

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 2016 and 2017, which will affect the availability of call centers and other resources. 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 2016 and 2017. 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.

Holiday Occurs on Tuesday

When a holiday occurs on a Tuesday, payment dates, paper checks and paper RAs, and electronic RAs (both CSV and TXT formats) to ADAP and WWWP providers will be delayed one day. Electronic Funds Transfer payments to ADAP and WWWP providers will not be delayed. There will be no delays for Medicaid, BadgerCare Plus, SeniorCare, and WCDP.

Holiday Occurs on Thursday

When a holiday occurs on a Thursday, EFT payments to Wisconsin Medicaid, BadgerCare Plus, and SeniorCare providers will be delayed by one day. There will be no delays for ADAP, WCDP, and WWWP.

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 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/.

P-1250

ATTACHMENT

2016/2017 ForwardHealth Holiday Schedule

ForwardHealth Holiday Schedule for 2016 and 2017		
Date Closed for Business	Day of the Week	Holiday Observed
November 24, 2016	Thursday	Thanksgiving
December 26, 2016	Monday	Christmas Day (observed)
January 2, 2017	Monday	New Year's Day (observed)
January 16, 2017	Monday	Martin Luther King, Jr. Day
May 29, 2017	Monday	Memorial Day
July 4, 2017	Tuesday	Independence Day
September 4, 2017	Monday	Labor Day