

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

Eligibility Information Immediately Available in interChange for Real-Time Eligibility Determinations

ForwardHealth has implemented real-time access to eligibility information in interChange for applicants who receive a real-time eligibility determination for BadgerCare Plus and/or Family Planning Only Services. Revised temporary identification cards for BadgerCare Plus and Family Planning Only Services will be available beginning September 24, 2016, to reflect this change.

Enhancement to Real-Time Eligibility Determination Process

ForwardHealth is able to complete real-time eligibility determinations for BadgerCare Plus and/or Family Planning Only Services applicants who meet pre-screening criteria and whose reported information can be verified in real time when they apply in ACCESS Apply for Benefits at access.wi.gov/. Once an applicant is determined eligible through the real-time eligibility process, he or she is considered eligible for BadgerCare Plus and/or Family Planning Only Services and will be enrolled for 12 months, unless changes affecting eligibility occur before the 12-month period ends.

As an enhancement to the real-time eligibility process, ForwardHealth has implemented a web service that will transmit eligibility information to interChange in real time when a person applying for BadgerCare Plus and/or Family Planning Only Services in ACCESS receives a real-time eligibility determination. As a result, eligibility information

will be available immediately through the ForwardHealth Portal for almost all applicants who receive a real-time eligibility determination for BadgerCare Plus and/or Family Planning Only Services.

Temporary Identification Cards

For applicants who receive a real-time eligibility determination, a PDF titled “Your Health Care Results” will be created in ACCESS. This PDF will include eligibility information for each applicant. For applicants who are eligible in the current month or the next month, the PDF will include a temporary identification (ID) card for BadgerCare Plus and/or Family Planning Only Services.

A revised temporary ID card will be available beginning September 24, 2016, to reflect the real-time availability of eligibility information. The temporary ID card will be valid for the dates listed on the card and will allow the member to receive immediate health care or pharmacy services. A temporary ID card is considered a valid ForwardHealth ID card for the timeframe listed on the card. Refer to Attachments 1 and 2 of this *ForwardHealth Update* for sample temporary ID cards.

Note: Members who were previously enrolled in BadgerCare Plus, Medicaid, or Family Planning Only Services will not automatically receive a new permanent ForwardHealth ID card. If a member still has his or her ForwardHealth ID card,

the member should use that card. If a member does not still have his or her ForwardHealth ID card, the member should request a new card through his or her MyACCESS account or by calling Member Services at 800-362-3002.

Eligibility Verification

When a member is determined eligible for BadgerCare Plus and/or Family Planning Only Services through the real-time eligibility process, providers will be able to see the member's eligibility information in Wisconsin's Enrollment Verification System (EVS) in real time. Providers should verify eligibility through EVS prior to providing services. On rare occasions, it may take up to 48 hours for eligibility information to be available through interChange. In such instances, if a member presents a valid temporary ID card, **the provider is still required to provide services**, even if eligibility cannot be verified through EVS.

Good Faith Claims

If a member's eligibility cannot be verified through EVS, but the member presents a valid temporary ID card, the provider should make a photocopy of the member's temporary ID card and wait up to one week to submit a claim to ForwardHealth. If the claim is denied with an enrollment-related explanation of benefits code, the provider should contact Provider Services at 800-947-9627 for assistance. A good faith claim may be submitted when a claim is denied due to a discrepancy between the member's enrollment information in the claims processing system and the member's actual enrollment.

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 1

Sample Temporary Identification Card for BadgerCare Plus


The following is a sample temporary identification card for BadgerCare Plus that members are issued when their application is successfully processed and their benefits are confirmed through the real-time eligibility process.

<p>To the Provider</p> <p>The individual listed on this card has been enrolled in BadgerCare Plus. This card entitles the listed individual to receive health care services, including pharmacy services, through BadgerCare Plus from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at www.forwardhealth.wi.gov.</p> <p>NOTE:</p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: center;">  <p>WISCONSIN DEPARTMENT OF HEALTH SERVICES</p> <p>TEMPORARY IDENTIFICATION CARD FOR BADGERCARE PLUS</p> </div> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Name:</td> <td style="width: 33%;">Program</td> <td style="width: 33%;">ID Number</td> </tr> <tr> <td>IM A MEMBER</td> <td>BadgerCare Plus</td> <td>0987654321</td> </tr> <tr> <td colspan="3">DOB: 09/01/1984</td> </tr> </table> <p>This card is valid from October 01, 2016 to November 30, 2016.</p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p>	Name:	Program	ID Number	IM A MEMBER	BadgerCare Plus	0987654321	DOB: 09/01/1984		
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ATTACHMENT 2

Sample Temporary Identification Card for Family Planning Only Services

The following is a sample temporary identification card for Family Planning Only Services that members are issued when their application is successfully processed and their benefits are confirmed through the real-time eligibility process.

<p>To the Provider</p> <p>The individual listed on this card has been enrolled in Family Planning Only Services. This card entitles the listed individual to receive health care services, including pharmacy services, through Family Planning Only Services from any Medicaid-enrolled provider. For additional information, call Provider Services at 800-947-9627 or refer to the ForwardHealth Online Handbook at www.forwardhealth.wi.gov.</p> <p>NOTE:</p> <p>It is important to provide services when this card is presented. Providers who render services based on the enrollment dates on this card will receive payment for those services, as long as other reimbursement requirements are met. All policies regarding covered services apply for this individual, including the prohibition against billing members. If "Pending Assignment" is indicated after the name on this card, the member identification (ID) number will be assigned within one business day; the card is still valid. Refer to the ForwardHealth Online Handbook for further information regarding this temporary ID card. Providers are encouraged to keep a photocopy of this card.</p>	<div style="text-align: center;">  <p>WISCONSIN DEPARTMENT OF HEALTH SERVICES</p> <p>TEMPORARY IDENTIFICATION CARD FOR FAMILY PLANNING ONLY SERVICES</p> </div> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Name:</td> <td style="width: 33%;">Program</td> <td style="width: 33%;">ID Number</td> </tr> <tr> <td>IM A MEMBER DOB: 09/01/1984</td> <td>Family Planning Only Services</td> <td>0987654321</td> </tr> </table> <p>This card is valid from October 01, 2016 to November 30, 2016.</p> <p>This individual's eligibility should be available through the ForwardHealth Portal. Eligibility should always be verified through the ForwardHealth Portal prior to services being provided.</p>	Name:	Program	ID Number	IM A MEMBER DOB: 09/01/1984	Family Planning Only Services	0987654321
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