

ForwardHealth **ALERT**

Wisconsin serving you



TO

Adult Mental Health Day Treatment Providers, Advanced Practice Nurse Prescribers With Psychiatric Specialty, Ambulance Providers, Ambulatory Surgery Centers, Anesthesiologist Assistants, Audiologists, Behavioral Treatment Providers, Blood Banks, Case Management Providers, Certified Registered Nurse Anesthetists, Child/Adolescent Day Treatment Providers, Child Care Coordination Providers, Chiropractors, Community Health Centers, Community Recovery Services Providers, Community Support Programs, Comprehensive Community Service Providers, Crisis Intervention Providers, Dental Hygienists, Dentists, End-Stage Renal Disease Service Providers, Family Planning Clinics, HealthCheck Providers, HealthCheck "Other Services" Providers, Hearing Instrument Specialists, Home Health Agencies, Hospice Providers, Hospital Providers, Independent Labs, Individual Medical Supply Providers, Intensive In-Home Mental Health and Substance Abuse Treatment Services for Children Providers, Licensed Midwives, Master's-Level Psychotherapists, Medical Equipment Vendors, Narcotic Treatment Services Providers, Nurse Midwives, Nurse Practitioners, Nurses in Independent Practice, Nursing Homes, Occupational Therapists, Oral Surgeons, Opticians, Optometrists, Outpatient Mental Health Clinics, Outpatient Substance Abuse Clinics, Personal Care Agencies, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Podiatrists, Portable X-ray Providers, Prenatal Care Coordination Providers, Psychologists, Qualified Treatment Trainees, Rehabilitation Agencies, Residential Substance Use Disorder Treatment Providers, Rural Health Clinics, School-Based Services Providers, Specialized Medical Vehicle Providers, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Agencies, Speech and Hearing Clinics, Speech-Language Pathologists, Substance Abuse Counselors, Substance Abuse Day Treatment Providers, SUD Health Homes, Therapy Groups, Tribal Federally Qualified Health Centers, HMOs and Other Managed Care Programs

REGARDING

Service Interruption Affecting ForwardHealth Providers

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Optum Change Healthcare is experiencing a network service interruption. This is a nationwide event. ForwardHealth acted quickly to ensure protection of member and provider information and took down its connection to Optum Change Healthcare. Because of this, providers that use Optum Change Healthcare as their trading partner are unable to interact with ForwardHealth claims and eligibility EDI transactions through their regular systems at this time.

Once the Optum Change Healthcare issue is resolved, ForwardHealth will reestablish the connection. ForwardHealth will reimburse providers for any covered services provided to a member during this period as long as the member is confirmed eligible, and the service meets program requirements.



Providers can verify a member's enrollment through [Wisconsin's Electronic Verification System](#) by:

- Calling WiCall, Wisconsin's automated voice response system, at 800-947-3544. WiCall is available 24 hours a day, all year long.
- Logging in to the ForwardHealth Portal.
- Using services through their commercial enrollment verification vendor.
- Calling Provider Services at 800-947-9627. Note: Provider Services is experiencing high call volume at this time. In order to keep lines open to assist providers with time-sensitive questions, we appreciate providers with non-urgent inquiries waiting to call until this situation is resolved.

Some members who have prescription coverage through ForwardHealth may be experiencing difficulty at this time getting their medications at pharmacies due to service interruptions affecting Point-of-Sale transactions:

- Access for some pharmacies has been restored as of the afternoon of February 22, 2024.
- Providers may want to recommend that members call their pharmacies in advance to see if they are able to pick up their prescriptions.
- Providers discharging members from inpatient settings with prescriptions should consider sending them home with "go-home" medication during this time.