

# Wisconsin Medicaid and BadgerCare Plus COVID-19 Continuous Coverage Unwinding

## Enlisting providers to use the Wisconsin Medicaid Fee-for-Service Report to support Medicaid benefit renewals

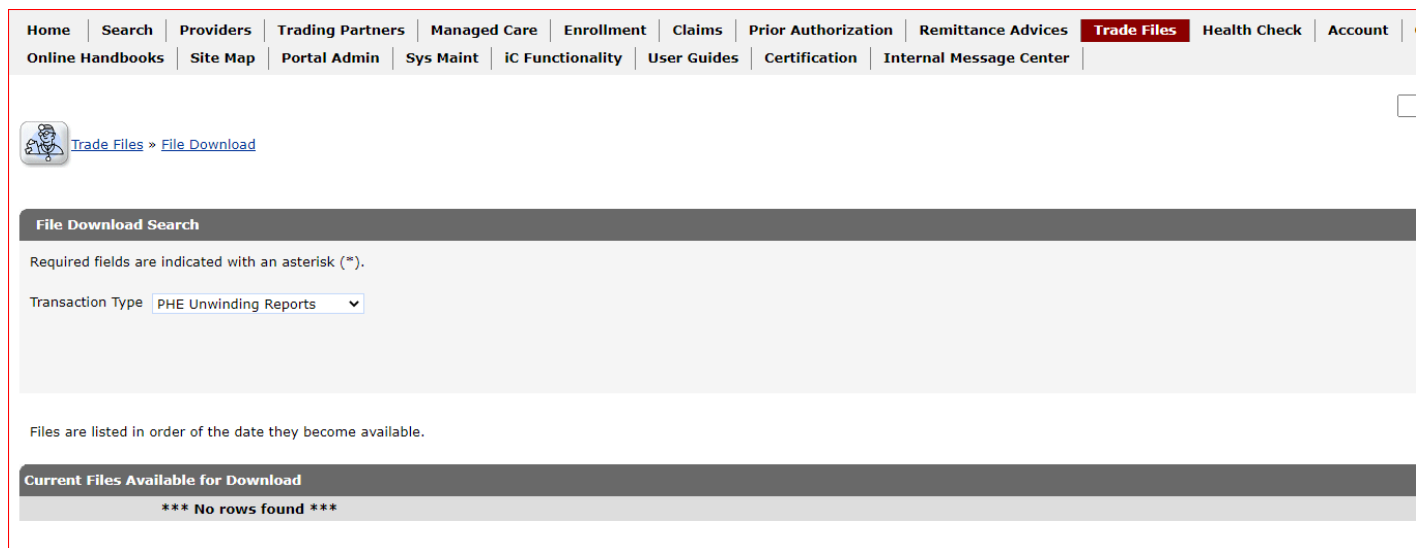
Most members of BadgerCare Plus and Wisconsin Medicaid programs have kept their benefits through continuous enrollment since the federal COVID flexibilities were put into place in March 2020.

When the Wisconsin Department of Health Services (DHS) is notified by our federal partners that it is time to return to routine operations, the eligibility renewal processes for BadgerCare Plus and other Wisconsin Medicaid program members will resume on a rolling basis.

To avoid large numbers of Medicaid patients needlessly losing their coverage, DHS has developed a multi-faceted approach to communicate with members that also allows providers to actively work with patients who have upcoming appointments to ensure they understand the renewal process.

The Fee-for-Service (FFS) report can help providers identify Medicaid members' renewal dates. The voluntary report and associated materials are flexible to allow each provider to conveniently incorporate them into their practice. Providers can:

1. Identify who among the provider's staff has the best opportunity to share renewal information with members in a meaningful way.
2. Provider Admins and Clerks with the "Trade Files" role should download the FFS report and support materials from the ForwardHealth Portal:
  - a. Login to the secure [ForwardHealth Portal](#)
  - b. Click "Trade Files" on the main menu at the top of the page



The screenshot shows the ForwardHealth Portal interface. At the top is a navigation bar with links: Home, Search, Providers, Trading Partners, Managed Care, Enrollment, Claims, Prior Authorization, Remittance Advices, Trade Files (highlighted in red), Health Check, and Account. Below this is a secondary bar with links: Online Handbooks, Site Map, Portal Admin, Sys Maint, iC Functionality, User Guides, Certification, and Internal Message Center. The main content area shows a breadcrumb trail: Trade Files » File Download. Below this is a section titled 'File Download Search' with a sub-header 'Required fields are indicated with an asterisk (\*).' There is a dropdown menu for 'Transaction Type' with 'PHE Unwinding Reports' selected. Below the search form, a message states 'Files are listed in order of the date they become available.' At the bottom, a section titled 'Current Files Available for Download' displays '\*\*\* No rows found \*\*\*'.

- c. Select "File Download"
- d. Select transaction type, "PHE Unwinding Reports" from the drop-down menu

### File Download Search

Required fields are indicated with an asterisk (\*).

Transaction Type PHE Unwinding Reports ▼

- e. Click “Search”
  - f. Click the file from the list
  - g. A download dialog box will be displayed
  - h. Click “Open”
3. The FFS report contains member-level data for patients who have been seen in your offices within the last 12 months and have an eligibility renewal due within 60 days. ***Please use your practice’s procedures for securely managing personally identifiable information.*** Deliver the materials for use by staff identified in step 1.

	A	B	C	D	E	F	G
1	member_id -	member_first_name -	member_middle_initia -	member_last_name	member_date_of_birth -	renewal_date -	member_phone_numbe -
2	6XXXXXXXX	xKaix	O	xGamesx	1972-03-12	2022-07-31	(920)XXX-XXXX
3	7XXXXXXXX	xKeenanx	F	xKellerx	2019-08-10	2022-07-31	(414)XXX-XXXX
4	1XXXXXXXX	xTreenax		xMannx	1971-01-26	2022-07-31	(414)XXX-XXXX
5	8XXXXXXXX	xMaciex	A	xMcdonaldx	1988-11-27	2022-07-31	(262)XXX-XXXX
6	3XXXXXXXX	xMorganx	M	xPotterx	1977-04-21	2022-07-31	(414)XXX-XXXX
7	1XXXXXXXX	xRigobertox		xSilvax	2007-06-04	2022-07-31	(414)XXX-XXXX

4. If the member has an appointment in your office within the next 60 days of this monthly report, remind them of their renewal in a manner convenient to your practice. Examples include:
- a. Adding a renewal reminder as part of an upcoming appointment confirmation
  - b. Handing out the renewal flyer (attached) at appointment check-in
  - c. Reviewing the renewal flyer as part of the appointment

# Suggested Patient Representative Conversation Guide

## Helping patients who have Medicaid benefits keep their coverage

*I see that you have benefits from a Wisconsin Medicaid program that are due for renewal by [date – refer to FFS report]. Have you received your renewal packet?*

**If “yes”:** *Have you completed your renewal? It’s important that you do so by the due date to see if you can keep your benefits.*

**If “no”:** *Let’s take a minute to talk through what you need to know and what you need to do to see if you can keep your benefits.*

*Here’s a flyer we got from the Department of Health Services. It explains the steps involved in completing your renewal.*

1. In a blank space on the flyer, write in the member’s due date.
2. Read through the flyer information together
3. Make sure to emphasize they need to act by the due date and that free help is available.

The flyer is available in English, Spanish, and Hmong. You can download a supply ahead of time to have them ready. Go to [dhs.wisconsin.gov/library/P-10049.htm](https://dhs.wisconsin.gov/library/P-10049.htm).

**Wisconsin Medicaid Members Keep Your Health Benefits**

If you get Wisconsin health care benefits (such as BadgerCare Plus, Medicaid, or MAPD), you must **renew your enrollment once a year.**

**What to Expect at Renewal Time**

1. We'll send you a letter about one month before your renewal is due. For example, if your renewal is due in October, you will get a notice in September.
2. You may need to update the information we have on file. This may include your household details, income, and assets. You may be asked to submit proof later.
3. Your local agency will review your renewal and follow up if they need more information. Then, you will get a letter that tells you if your benefits are changing.

**Completing your renewal**

The easiest way to renew is online through your ACCESS account. Log in or set up an account at [access.wi.gov](https://access.wi.gov).

To renew by mail, complete and return your renewal packet.

You can renew by phone or in person through your local agency. Find your agency at [dhs.wisconsin.gov/forwardhealth/imaging/index.htm](https://dhs.wisconsin.gov/forwardhealth/imaging/index.htm).

Visit [dhs.wisconsin.gov/forwardhealth/renewals.htm](https://dhs.wisconsin.gov/forwardhealth/renewals.htm) for more information.

If you do not complete your renewal by the due date, your benefits will end. Free, expert help for completing your renewal or getting other benefits is available at [WisCovered.com](https://www.wisconsin.gov/covered). Or, call 211 to find a local navigator.

P-10049 (01/2023)

**If patients express concern about not being renewed:** *There is free, expert help available to you through Covering Wisconsin. This worksheet explains your health insurance options and the next steps to take.*

This two-sided flyer is available online at [F\\_Options\\_2022.pdf](https://www.coveringwisconsin.org/F_Options_2022.pdf) | [Powered by Box](https://www.coveringwisconsin.org/PoweredbyBox). Download a supply of them ahead of time to have them ready.

**Health Insurance Options for you and your Family**

If you are under 26, you have the option to remain on your parent's plan from their job or the Marketplace. But, there may be other options that save you more money.

If you are not sure what option is right for you, dial 2-1-1 for free, local help.

- 1. Health Insurance from your Job**  
Do you have "affordable" health insurance from your job? If the monthly amount you pay for your plan is less than 9.12% of your family's income, it is considered affordable.  
Is insurance from a job affordable? **no** **yes** → Talk to your employer
- 2. Medicare**  
You must be 65 or over, OR receiving Social Security Disability, OR have end-stage kidney disease.  
Do you qualify for Medicare? **no** **yes** → 1-800-243-1060 or [medicare.gov](https://www.medicare.gov)
- 3. BadgerCare Plus (State of Wisconsin Medicaid)**  
This program is for low-income adults, parents, and children. Check the back to see if you qualify.  
Do you qualify for BadgerCare Plus? **no** **yes** → [access.wi.gov](https://access.wi.gov)
- 4. The Marketplace (also known as Obamacare)**  
Almost everyone can get a Marketplace plan, but financial help is based on income. Check the back for more information.  
Can you get financial help? **no** **yes** → 1-800-318-2596 or [healthcare.gov](https://www.healthcare.gov)

If you do not qualify for any of these options, call 2-1-1 to find a free or low cost clinic.

**BadgerCare Plus**  
Call 2-1-1 for local help  
[Access.wi.gov](https://access.wi.gov)

**Sign up at any time!**

1. Household size? Use ONE Y in this number in the chart.
2. Total household income? Income before taxes.
3. Will men or women in your household qualify? **yes** **no**
4. Will pregnant women or kids in household qualify? **yes** **no**

**Household - who you file taxes with**

Example: A family of 3 makes less than \$1,915/mo. Everyone qualifies.

**Healthcare.gov**  
Open Enrollment: Nov. 1 - Jan. 15  
1-800-318-2596

**To get financial help:**

1. Household size?
2. Total household income?
3. Will you get financial help? **yes** **no**

**Missed the deadline? Sign up within 60 days of:**

- Loss of coverage (Lost health coverage from a job, COBRA, BadgerCare Plus, Medicaid, student health plan, or loss of previous insurance.)
- Changes in household size (Marriage, divorce, birth, death, adoption, birth, marriage, divorce, or death.)
- Immigration (Got citizenship or lawful presence.)
- Moving (Moved to a new county.)
- Tribal Membership (Sign up at any time.)
- Release from incarceration.

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