

# ForwardHealth **ALERT**

Wisconsin serving you



**TO**

All Providers, HMOs and Other Managed Care Programs

**REGARDING**

Temporary Change for Urgent Prior Authorization Requests

In response to the COVID-19 pandemic, ForwardHealth is temporarily altering certain procedures in order to prevent further spread of the disease and effectively treat existing cases. **The temporary phone number change in this Alert is issued pursuant to Wis. Stat. ch. 49 and is in effect until further notice. ForwardHealth will publish additional guidance about the topics addressed in this Alert when the temporary policies related to COVID-19 expire.**

### **Temporary Phone Number Change for Urgent Prior Authorization Requests**

For urgent prior authorization requests for fee-for-service members, contact ForwardHealth Provider Services at 800-947-9627 for assistance with expediting the prior authorization process. An urgent, medically necessary situation is one where a delay in authorization would result in undue hardship for the member or unnecessary costs for Wisconsin Medicaid as determined by the Division of Medicaid Services. In general, urgent requests will receive a response within five business days. Additional information regarding [urgent services](#) is available.

**Note:** Prior authorization is not required for emergency services, defined as services that are necessary to prevent the death or serious impairment of the health of the individual. Reimbursement is not guaranteed for services that normally require prior authorization that are provided in emergency situations; those services still must meet all ForwardHealth coverage requirements, including medical necessity.