

**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 occurring in 2018 and 2019. 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.

#### ***Holidays Occur on Monday and Tuesday***

This year, there are two weeks where holidays occur on Monday and Tuesday (December 24 and 25 and December 31 and January 1). During these weeks, payment dates, paper checks and paper RAs, electronic RAs, and, in some instances, EFT payments will be delayed.

#### ***Medicaid, BadgerCare Plus, and SeniorCare***

The week of December 24, 2018:

- The payment date will be Wednesday, December 26, 2018.
- Paper checks and paper RAs will be mailed no later than Thursday, December 27, 2018.
- Electronic RAs will be issued no later than Wednesday, December 26, 2018.
- EFT payments will occur on Friday, December 28, 2018.

The week of December 31, 2018:

- The payment date will be Wednesday, January 2, 2019.
- Paper checks and paper RAs will be mailed no later than Thursday, January 3, 2019.
- Electronic RAs will be issued no later than Wednesday, January 2, 2019.
- EFT payments will occur on Friday, January 4, 2019.

### *ADAP and WWWP*

The week of December 24, 2018, paper checks, paper RAs, and electronic RAs (both CSV and TXT formats) will be delayed by one day. There will be no delay for EFT payments.

The week of December 31, 2018, paper checks, paper RAs, and electronic RAs (both CSV and TXT formats) will be delayed by one day. There will be no delay for EFT payments.

### *WCDP*

During the weeks of December 24, 2018, and December 31, 2018, there will be no delays for WCDP.

### **Holiday Occurs on a 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/](http://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 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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# ATTACHMENT

## 2018/2019 ForwardHealth Holiday Schedule

<b>ForwardHealth Holiday Schedule for 2018 and 2019</b>		
<b>Date Closed for Business</b>	<b>Day of the Week</b>	<b>Holiday Observed</b>
November 22, 2018	Thursday	Thanksgiving
December 24, 2018	Monday	Christmas Eve
December 25, 2018	Tuesday	Christmas Day
December 31, 2018	Monday	New Year's Eve
January 1, 2019	Tuesday	New Year's Day
January 21, 2019	Monday	Martin Luther King, Jr. Day
May 27, 2019	Monday	Memorial Day
July 4, 2019	Thursday	Independence Day
September 2, 2019	Monday	Labor Day