

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

## Family Care and IRIS Expansion

Effective July 1, 2017, Family Care and IRIS (Include, Respect, I Self-Direct) will begin offering services in five additional counties in Wisconsin. This *ForwardHealth Update* details the expanded counties and includes information regarding the provision of Family Care and IRIS services.

### Additional Counties Offering Family Care and IRIS Services

As part of an ongoing statewide expansion, Family Care and IRIS (Include, Respect, I Self-Direct) will be implemented in five additional Wisconsin counties. Effective July 1, 2017, Family Care and IRIS services will be available in the following counties:

- Florence
- Forest
- Oneida
- Taylor
- Vilas

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 care 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 Family Care Services

In order to render Family Care services, providers must meet the following requirements:

- 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.

### Certified Family Care MCOs

The following MCOs will offer services in Florence, Forest, Oneida and Vilas counties:

- Community Link, Inc. can be reached 24 hours a day, seven days a week at 877-622-6700.
- Lakeland Care, Inc. can be reached 24 hours a day, seven days a week at 866-359-9438.

The following MCOs will offer services in Taylor County:

- Care Wisconsin can be reached 24 hours a day, seven days a week at 800-963-0035.
- Community Link, Inc. can be reached 24 hours a day, seven days a week at 877-622-6700.

### Rendering IRIS Services

In order to render IRIS services, providers must meet the following requirements:

- Meet the provider qualifications prescribed in the IRIS 1915(c) Home and Community Based Services waiver as outlined in the IRIS Service Definition Manual, P-00708B (03/2017), available on the Wisconsin

Department of Health Services (DHS) website at [www.dhs.wisconsin.gov/publications/p00708b.pdf](http://www.dhs.wisconsin.gov/publications/p00708b.pdf).

- Be selected by the participant to provide services.
- Agree to render the services at the quantity and price negotiated with the participant.
- Complete and submit the Medicaid provider agreement and other provider paperwork to the participant's fiscal employer agent.
- Ensure that services are authorized by the IRIS consultant before they are rendered to an IRIS participant.

### **Certified 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.

For information regarding certification as an IRIS consultant agency, refer to the IRIS Consultant Agency (ICA) Provider Certification Criteria document, P-00826 (03/2017), available on the DHS website at [www.dhs.wisconsin.gov/publications/p0/p00826.pdf](http://www.dhs.wisconsin.gov/publications/p0/p00826.pdf).

The following certified IRIS consultant agencies will offer services in Florence, Forest, Oneida, and Vilas counties:

- Midstate Independent Living Consultants, Inc. (MILC) can be reached at 800-382-8484 or by email at [milc@milc-inc.org](mailto:milc@milc-inc.org).
- TMG can be reached at 844-864-8987 or by email at [IRISinfo@tmgwisconsin.com](mailto:IRISinfo@tmgwisconsin.com).

Certified IRIS consultant agency, TMG, will offer services in Taylor County and can be reached at 844-864-8987 or by email at [IRISinfo@tmgwisconsin.com](mailto:IRISinfo@tmgwisconsin.com).

### **Verifying Member or Participant Enrollment**

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 member enrollment in a Family Care MCO through any of the following methods:

- WiCall (ForwardHealth's Automated Voice Response system) at 800-947-3544
- An enrollment verification vendor
- The secure MCO area of the ForwardHealth Portal (For more information regarding enrollment verification on the Portal, refer to the Enrollment Verification User Guide available on the Portal at [www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage](http://www.forwardhealth.wi.gov/WIPortal/content/Provider/userguides/userguides.htm.spage).)

Providers can verify participant enrollment in IRIS by contacting the assigned IRIS consultant agency.

### **Additional Information**

For additional information regarding Family Care, refer to the Family Care program area of the Online Handbook at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/) or to the DHS website at [www.dhs.wisconsin.gov/familycare/index.htm](http://www.dhs.wisconsin.gov/familycare/index.htm).

For additional information regarding IRIS, refer to the DHS website at [www.dhs.wisconsin.gov/iris/index.htm](http://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 Medicaid Services, the 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, DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

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