



TO

All Providers, HMOs and Other Managed Care Programs

REGARDING

COVID-19 Unwinding: Same-Day Transportation to COVID-19 Vaccination, Testing, and Treatment Appointments

COVID-19 Unwinding: Same-Day Transportation to COVID-19 Vaccination, Testing, and Treatment Appointments for Eligible BadgerCare Plus and Wisconsin Medicaid Members

During the federal COVID-19 public health emergency (PHE), the federal government allowed the Wisconsin Department of Health Services (DHS) to implement temporary changes to some policies to facilitate the protection of member health. ForwardHealth [Alert 032](#), "Same-Day Transportation to COVID-19 Vaccination Appointments Available for Eligible BadgerCare Plus and Wisconsin Medicaid Members," outlined temporary COVID-19-related non-emergency medical transportation (NEMT) policies for same-day rides to COVID-19 vaccination appointments for eligible BadgerCare Plus and Medicaid members. Over the course of the COVID-19 PHE, this temporary same-day NEMT ride policy was extended to include same-day rides to COVID-19 testing and treatment appointments.

The federal government has announced that the COVID-19 PHE will end as of May 11, 2023. **As of May 12, 2023, same-day NEMT rides to COVID-19 vaccination, testing, and treatment appointments will no longer be allowed by ForwardHealth; members will need to schedule rides to these appointments two business days in advance.**

Other NEMT Coverage Policies Remain the Same

ForwardHealth's existing coverage policies for NEMT rides remain the same, including the availability of same-day NEMT rides under certain conditions. For more information regarding NEMT policy, refer to the [Non-Emergency Medical Transportation service area](#) of the ForwardHealth Online Handbook.

For member information regarding NEMT services, refer members to the DHS [NEMT website](#).

Assisting Members During Unwinding

During routine operations, DHS asks members to provide updated information about themselves once a year and renew their participation in Medicaid if they still qualify. During the COVID-19 PHE, temporary policy was enacted so states would keep people enrolled unless they died, moved out of state, or asked to be removed from their program. The federal Consolidated Appropriations Act, 2023, passed in December 2022, ended that policy.

In April 2023, Wisconsin began a year-long process of updating information from each member and determining if they meet the rules for their current program or if they will need to transition to another kind of coverage. This is called a renewal. Members received a letter in March or April telling them when their renewal is due in the next 14 months. Then, 45 days before their due date, they will get a renewal packet with further instructions.

Note: Members should not renew until they receive their renewal packet. Under federal guidelines, DHS must keep members covered until their next renewal. Renewing early could result in members losing coverage earlier than their assigned renewal date.

The [COVID-19 Unwinding Resources for Providers](#) Portal page includes resources for providers to share with members during the renewal process. Providers are encouraged to check this page often for up-to-date information regarding the member renewal process.

COVID-19 Unwinding Resources

For more information regarding COVID-19 Unwinding, refer to the following resources:

- ForwardHealth Update [2023-14](#), “Important Information Regarding the End of the COVID-19 Public Health Emergency”
- The [COVID-19: ForwardHealth News and Resources page](#) of the ForwardHealth Portal (will include all Unwinding provider communications)
- The [COVID-19 Unwinding Resources for Providers page](#) of the Portal (provider resources for assisting members through Unwinding)