

ForwardHealth **ALERT**

Wisconsin serving you



TO

All Providers, HMOs and Other Managed Care Organizations

REGARDING

Providers May Not Charge Members Additional Fees for COVID-19 Precautions

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Per Wis. Admin. Code § [DHS 106.04\(3\)](#), providers must accept the Medicaid allowable amount for covered services as payment in full. Providers may not collect payment from a BadgerCare Plus or Wisconsin Medicaid member, or authorized person acting on behalf of the member, for the difference between their usual and customary charge and the allowed amount for a service.

This rule ensures that BadgerCare Plus and Medicaid members have access to services. Additional fees or copays meant to defray the cost of measures to prevent the spread of COVID-19, such as personal protective equipment (PPE), cleaning supplies and procedures, or “infection control” supplies and procedures, may **not** be charged to members. To avoid confusion, providers who charge these fees to patients who are not BadgerCare Plus or Medicaid members should not communicate information about these charges to BadgerCare Plus or Medicaid members.

For more information about allowed amount policy, refer to the [Acceptance of Payment](#) topic (#258) in the ForwardHealth Online Handbook.

Additional Resources for Providers During the COVID-19 Pandemic

During the COVID-19 pandemic, additional resources for infection control, such as supplies or staffing assistance, may be available from other types of agencies or payment streams.

The [COVID-19: Personal Protective Equipment \(PPE\)](#) page on the Wisconsin DHS website provides information about requesting PPE from the PPE Reserve as well as additional resources for PPE.