

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 2015 and 2016, 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 2015 and 2016. 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, SeniorCare, ADAP, WCDP, and WWWP providers will be delayed by one day.

Holidays Occur on Thursday and Friday

This year, there are two weeks where holidays occur on Thursday and Friday (December 24 and 25 and December 31 and January 1). During these weeks, payment dates and electronic RAs will remain the same, but, in some instances, paper checks, paper RAs and EFT payments will be delayed. See below for payment dates, as well as issuance/ mailing/transaction dates for paper checks, paper RAs, electronic RAs, and EFTs.

Medicaid, BadgerCare Plus, and SeniorCare

The week of December 21, 2015:

- The payment date will be Monday, December 21, 2015.
- Paper checks and paper RAs will be mailed no later than Tuesday, December 22, 2015.
- Electronic RAs will be issued no later than Tuesday, December 22, 2015.
- Electronic Funds Transfer payments will occur on Thursday, December 24, 2015.

The week of December 28, 2015:

- The payment date will be Monday, December 28, 2015.
- Paper checks and paper RAs will be mailed no later than Tuesday, December 29, 2015.
- Electronic RAs will be issued no later than Tuesday, December 29, 2015.
- Electronic Funds Transfer payments will occur on Thursday, December 31, 2015.

ADAP

The week of December 21, 2015:

- The payment date will be Wednesday, December 23, 2015.
- Paper checks and paper RAs will be mailed no later than Wednesday, December 23, 2015.
- Electronic RAs will be issued no later than Tuesday, December 22, 2015.
- Electronic Funds Transfer payments will occur on Monday, December 28, 2015.

The week of December 28, 2015:

- The payment date will be Wednesday, December 30, 2015.
- Paper checks and paper RAs will be mailed no later than Wednesday, December 30, 2015.
- Electronic RAs will be issued no later than Tuesday, December 29, 2015.
- Electronic Funds Transfer payments will occur on Monday, January 4, 2016.

WWWP and WCDP

The week of December 21, 2015:

- The payment date will be Thursday, December 24, 2015.
- Paper checks and paper RAs will be mailed no later than Thursday, December 24, 2015.
- Electronic RAs will be issued no later than Wednesday, December 23, 2015.
- Electronic Funds Transfer payments will occur on Monday, December 28, 2015.

The week of December 28, 2015:

- The payment date will be Thursday, December 31, 2015.
- Paper checks and paper RAs will be mailed no later than Thursday, December 31, 2015.
- Electronic RAs will be issued no later than Wednesday, December 30, 2015.
- Electronic Funds Transfer payments will occur on Monday, January 4, 2016.

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 website at www.forwardhealth.wi.gov/.

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ATTACHMENT

2015/2016 ForwardHealth Holiday Schedule

ForwardHealth Holiday Schedule for 2015 and 2016		
Date Closed for Business	Day of the Week	Holiday Observed
November 26, 2015	Thursday	Thanksgiving
December 24, 2015	Thursday	Christmas Eve
December 25, 2015	Friday	Christmas Day
December 31, 2015	Thursday	New Year's Eve
January 1, 2016	Friday	New Year's Day
January 18, 2016	Monday	Martin Luther King, Jr. Day
May 30, 2016	Monday	Memorial Day
July 4, 2016	Monday	Independence Day
September 5, 2016	Monday	Labor Day