

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

Reminders for Providers Rendering Services in Rock County for Family Care or IRIS

On July 1, 2016, Family Care and IRIS (Include, Respect, I Self-Direct) were implemented in Rock County. This *ForwardHealth Update* includes reminders for providers in Rock County who render services to members or participants of these programs.

As part of an ongoing statewide expansion, Family Care and IRIS (Include, Respect, I Self-Direct) were implemented in Rock County on July 1, 2016. Family Care and IRIS, two of Wisconsin's flexible long-term care programs, offer increased consumer choice, improved access to services, and improved quality through a focus on health and long-term care outcomes. To enroll in Family Care or IRIS, a person must be eligible for Wisconsin Medicaid and also must be determined functionally eligible for long-term care services.

Rendering Services for Family Care

In order to render Family Care services, providers are required to:

- Be a part of a managed care organization's (MCO's) provider network.
- Ensure that services are authorized by the MCO before they are rendered to a Family Care member.

The following are the MCOs serving Rock County:

- Community Care Connections of Wisconsin, which can be reached 24 hours a day, seven days a week at 877-622-6700. (*Note:* Effective January 1, 2017, Community Care Connections of Wisconsin will merge with two other MCOs and become Community Link,

Inc. The availability and telephone number will remain the same.)

- My Choice Family Care, which can be reached 24 hours a day, seven days a week at 877-489-3814

Rendering Services for IRIS

Under IRIS, participants select a provider, and the provider agrees to render services at the rate specified on the participant's IRIS plan.

The following are the certified IRIS consultant agencies serving Rock County:

- TMG, which can be reached by calling 844-864-8987 or emailing IRISinfo@tmgwisconsin.com
- First Person Care Consultants, which can be reached by calling 414-336-2448 or emailing info@firstpersoncare.com

IRIS Consultant Agencies

IRIS consultant agencies provide flexible and specialized support that is responsive to a participant's needs and preferences for long-term care services. The IRIS consultant agencies' roles and responsibilities focus on supporting the participant in self-direction, which include enrollment, service planning, and continued eligibility.

The IRIS Consultant Agency (ICA) Certification Criteria, P-00826 (06/2015), for entities interested in becoming an ICA is being updated.

Verifying Member or Participant Enrollment

Family Care members and IRIS participants who are also enrolled in BadgerCare Plus or Wisconsin Medicaid are issued a ForwardHealth ID card. Even if a member or participant presents a ForwardHealth ID card, providers should **always** verify the person's enrollment prior to rendering services since a person can enroll in, or disenroll from, a Family Care MCO or IRIS **at any time**. Providers can verify enrollment through any of the following:

- WiCall (ForwardHealth's Automated Voice Response system), at 800-947-3544
- An enrollment verification vendor
- The secure MCO area of the ForwardHealth Portal (Refer to the Enrollment Verification User Guide on the Portal User Guides page of the Portal at www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage for more information on verifying enrollment through the Portal.)

Additional Information

For additional information regarding Family Care, providers can refer to the Family Care program area of the Online Handbook at www.forwardhealth.wi.gov/ or to the Wisconsin Department of Health Services (DHS) website at www.dhs.wisconsin.gov/familycare/index.htm.

For additional information regarding IRIS, providers can refer to the DHS website at www.dhs.wisconsin.gov/iris/index.htm.

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