

Affected Programs: BadgerCare Plus, Medicaid
To: All Providers, HMOs and Other Managed Care Programs

Change to Non-emergency Medical Transportation Services Appeals Process

ForwardHealth is changing policy included in the April 2011 *ForwardHealth Update* (2011-24), titled “New Non-emergency Medical Transportation Management System for Wisconsin Medicaid and BadgerCare Plus Members.” This change applies to the appeals process for non-emergency medical transportation members.

In the “How to Make Complaints, Grievances, and Appeals to LogistiCare section of *Update* 2011-24,” a portion of the appeals process policy is stated as follows:

If a provider or member is not satisfied with the decision by LogistiCare, members and providers will have the right to appeal a decision made by LogistiCare directly to the Wisconsin DHS. The DHS’s Medicaid transportation analyst will review the complaint or grievance information and render a decision. This decision will be final and will conclude the complaint and grievance process.

Effective immediately, the policy will be changed to the following:

If a provider or member is not satisfied with the decision by LogistiCare, members and providers will have the right to appeal any decision made by LogistiCare directly to the

Wisconsin Department of Health Services (DHS). The DHS’s Medicaid transportation analyst will review the complaint or grievance information and render a decision. Decisions not involving benefit denial will be final and will end the appeals process. A member who is denied a transportation benefit may appeal to the Wisconsin Department of Administration, Division of Hearings and Appeals, for a fair hearing. In all cases, members are strongly urged to first use the Medicaid transportation management complaint and appeal process, as established by the DHS.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

P-1250