

Affected Programs: Medicaid

To: All Providers, HMOs and Other Managed Care Organizations

Managed Care Organization Changes Affecting Members in Western Wisconsin

The information in this *ForwardHealth Update* applies to providers who provide services to members residing in Chippewa, Dunn, Eau Claire, Pierce, and Saint Croix counties in western Wisconsin.

Effective January 1, 2013, the Community Health Partnership managed care organization (MCO) will no longer provide Family Care and Family Care Partnership to members in five western Wisconsin counties. The Department of Health Services has contracted with a new MCO, Southwest Family Care Alliance, to provide only Family Care services to members in this area beginning January 1, 2013. The Family Care Partnership program is no longer available to people in these five counties beginning January 1, 2013.

The members affected by this change reside in Chippewa, Dunn, Eau Claire, Pierce, and Saint Croix counties and were given the choice of enrolling in Family Care through the Southwest Family Care Alliance MCO or receiving their Medicaid services on a fee-for-service basis, including through the Include, Respect, I Self-Direct (IRIS) self-directed home- and community-based services waiver. Members who did not take action by November 16, 2012, were enrolled in the Family Care program administered by Southwest Family Care Alliance; however, members may alter their enrollment choice at any time.

Family Care Partnership Not Available

Family Care Partnership, which offers a benefit package that includes Family Care services as well as primary and acute care services such as physician, hospital, and medications, will *not* be available to members residing in these counties.

Acute and primary care services for Medicaid members enrolled in Family Care are reimbursed fee-for-service. All Medicaid state plan services for people enrolled in IRIS are reimbursed fee-for-service, since IRIS provides only the home- and community-based waiver services. Providers are required to submit claims directly to Wisconsin Medicaid for reimbursement of these services.

Providers are reminded to always verify a member's enrollment on each date of service (DOS) *before* providing services, both to determine enrollment for the current date (since a member's enrollment status may change) and to discover any limitations to the member's coverage. Providers have several options to obtain enrollment information through Wisconsin's Enrollment Verification System and should refer to the ForwardHealth Online Handbook on the ForwardHealth Portal for more information.

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 AIDS/HIV Drug Assistance Program and the Wisconsin Well Woman Program are 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/.

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