

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers, HMOs and Other Managed Care Programs

ForwardHealth Holiday Schedule

ForwardHealth will be closed for business in recognition of certain holidays in 2011 and 2012, which will affect call center and other resources' availability. The holiday schedule is provided in this *ForwardHealth Update*.

ForwardHealth Holiday Schedule

ForwardHealth will be closed for business in recognition of certain holidays occurring in 2011 and 2012. Refer to the Attachment of this *ForwardHealth Update* for the holiday schedule.

Claim Submission and Payment

Claim Submission Deadlines

ForwardHealth will accept electronic claims at any time, including all holidays. To be included in the financial cycle, claims must have completed the claims processing cycle by 6:00 p.m. on the following days regardless of the submission method (paper or electronic):

- Mondays for Wisconsin Well Woman Program.
- Tuesdays for Wisconsin Chronic Disease Program.
- Fridays for Wisconsin Medicaid, BadgerCare Plus, and SeniorCare.

Providers who use a vendor or clearinghouse for electronic claims submission purposes should contact them for their holiday schedule.

Holiday Occurs on a Monday

If a holiday occurs on a Monday, payments to Medicaid, BadgerCare Plus, and SeniorCare providers will be delayed one day:

- The payment date will be Tuesday (rather than Monday).
- Paper checks and Remittance Advices (RAs) will be mailed no later than Wednesday (rather than no later than Tuesday).
- Electronic Funds Transfer (EFT) payments will occur on Friday (rather than Thursday).

For example, Monday, December 26, 2011, is a holiday. The payment date for the Medicaid and BadgerCare Plus financial cycle will be Tuesday, December 27, 2011. The paper checks will be mailed no later than Wednesday, December 28, 2011, and the EFT payment will occur on Friday, December 30, 2011.

Call Center Availability

Telephone lines, call centers, and other resources will not be available on the holidays listed in the Attachment. Call centers and other resources include the following:

- Electronic Data Interchange Helpdesk.
- ForwardHealth Portal Helpdesk.
- Managed Care Ombudsman Program.
- Member Services.
- Provider Services.
- Professional Relations Representatives.
- SeniorCare Member Services.
- Drug Authorization and Policy Override Center.

ForwardHealth Portal

The Portal is available Monday through Sunday, 24 hours a day, seven days a week. Services available through the Portal are prior authorization submission, claim submission, and enrollment verification. The Portal can be accessed at www.forwardhealth.wi.gov/.

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

ATTACHMENT

2011/2012 ForwardHealth Holiday Schedule

ForwardHealth Holiday Schedule for 2011 and 2012		
Date Closed for Business	Day of the Week	Holiday Observed
November 24, 2011	Thursday	Thanksgiving
December 26, 2011	Monday	Christmas-observed
January 2, 2012	Monday	New Year's Day-observed
January 16, 2012	Monday	Martin Luther King, Jr. Day
May 28, 2012	Monday	Memorial Day