



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Using the Fee-for-Service Member Report for Unwinding Renewals

# Agenda



- Unwinding Overview
- Member Notification
- Collaboration Goals
- Accessing the Fee-for-Service Unwinding Report
- Using the Report
- Communication Resources

# “Unwinding” Defined

The process states will undertake to return to routine operations in Medicaid programs, as temporary policies related to the pandemic start to end.



# Driving the Unwinding

- Consolidated Appropriations Act (CAA), 2023
  - Separated Medicaid's health care continuous coverage from the federal public health emergency
  - Set a timeline for states to begin renewals for all members
- Federal public health emergency (PHE)
  - Many program and policy flexibilities linked to or authorized under the PHE
  - Set to end May 11, 2023
  - Some policies end immediately; others have a phase out period

# Unwinding Continuous Coverage

- Members enrolled as of March 31, 2023, will maintain continuous coverage until a full eligibility determination occurs
- Anyone who applies for BadgerCare Plus or Medicaid on or after April 1, 2023, is subject to normal rules around termination of coverage

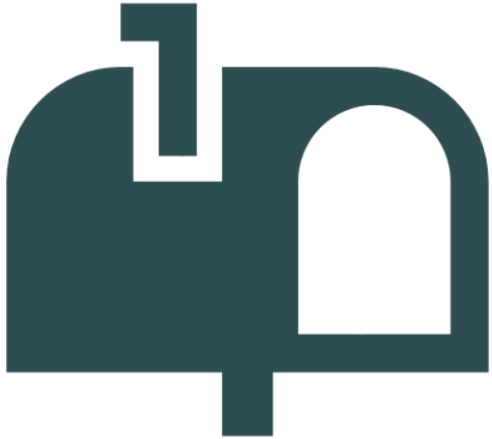
# Resumption of Renewals

- In most cases, members' full redetermination of eligibility will occur at their next renewal.
- Renewal due dates have been distributed evenly over 12 months.
  - The first renewal due date will be June 30, 2023, and the last will be May 31, 2024.
  - Renewal dates were chosen to align due dates within households and with programs like FoodShare or Child Care.
- Some members will need to reapply by May 31, 2023, for a redetermination to occur.



# Member Notification

# Member Notification



- Most members received a one-time letter in March 2023 informing them of their renewal date
- They will receive a renewal packet about 45 days before their renewal date
- Members should renew when they receive this packet in the mail.
- Members should not renew earlier than the 45 - day window leading up to their renewal due date.



# Watch, Read, Act

STOP  
READ  
ACT

## It's renewal time!

You must complete a renew process each year to keep your benefits.

Here's what to do:

1. Read the enclosed letter to find out your next steps.
2. Note the due date and respond on time.
3. Don't wait — follow the instructions right away.

NRES  
NYEEM  
NQIS TES

## Nws Yog Lub Sij Hawm Rov Txuas Sij Hawm Dua Lawm!

Koj yuav tsum ua kom tiav cov txheej txheem txuas sij hawm tshiab txhua xyoo txhawm rau khaws koj cov bxiag ntsig cia.

Nov yog yam yuav ua:

1. Nyeem tsab ntawv uas muab los nrog los tshawb nrhiav koj cov kauj ruam tom ntej.
2. Sau tseg lub sij hawm tag thiab teb kom ncav sij hawm.
3. Tsis txhob tos — ua raws li cov lus qhia tam sim ntawd.

PARE  
LEA  
PROCEDA

## ¡Es época de renovación!

Debe completar cada año una solicitud de renovación para conservar sus beneficios.

Le indicamos qué debe hacer:

1. Lea la carta adjunta para conocer los pasos siguientes.
2. Tenga en cuenta la fecha de vencimiento y responda a tiempo.
3. No espere, siga las instrucciones de inmediato.



WISCONSIN DEPARTMENT  
of HEALTH SERVICES

[dhs.wi.gov/forwardhealth/renewals.htm](https://dhs.wi.gov/forwardhealth/renewals.htm)  
P-03277 (02/2023)

Watch your mailbox.

Read letters from us.

Act by the deadline.



BadgerCare Plus and  
Medicaid renewals are back!



Important information about  
renewals for BadgerCare Plus  
and Wisconsin Medicaid  
programs is **coming soon!**



**Watch** your mailbox  
**Read** letters from the state  
**Act** by your deadline

Watch your mailbox.

Read letters from us.

Act by the deadline.



BadgerCare Plus and  
Medicaid renewals are back!



Watch your mailbox.

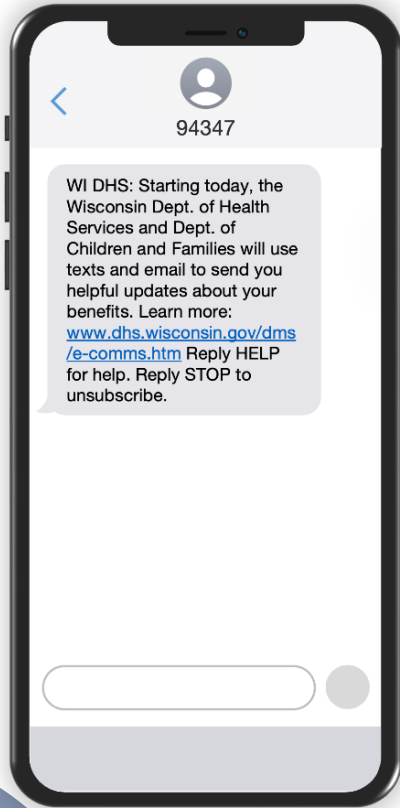
Read letters from us.

Act by the deadline.



BadgerCare Plus and  
Medicaid renewals are back!





## New! Texts and Emails from DHS

In October 2022, DHS began using these new channels to communicate:

- Important benefit updates
- Critical, time-sensitive information
- Renewal reminders



# Collaboration Goals

# Why the extra effort?

- Reduce churn to:
  - Improve health care access
  - Enhance health outcomes
  - Decrease members' financial burden
  - Reduce administrative costs

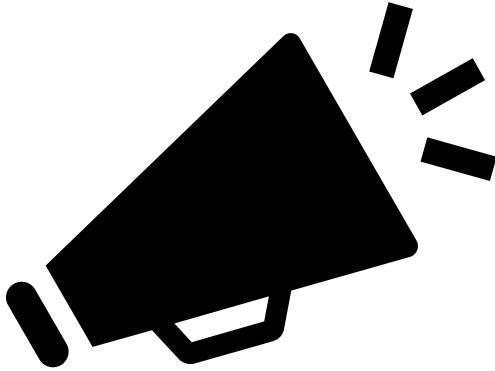




## Collaboration Goals

- Inform and educate members on upcoming changes
- Help members update their contact information
- Assist with renewals
- Help those who no longer qualify for Medicaid or BadgerCare Plus transition to the Federal Marketplace or other quality coverage

# How You Can Help



- Direct members to make sure they have an account at **access.wisconsin.gov**.
- Emphasize to members the importance of knowing their renewal date.
- Encourage members not to renew until they get their renewal packet in the mail or in their ACCESS account. It will come about 45 days before their renewal due date.
- Use other messaging campaigns in the Toolkit as available.

# Fee-for-Service Unwinding Report

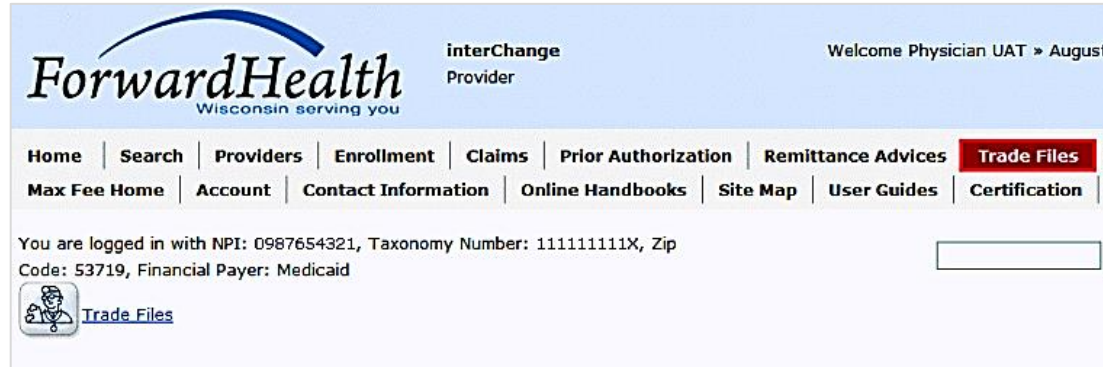
# Background

- The new Fee-for-Service Unwinding Report helps providers identify Medicaid members' renewal dates
  - Located on the secure portal
  - Designed to be shared with patient-facing staff
  - Formatted to conveniently incorporate into providers' practice
  - Lists members due to renew in the next 60 days and updated monthly



# Start Here

- Portal administrators and clerks with “Trade Files” role can access the report and support materials
  - Log in to the secure ForwardHealth portal
  - Click “Trade Files” from the main menu



# Access the Report

- Select “File Download”
- Select transaction type “PHE Unwinding Reports” from the drop-down menu
- Click “Search”

**File Download Search**

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

Transaction Type

# Report Contents

- Click the file from the list
- A download dialog box will display
- Click “Open”

	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_number ▾
2	6XXXXXXXX	xKaix	O	xGainesx	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



# Communications

# Using the Report

## 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.

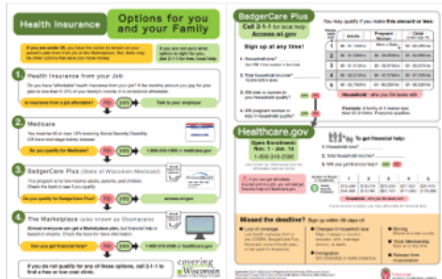
1. In a blank space on the flyer, write in the member’s due date.
2. Read through the flyer information together
3. Make sure to emphasize they need to act by the due date and that free help is available.

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).



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](#) | Powered by Box. Download a supply of them ahead of time to have them ready.



- Examples of how patient-facing staff may use the report include:
  - Adding a renewal reminder as part of an upcoming appointment confirmation
  - Handing out the renewal flyer at appointment check-in
  - Reviewing the renewal flyer as part of the appointment

# Provider Unwinding Toolkit

[wisconsin.gov/home](#)[state agencies](#)[department of health services](#)



COVID-19 Unwinding Resources for Providers

**COVID-19 Unwinding Resources for Providers**

This toolkit equips providers with resources to support their Medicaid patients as Wisconsin prepares to return to routine operations (including Medicaid renewals), also known as unwinding. As the Wisconsin Department of Health Services (DHS) waits for notification from the federal government to begin unwinding, we have three goals:

1. Encourage members to stay healthy by accessing their healthcare benefits.
2. Ensure we have members' current contact information so we can reach them before the changes begin.
3. Alert members to watch for updates from us so they can prepare to renew when needed.

Providers may use these communication resources to engage members immediately. We recommend the text remain the same to ensure message consistency. As new federal guidance and additional insights are available, we'll share new resources for providers to assist members through renewal. The resources include messaging and templates to conduct various forms of outreach, including print, telephonic communications, and digital media.

**Communications to Use with Members**



• How do you get your ID?

• How do you get your ID?

• How do you get your ID?

UPDATE YOUR ACCOUNT

Add your login here



**Update your address**

Now is the time for members to update their address, mobile phone number, and email address so that we can contact them with important information about their benefits. This [outreach card](#) provides a simple visual reminder for your patients.


Share this content from DHS through your organization's social media account to help raise awareness.

Wisconsin Department of Health Services

Watch your mailbox

Read letters from the state

Act by your deadline



**Watch. Read. Act.**

DHS is asking all members to watch their mailbox, read the letters from DHS, and act by their renewal deadline. Download the [outreach card](#) to remind your patients of this important message.

Promote member awareness of Unwinding with these social media posts.

# DMS Medicaid Unwinding Communications Listserv



- Get the latest information about Wisconsin's Unwinding efforts
- Sign up: [public.govdelivery.com/accounts/WIDHS/subscriber/new?topic\\_id=WIDHS\\_668](https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_668)

# New Listserv for Providers in Patient-Facing Roles

- Share information to assist providers in patient outreach roles engaging them to:
  - Raise member awareness about changes in benefits
  - Highlight recommended actions, and important announcements about programs
- Sign up at:  
[Wisconsin Department of Health Services \(govdelivery.com\)](https://govdelivery.com)



# Resources

- Provider toolkit  
[www.forwardhealth.wi.gov/WIPortal/content/html/Provider%20Toolkit.htm](http://www.forwardhealth.wi.gov/WIPortal/content/html/Provider%20Toolkit.htm)
- Partner toolkit  
[www.dhs.wisconsin.gov/covid-19/unwindingtoolkit.htm](http://www.dhs.wisconsin.gov/covid-19/unwindingtoolkit.htm)
- Follow us and share posts  
Facebook: [www.facebook.com/DHSWI](https://www.facebook.com/DHSWI)  
Twitter: [@DHSWI](https://twitter.com/DHSWI)  
Instagram: [www.instagram.com/dhs.wi](https://www.instagram.com/dhs.wi)  
LinkedIn: [www.linkedin.com/company/wisconsin-department-of-health-services](https://www.linkedin.com/company/wisconsin-department-of-health-services)



Questions?

Email [DHSForwardHealthPartners@dhs.wisconsin.gov](mailto:DHSForwardHealthPartners@dhs.wisconsin.gov)