

Below are common questions and answers about HealthCheck and HealthCheck “Other Services.” This document will be updated with new information as it becomes available.

Topic Category Guide

HealthCheck

HealthCheck “Other Services”

HealthCheck

Question: What is HealthCheck?

Answer: HealthCheck is the name of the Wisconsin Medicaid benefit that covers well-child checks and follow-up services to make sure the health and developmental needs for children and young adults are met up to their 21st birthday. This benefit is also called Early and Periodic Screening, Diagnosis, and Treatment in federal Medicaid publications.

This benefit’s goal is to prevent illnesses and find and treat health issues early through regular checkups and services. Any person under 21 years old has automatic access to HealthCheck if they are enrolled in ForwardHealth or BadgerCare Plus. This includes those enrolled in the Katie Beckett program.

HealthCheck covers two types of screens (or exams): regular well-child checks (also known as HealthCheck comprehensive screens or HealthCheck comprehensive exams) and extra exams outside the regular schedule. These are called interperiodic screens.

Question: Do you have to sign up for HealthCheck?

Answer: No. You do not need to sign up or register for HealthCheck. If you have a ForwardHealth card, you automatically have access to HealthCheck services. There is no extra paperwork or application to fill out.

Question: How much does a HealthCheck visit cost?

Answer: There is no additional cost for a HealthCheck visit. If you usually pay a deductible or copay, then you may need to pay a deductible or copay for HealthCheck services. If you do not pay deductibles or copays for your child’s health care services, you will not have to pay them for HealthCheck services, either.

Question: What is a well-child check (also known as a HealthCheck comprehensive screen or HealthCheck comprehensive exam)?

Answer: HealthCheck comprehensive screens (or exams) are also known as “well-child checks.” They are exams that happen during regularly scheduled doctor visits to help make sure that illnesses and conditions are found and treated early. A HealthCheck comprehensive screen looks at all parts of the

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Created: 5/9/2019
Revised: 10/16/2019

child or young adult’s health and development and includes health education for the child’s parent or caregiver. It includes:

- A head-to-toe physical exam
- A hearing check
- A vision check
- A dental check
- Lab tests
- A growth and development check
- A nutrition check (eating habits)
- Additional health information

If a doctor finds a health problem during a visit, they may refer the patient for more testing.

Question: How often do you need to get a well-child check?

Answer: The frequency of well-child checks is based on an exam schedule created by the American Academy of Pediatrics. This is also known as a periodicity schedule. It lists the ages and types of exams children and young adults should have from infancy through adolescence. Well-child checks happen more than once a year up to age 3, then happen once a year starting at age 3. Your doctor should be aware of the schedule and can help you pick a date for your next appointment. If you would like to find out more, see the [American Academy of Pediatrics exam schedule](#).

Question: What is an interperiodic screen?

Answer: Interperiodic screens (or exams) are visits to the doctor that happen between scheduled well-child checks. If you, your doctor, your dentist, or any other professional (like a physician, health official, or educator) who comes into contact with your child or young adult has a concern about their health or development, you can see the doctor for an interperiodic screen. You do not have to wait for the next scheduled well-child visit.

Question: How do you access HealthCheck services?

Answer: You can access HealthCheck services through any Medicaid-enrolled doctor. Well-child checks (or comprehensive HealthCheck screening exams) can be scheduled with your primary doctor.

a) If you are enrolled through BadgerCare Plus and you do not have a doctor, visit the ForwardHealth Portal at www.forwardhealth.wi.gov/. Click the Find a Provider link in the upper right corner of the page to search for one. You can also call Member Services at 800-362-3002 to get help finding a doctor.

b) If you are enrolled through a BadgerCare Plus HMO and you do not have a doctor, contact your HMO to get more information on finding a doctor in your network.

Question: How do you set up a well-child check?

Answer:

a) If you are enrolled through BadgerCare Plus, a well-child check can be scheduled with your primary doctor. If you do not have a doctor, you can visit the ForwardHealth Portal at

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www.forwardhealth.wi.gov/. Click the Find a Provider link in the upper right corner of the page to search for one. You can also call Member Services at 800-362-3002 to get help finding a doctor.

b) If you are enrolled through a BadgerCare Plus HMO, contact your HMO to get more information on getting a doctor in your network and scheduling a well-child check.

Question: How do I get to my appointment?

Answer: If you need a ride to or from a HealthCheck appointment, please call the Wisconsin Department of Health Services non-emergency medical transportation manager at 866-907-1493. The non-emergency medical transportation manager can help you get:

- A ride
- Bus tickets
- Money for gas

If you cannot ride a bus and you are not able to use your own car, the non-emergency medical transportation manager will schedule a ride for you based on your medical and transportation needs.

HealthCheck “Other Services”

Question: What is HealthCheck “Other Services”?

Answer: If the child or young adult’s condition or circumstances require a service not usually covered by Wisconsin Medicaid, a benefit called HealthCheck “Other Services” may cover the costs. Coverage is based on federal guidelines. The service must be medically necessary to help prevent, correct, improve, or maintain a physical or mental condition.

Question: How do you get HealthCheck “Other Services”?

Answer:

a) If you are enrolled through BadgerCare Plus:

1. Schedule a HealthCheck well-child check with your doctor.
2. If your doctor finds a condition or illness during a well-child exam, they can write a prescription for the service or product that your child needs. Your doctor can also help you find a provider for that service or product.
3. This provider will send the prescription to ForwardHealth with information that explains what your child needs and why. This information is called a “prior authorization (PA) request.”
4. Clinical consultants at ForwardHealth will look at all the information submitted and decide if the service or product is medically necessary for your child at this time.
5. If the clinical consultants agree that your child needs the service to prevent, correct, improve, or maintain their condition, ForwardHealth will approve the request to cover the service.
6. ForwardHealth will notify the provider who submitted the PA request of the final decision, and the provider will contact you.

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b) If you are enrolled through a BadgerCare Plus HMO:

1. Schedule a HealthCheck well-child check with your HMO network doctor.
2. If your doctor finds a condition or illness during a well-child exam, they can refer you for the service or product your child needs.
3. Your doctor can explain your HMO’s process for getting follow-up care and can also help you find a provider for the service or product your child needs.

Question: What is medical necessity?

Answer: For a service or product to be medically necessary and qualify for coverage, it must meet Wisconsin state law’s standards for medical necessity and be needed to prevent, correct, improve, or maintain a condition. Every person’s condition is different, and the unique needs and circumstances of each person will be carefully considered by clinical consultants.

Scheduling a well-child check (HealthCheck comprehensive screen) with your primary care doctor is an important first step to finding out if your child or young adult has any conditions that will need extra services.

Question: What services are available through HealthCheck “Other Services”?

Answer: Many types of services and products are available through HealthCheck “Other Services.” If your child or teen needs a service or product that can be covered according to federal Medicaid law and ForwardHealth or your BadgerCare Plus HMO determines it is medically necessary, it can be covered—even if the product or service usually is not covered.

Question: Why are some services covered for one person but not another?

Answer: Services are covered based on each person’s unique needs and circumstances. A person with different needs and circumstances may need different services.

Question: What do you do if the PA request is denied or modified?

Answer: If the request for HealthCheck “Other Services” was denied or approved with modifications, you can contact the provider who submitted the PA request. They should be able to explain why it was denied or modified.

When a PA request is denied or approved with modifications, you have the right to appeal the decision. If you would like to file an appeal, follow the directions included in the letter that you received informing you of the denial or modification.

Question: If my child already had a well-child check, do I need to schedule a HealthCheck screen to get HealthCheck “Other Services”?

Answer: A well-child checkup or annual exam is the same thing as a HealthCheck screen, so you do not need an additional screen to get HealthCheck “Other Services.” If your doctor found a condition or illness during the well-child check that needs follow-up, your doctor should have written a prescription or order for the follow-up care. If you do not have a prescription or order but you think your child needs follow-up care, contact your doctor to discuss it. If your doctor feels your child should be seen again,

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Wisconsin Medicaid will cover the additional exam. You do not have to wait until the next scheduled well-child check.

Question: Does my child need to have a HealthCheck comprehensive screen (also known as a “well-child check”) paid through or with Wisconsin Medicaid in order to be eligible for approval of a HealthCheck “Other Services” PA request?

Answer: Evidence of a HealthCheck comprehensive screen is not required for PA request approval; however, a prescription for the service is necessary.

Question: Can Medicaid cover some of my child’s over-the-counter drugs?

Answer: Some over-the-counter drugs, including medications, vitamins, and minerals, are covered by HealthCheck “Other Services.” The [Over-the-Counter Drugs Covered by HealthCheck “Other Services”](#) data table lists all over-the-counter drugs that are available without PA. You will need to give the pharmacist a prescription from your doctor and your child’s ForwardHealth card for the drug to be covered. If your child needs an over-the-counter drug that is not included on the list, your doctor can work with the pharmacist to submit a PA request for coverage.