

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

Family Care and IRIS Coming to Northeast Wisconsin

Beginning in June 2015, Family Care and IRIS (Include, Respect, I Self-Direct) will be coming to some counties in the northeast region of the state.

Beginning in June 2015, Family Care and IRIS (Include, Respect, I Self-Direct) will be coming to some counties in the northeast region of the state. Family Care and IRIS will become available in the following counties on the effective dates indicated:

- Kewaunee, June 1, 2015.
- Oconto, June 1, 2015.
- Brown, July 1, 2015.
- Door, August 1, 2015.
- Shawano, September 1, 2015.
- Marinette, October 1, 2015.
- Menominee, November 1, 2015.

Family Care and IRIS are two of Wisconsin's flexible long term care programs. The programs are voluntary and offer increased consumer choice, improved access to services, and improved quality through a focus on health and long term care outcomes.

Individuals must qualify for Wisconsin Medicaid or BadgerCare Plus in order to enroll in Family Care or IRIS.

For additional information regarding Family Care, providers can refer to the Family Care Online Handbook at www.forwardhealth.wi.gov/ or the Family Care website at www.dhs.wisconsin.gov/familycare/index.htm. To access the

Family Care Online Handbook, select Online Handbooks from the Providers quick links on the ForwardHealth Portal home page and select Family Care from the Choose a program drop-down menu. Information on IRIS is available at www.dhs.wisconsin.gov/iris/index.htm.

Providing Services

To provide Family Care services, providers are reminded that:

- They are required to be a part of a managed care organization's (MCO's) provider network.
- Services need to be authorized by the MCO before they are provided to a Family Care member.

Under IRIS, participants select their provider and the provider agrees to provide the service at the rate and cost specified on the participant's IRIS plan.

The MCOs serving Kewaunee, Oconto, Brown, Door, Shawano, Marinette, and Menominee counties are:

- Care Wisconsin, (844) 503-5073 (available 24 hours/day, seven days/week).
- Lakeland Care District, (866) 359-9438 (available 24 hours/day, seven days/week).

Currently, there is one certified IRIS Consultant Agency, TMG. They are available at (844) 864-8987. A second agency is expected to become certified in the near future.

Enrollment Verification

Family Care members and IRIS participants enrolled in BadgerCare Plus or Medicaid receive ForwardHealth identification cards. Since members can enroll in, or disenroll from, an MCO or IRIS *at any time* during the month, providers are reminded to *always* verify member enrollment before providing services. Providers may access information through WiCall (ForwardHealth's Automated Voice Response system) at (800) 947-3544, an enrollment verification vendor, or the MCO area of the ForwardHealth Portal.

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/.

P-1250