

**Affected Programs:** Medicaid

**To:** All Providers, HMOs and Other Managed Care Programs

## Managed Care Organization Changes Affecting Members in Northwestern Wisconsin

The information in this *ForwardHealth Update* applies to providers who provide services to members residing in Ashland, Barron, Bayfield, Burnett, Douglas, Iron, Polk, Price, Rusk, Sawyer, and Washburn counties in northwestern Wisconsin.

Effective January 1, 2014, the NorthernBridges managed care organization (MCO) will no longer provide Family Care to members in 11 northwestern Wisconsin counties. The Department of Health Services has contracted with a new MCO, Community Care of Central Wisconsin, to provide Family Care services to members in this area beginning January 1, 2014.

The members affected by this change reside in Ashland, Barron, Bayfield, Burnett, Douglas, Iron, Polk, Price, Rusk, Sawyer, and Washburn counties and were given the choice of remaining enrolled in Family Care through the Community Care of Central Wisconsin 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 October 15, 2013, will be enrolled in the Family Care program administered by Community Care of Central Wisconsin; however, members may alter their enrollment choice at any time.

### Enrollment Verification

Providers are reminded to always verify a member's enrollment on each date of service *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 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/](http://www.forwardhealth.wi.gov/).

P-1250