



The goal of the child care coordination (CCC) benefit is to help members and their families gain access to and coordinate a variety of important services. This benefit is being updated, and providers will need to stay up-to-date on any benefit changes affecting their work.

CCC services are available to members in Milwaukee County for children up to the age of seven and members in the city of Racine for children up to the age of two. Services include an initial assessment, care plan development, and ongoing care coordination and monitoring.

CCC provider enrollment will now require a three-step process:

1. A provider who is not already a prenatal care coordination (PNCC) provider must first enroll as a PNCC provider.
2. Once the PNCC certification is complete, the provider may enroll as a CCC provider, which is a separate provider type. This will let the provider bill for Medicaid members with fee-for-service coverage.
3. Once the CCC certification is complete, the provider may then contract with HMOs. To provide services to HMO members, CCC providers must contract separately with each HMO. This requirement applies to dates of service (DOS) on and after July 1, 2025.

Topic Category Guide

[Enrollment Criteria and Documentation Changes](#)

[Contracting With HMOs](#)

[Billing and Reimbursement](#)

[Child Care Coordination Benefit Changes](#)

[Resources and Training](#)

Enrollment Criteria and Documentation Changes

Date: 02/20/2025

Question: Where can providers find the enrollment requirements for the new CCC provider type?

Answer: Refer to Update [2025-02](#), "New Enrollment Required for Child Care Coordination Services," and the CCC Emergency Administrative Rule ([EmR2421](#)) for enrollment requirements information.

Providers can [sign up](#) for ForwardHealth's email subscription service to receive ForwardHealth Updates and other communications. Providers can select from a list of service areas to receive policy, training, and benefit information specific to those areas.

FAQs About the Child Care Coordination Benefit

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Question: What if a CCC agency is a public health department, nonprofit agency, or does not otherwise qualify to have an owner/person with an ownership or control interest?

Answer: “Owners” and “agencies” have specific definitions in ForwardHealth policy. To provide CCC services, each person with an ownership or control interest in the CCC provider organizations must meet certain requirements. CCC agencies who do not have owners will still need to meet organizational agency requirements, as well as requirements for qualified professionals and care coordinators.

Refer to Update [2025-02](#), “New Enrollment Required for Child Care Coordination Services,” for more information.

Date: 02/20/2025

Question: Can an agency still provide PNCC services?

Answer: Yes. PNCC providers can still provide PNCC services and bill through the PNCC benefit as fee-for-service providers. The enrollment and benefit changes will only affect the CCC benefit, not the PNCC benefit. Also note:

- Current PNCC providers who want to provide both PNCC and CCC services will need to enroll as CCC providers and contract with HMOs.
- Providers who only want to provide CCC services will need to enroll as PNCC providers before they can become CCC providers.

Date: 02/20/2025

Question: What if a provider is interested in providing CCC services but is not currently a prenatal care coordination provider?

Answer: Providers must be PNCC providers before they can enroll as CCC providers. Even if providers only want to participate in the CCC benefit, they still need to enroll as PNCC providers in order to get reimbursed for CCC services.

Contracting With HMOs

Date: 02/20/2025

Question: What is an HMO?

Answer: An HMO provides a comprehensive range of medical services to a group of enrollees. HMOs receive a fixed, prepaid amount per member from ForwardHealth to provide medically necessary services. More information about HMOs in Wisconsin can be found on the Wisconsin Department of Health Services (DHS) [website](#). Like most Medicaid services, CCC will be provided through HMOs after July 1, 2025.

Date: 02/20/2025

Question: Why do providers need to contract with HMOs to deliver the CCC benefit, and which HMOs would a provider need to contract with?

Answer: When a benefit is delivered through an HMO in Wisconsin, the HMO is responsible for delivery of the benefit to members enrolled in the HMO. The HMO will then contract with providers who are

FAQs About the Child Care Coordination Benefit

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delivering the service on behalf of the HMOs. Providers contracting with HMOs to deliver ForwardHealth services are billed and reimbursed through HMOs.

CCC providers will need to contract with Wisconsin HMOs operating in the city of Racine and Milwaukee County to deliver CCC services to HMO members. CCC providers will be reimbursed through HMOs. Before contracting with an HMO, CCC providers must first enroll with Medicaid.

Steps for enrolling as a CCC provider, a list of HMOs in Milwaukee and Racine and their contact information, along with additional CCC enrollment information, can be found on the [Child Care Coordination Enrollment Provider Checklist](#).

Date: 02/20/2025

Question: What if a provider is working with a member who is not enrolled in an HMO? How will that work with the requirement for CCC providers to contract with HMOs?

Answer: While this is unlikely, CCC providers do not need to contract with HMOs to provide services to members who are enrolled in fee-for-service Medicaid and who are not enrolled in an HMO. However, for any member who is in an HMO, CCC providers will need a contract with that member's HMO to deliver CCC services.

Date: 02/20/2025

Question: How can a provider start working with HMOs for contracting purposes?

Answer: HMOs have websites with information for interested providers. CCC providers will need to reach out to HMOs to initiate the contracting processes. Interested providers will need to contact the HMO's provider relations team, and that information can often be found on the HMO's website. A list of HMOs in Milwaukee and Racine and their contact information can be found on the [Child Care Coordination Enrollment Provider Checklist](#).

Date: 02/20/2025

Question: If a provider has a Memorandum of Understanding (MOU) with HMOs as a current PNCC provider, do they still need to contract with HMOs to provide CCC services?

Answer: Yes, providers participating in the PNCC benefit will need to have MOUs with HMOs to provide PNCC services, and providers participating in the CCC benefit will need to contract with HMOs to provide CCC services.

Billing and Reimbursement

Date: 02/20/2025

Question: How does billing and reimbursement work for providers that are contracting with HMOs?

Answer: For members who are enrolled in an HMO, CCC providers will need to bill claims through the HMOs that they are contracting with. CCC providers will be reimbursed for their services through HMOs, using HMO systems. Different HMOs can each have different billing processes. Technical assistance with billing and reimbursement will be done through individual HMOs.

FAQs About the Child Care Coordination Benefit

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Question: When do the billing changes for CCC take effect?

Answer: July 1, 2025, is when CCC providers will begin billing and receiving reimbursement as the new CCC provider type for claims with DOS on or after July 1, 2025. Providers who are enrolled as PNCC only will no longer be able to bill for CCC services after July 1. For DOS before July 1, 2025, CCC providers should bill CCC services through the PNCC provider type.

The [Child Care Coordination Provider Enrollment Checklist](#) provides steps providers need to take to start billing for CCC services beginning July 1, 2025.

Child Care Coordination Benefit Changes

Date: 02/20/2025

Question: Where can providers find information on the CCC benefit changes?

Answer:

Additional updated benefit changes, including updated CCC ForwardHealth Online Handbook topics, will be available in Summer 2025 via a ForwardHealth Update. Providers are encouraged to [sign up](#) to receive [Updates](#). Updates announce changes in policy and coverage, prior authorization requirements, and claim submission requirements. They communicate new initiatives from the DHS or new requirements from the federal Centers for Medicare and Medicaid Services and the Wisconsin state legislature.

Updates reflect current policy at the time of publication. Information from the Update is added to the Online Handbook after the Update is posted, unless otherwise noted.

Providers should refer to the [ForwardHealth Online Handbook](#) for current information. The Online Handbook is the source for current ForwardHealth policy and contains provider-specific information for various services and benefits.

Resources and Training

Date: 02/20/2025

Question: Where can CCC providers get the most up-to-date policy information?

Answer: The Portal contains:

- [Provider enrollment request information](#) and login pages
- [Online Handbooks](#)
- [Max fee schedules](#)
- [Trainings](#)
- [User guides](#)

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Question: Where can providers find resources to help them be compliant with ForwardHealth policy and requirements?

FAQs About the Child Care Coordination Benefit

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Answer: Providers can use resources to maintain compliance with ForwardHealth policy and requirements:

- The [child care coordination service area](#) of the Online Handbook
- CCC Emergency Administrative Rule ([EmR2421](#))
- The [Resources for Child Care Coordination Services](#) Portal page contains information on:
 - ForwardHealth Updates
 - ForwardHealth Provider Trainings
 - Child Care Coordination Webinar
 - Supplemental Materials
 - Provider Enrollment and Ongoing Responsibilities
 - Payment Integrity Review
 - Claim Submissions
- Office of Inspector General self-audit resources:
 - [Preventing Medicaid Waste: Provider Self-Audits](#)
 - [Case Management Agency Self-Audit Checklist](#)
 - [Self-audit training](#) on the Resources for Child Care Coordination Services Portal page
- Field representatives – Locate the assigned CCC field representative on the [Provider Relations Field Representatives Map](#).
- ForwardHealth Provider Services Call Center – Available Monday – Friday, 7 a.m. – 6 p.m. at 800-947-9627.

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Question: What types of resources will ForwardHealth be providing to help providers during these changes?

Answer: Providers can use resources related to the CCC changes:

- [Templates](#) to help operationalize new CCC documentation requirements
- ForwardHealth [training on enrollment](#) for the new CCC provider type
- [Enrollment checklist](#) for potential new CCC providers