

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, 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 2013 and 2014, 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 2013 and 2014. 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 (WWWP) and for Wisconsin AIDS Drug Assistance Program (ADAP).
- Tuesdays for Wisconsin Chronic Disease Program (WCDP).
- 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

When a holiday occurs on a Monday, payment dates, paper checks and paper Remittance Advices (RAs), electronic RAs (both comma-separated value [CSV] and text [TXT] formats), and Electronic Funds Transfer (EFT) payments to Medicaid, BadgerCare Plus, and SeniorCare providers will be delayed by one day.

Medicaid, BadgerCare Plus, and SeniorCare

- The payment date will be Tuesday.
- Paper checks and paper RAs will be mailed no later than Wednesday.
- Electronic RAs will be issued no later than Wednesday.
- Electronic Funds Transfer payments will occur on Friday.

ADAP, WCDP, and WWWP

When a holiday occurs on a Monday, there will be no changes or delays in payment cycles for ADAP, WCDP, and WWWP.

Holidays Occur on Tuesday and Wednesday

This year, there are two weeks where holidays occur on Tuesday and Wednesday (December 24 and 25 and December 31 and January 1). During these weeks, payment dates, paper checks and paper RAs, electronic RAs, and, in some instances, EFT payments will be delayed.

Medicaid, BadgerCare Plus, and SeniorCare

The week of December 22, 2013:

- The payment date will be Monday, December 23, 2013.
- Paper checks and paper RAs will be mailed no later than Thursday, December 26, 2013.
- Electronic RAs will be issued no later than Tuesday, December 24, 2013.
- Electronic Funds Transfer payments will occur on Thursday, December 26, 2013.

The week of December 29, 2013:

- The payment date will be Monday, December 30, 2013.
- Paper checks and paper RAs will be mailed no later than Thursday, January 2, 2014.
- Electronic RAs will be issued no later than Tuesday, December 31, 2013.
- Electronic Funds Transfer payments will occur on Thursday, January 2, 2014.

ADAP, WCDP, and WWWP

The week of December 22, 2013:

- The payment date will be Thursday, December 26, 2013.
- Paper checks and paper RAs will be mailed no later than Friday, December 27, 2013.
- Electronic RAs will be issued no later than Friday, December 27, 2013.
- Electronic Funds Transfer payments will occur on Monday, December 30, 2013.

The week of December 29, 2013:

- The payment date will be Thursday, January 2, 2014.
- Paper checks and paper RAs will be mailed no later than Friday, January 3, 2014.
- Electronic RAs will be issued no later than Friday, January 3, 2014.
- Electronic Funds Transfer payments will occur on Monday, January 6, 2014.

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 at www.forwardhealth.wi.gov/. The following services are available through the Portal:

- Claim submission.
- Member enrollment verification.
- Prior authorization submission.
- Provider enrollment applications for Medicaid and ADAP.

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/.

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ATTACHMENT

2013/2014 ForwardHealth Holiday Schedule

ForwardHealth Holiday Schedule for 2013 and 2014		
Date Closed for Business	Day of the Week	Holiday Observed
November 28, 2013	Thursday	Thanksgiving
December 24, 2013	Tuesday	Christmas Eve
December 25, 2013	Wednesday	Christmas Day
December 31, 2013	Tuesday	New Year's Eve
January 1, 2014	Wednesday	New Year's Day
January 20, 2014	Monday	Martin Luther King, Jr. Day
May 26, 2014	Monday	Memorial Day
July 4, 2014	Friday	Independence Day
September 1, 2014	Monday	Labor Day