

ForwardHealth **UPDATE**

Wisconsin serving you

Your First Source of ForwardHealth Policy and Program Information



FORWARDHEALTH HOLIDAY SCHEDULE

ForwardHealth will be closed for business on certain holidays in 2025 and 2026. Refer to the table in this ForwardHealth Update for the holiday schedule.

Claim Submission and Payment

Claim Submission Deadlines

ForwardHealth accepts electronic claims at any time, even on holidays. However, claims must go through the entire claims processing cycle by 6 p.m. on these days regardless of whether the provider submits the claim on paper or electronically:

- Mondays for Wisconsin Well Woman Program (WWWP) and Wisconsin HIV Drug Assistance Program (HDAP)
- Tuesdays for Wisconsin Chronic Disease Program (WCDP)
- Fridays for Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Children's Long-Term Support Program (CLTS)

Providers who use a vendor or clearinghouse to submit claims electronically should contact them for their holiday schedule.

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin HIV Drug Assistance Program, Wisconsin Well Woman Program

TO

All Providers, HMOs and Other Managed Care Programs

QUICK LINKS

[ForwardHealth Portal](#)

DATE FORWARDHEALTH IS CLOSED FOR BUSINESS	DAY OF THE WEEK	HOLIDAY OBSERVED
November 27, 2025	Thursday	Thanksgiving Day
December 24, 2025	Wednesday	Christmas Eve
December 25, 2025	Thursday	Christmas Day
December 31, 2025	Wednesday	New Year's Eve
January 1, 2026	Thursday	New Year's Day
January 19, 2026	Monday	Martin Luther King Jr. Day
May 25, 2026	Monday	Memorial Day
September 7, 2026	Monday	Labor Day

Holiday Occurs on a Monday

When a holiday occurs on a Monday, payment dates, paper checks, paper and electronic Remittance Advices (RAs) (both comma-separated value and text formats), and electronic funds transfer (EFT) payments to Medicaid, BadgerCare Plus, SeniorCare, CLTS, HDAP, WCDP, and WWWP providers will be delayed by one day.

Holiday Occurs on a Wednesday

When a holiday occurs on a Wednesday, WCDP payment dates, paper checks, and paper and electronic RAs will be delayed by one day.

Holiday Occurs on a Thursday

When a holiday occurs on a Thursday, EFT payments to Medicaid, BadgerCare Plus, SeniorCare, and CLTS providers will be delayed by one day. There will be no delays for HDAP, WCDP, and WWWP.

Holiday Occurs on a Friday

When a holiday occurs on a Friday, there will be no delays to claims processing. However, EFT payments for HMO and managed care organization capitations and IRIS (Include, Respect, I Self-Direct) monthly rate of service payments will be delayed until the following Monday.

Call Center Availability

Phone lines, call centers, and other resources will not be available on the observed holidays listed in the table in this Update. Call centers and other resources include:

- Electronic Data Interchange Help Desk

- ForwardHealth Portal Help Desk
- Managed Care Ombudsman Program
- Member Services
- Provider Services
- Professional Relations Representatives
- SeniorCare Member Services
- Drug Authorization and Policy Override Center

Bank and Market Holidays

Banks or markets may be closed on certain federally recognized holidays, which may cause a one-day delay in the settlement of EFTs. However, ForwardHealth phone lines, call centers, and other resources will be available on these federal holidays:

- Veterans Day (observed on Tuesday, November 11, 2025)
- President's Day (Monday, February 16, 2026)
- Good Friday (Friday, April 3, 2026)
- Juneteenth National Independence Day (Friday, June 19, 2026)
- Indigenous People's Day (Monday, October 12, 2026)

ForwardHealth Portal

The [ForwardHealth Portal](#) (the Portal) is available 24 hours a day, seven days a week. The following services are available through the Portal:

- Claim submission
- Member enrollment verification
- Prior authorization submission
- Provider enrollment applications for Wisconsin Medicaid and HDAP

IN THE KNOW

Stay current by [signing up](#) for ForwardHealth's email subscription service. Select from a list of service areas to receive policy, training, and benefit information specific to those areas.

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 within the Wisconsin Department of Health Services (DHS). The Wisconsin HIV Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at www.forwardhealth.wi.gov/.