

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

Family Care, Partnership, and IRIS Expand in Dane County

Beginning February 1, 2018, the Family Care and IRIS (Include, Respect, I Self-Direct) programs will start in Dane County, as part of an ongoing statewide expansion. In addition, the Family Care Partnership (Partnership) Program — currently available in Dane County — is expanding to offer services to people with intellectual/developmental disabilities. Beginning February 1, 2018, members will transition to Family Care and IRIS programs on a rolling schedule based on state guidelines. This *ForwardHealth Update* details the Dane County expansion and includes information regarding the provision of Family Care, Partnership, and IRIS services.

Family Care, Partnership, and IRIS, three of Wisconsin's flexible long-term care programs, offer participants 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, Partnership, or IRIS, a person must be eligible for Wisconsin Medicaid and also must be determined functionally eligible for long-term care services.

Note: Eligible individuals may continue to enroll in the Partnership Program as they did before. The program offers all the benefits of Family Care, while also providing acute and primary services. There is no change to the process providers already follow in the Partnership Program.

Rendering Family Care or Partnership Services

In order to render Family Care or Partnership 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 or Partnership member.

Certified Family Care MCOs

The following MCOs will offer services in Dane County:

- Care Wisconsin can be reached 24 hours a day, seven days a week at 800-963-0035.
- My Choice Family Care can be reached 24 hours a day, seven days a week at 877-489-3814.

Certified Partnership MCOs

The following MCOs will offer services in Dane County:

- Care Wisconsin can be reached 24 hours a day, seven days a week at 800-963-0035.
- iCare can be reached 24 hours a day, seven days a week at 800-777-4376.

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 (11/2017), available on the Wisconsin Department of Health Services (DHS) website at 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 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 an IRIS consultant to the IRIS program participant. The IRIS consultant role and responsibility focuses on supporting the participant in self-direction, which includes enrollment, service planning, monitoring health and safety, and continued eligibility.

The following certified IRIS consultant agencies will offer services in Dane County:

- Connections can be reached at 844-520-1712 or by email at connections@lswis.org.
- First Person Care Consultants can be reached at 414-336-2448 or by email at info@firstpersoncare.com.
- Progressive Community Services Inc. can be reached at 608-848-8305 or by email at information@pcsdane.org.
- TMG can be reached at 844-864-8987 or by email at 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 Family Care, Partnership, or IRIS **at any time**.

Providers can verify member enrollment in Family Care and Partnership 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.)

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

Additional Information

For information regarding Family Care and the Partnership Program, refer to the Family Care program area of the Online Handbook at www.forwardhealth.wi.gov/ or to the DHS website at 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.

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/.

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