

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

Family Care and IRIS Expand in Adams County

Beginning July 1, 2018, the Family Care and IRIS (Include, Respect, I Self-Direct) programs will start in Adams County, concluding statewide expansion of Family Care and IRIS. On July 1, 2018, participants in the Community Options Program Waiver (COP-W) and Community Integration Program (CIP) in Adams County will transition to Family Care or IRIS programs on a schedule based on state guidelines. This *ForwardHealth Update* details the Adams County expansion and includes information about the provision of Family Care and IRIS services.

Family Care and IRIS, two of Wisconsin's flexible long-term care programs, offer participants access to long-term care services. To enroll in Family Care or IRIS, a person must be eligible for Wisconsin Medicaid and 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) provider network or an Indian Health Care Provider.
- Ensure 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 Adams County:

- Care Wisconsin can be reached 24 hours a day, seven days a week at 800-963-0035.
- Inclusa 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 (04/2018), 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 waiver 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 an IRIS consultant to the IRIS program participant. The IRIS consultant role and responsibility focuses on supporting the participant's self-direction, which includes enrollment, service planning, monitoring health and safety, and continued eligibility.

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

- Advocates4U can be reached at 877-739-2203 or by email at info@irisadvocates4u.org.

- 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.
- 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 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/WTPortal/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, refer to the Family Care program area of the Online Handbook at www.forwardhealth.wi.gov/ or 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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