs.

Previously, PNCC agencies were required to have MOU with HMOs in their service area. This requirement ended on October 1, 2025.

REMINDER

A provider must be enrolled as a PNCC provider before contracting with an HMO or MCO.

Resources

Providers can refer to these resources for information about the contracting process.

- The Prenatal Care Coordination Provider Resource: Contracting With HMOs and Managed Care Organizations in Milwaukee County flyer, [P-03778](#), provides an overview of the contracting process and contact information for Wisconsin Medicaid HMOs and Partnership MCOs.
- The [Resources for Prenatal Care Coordination Providers](#) page provides links to trainings, policy, and other resources.
- The [Partnership/PACE Geographic Service Regions](#) map shows which Partnership MCOs are in a provider's service area.

For additional questions, providers can call [Provider Services](#) at 800-947-9627.

Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both, to the Wisconsin Department of Health Services (DHS) upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify the actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

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The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin HIV Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at www.forwardhealth.wi.gov/.