

To:
All providers

New Forward ID Card Implementation Delayed

Implementation of the new Forward recipient ID cards has been delayed. Providers will be informed of new pilot and statewide implementation dates in an upcoming publication.

Implementation of new Forward ID cards has been delayed. The new Forward cards will *not* be distributed for use beginning in late March 1999. Recipients will continue to receive monthly paper ID cards until Forward ID cards are implemented.

The Department of Health and Family Services is delaying implementation of the new Forward ID cards to coincide with the new time frame for the pharmacy Point of Sale (POS) pilot. This will ensure all providers have the ability to verify eligibility information. The POS pilot was delayed as a result of problems discovered during testing of the POS system's interface with the Medicaid Management Information System. Additional time is required for the Medicaid fiscal agent to correct these problems and complete testing of the POS system.

Implementation of the new Forward ID cards in Columbia, Dane, Dodge, Green, Iowa, Jefferson, Lafayette, Rock, Sauk, and Walworth counties will be rescheduled to begin later this year. Wisconsin Medicaid will notify providers very soon of the new start date. Statewide implementation will be scheduled once the pilot program is successful.

Until Forward ID card implementation, providers should continue to review the recipient's paper ID cards and may continue to verify eligibility with the existing Eligibility Verification System (EVS) methods:

- Provider Services.
- Automated Voice Response (AVR) System.
- Direct Information Access Line with Updates for Providers (Dial-Up).
- Eligibility verification services from a commercial eligibility verification vendor.

This will ensure that you have the most up-to-date eligibility information.

Wisconsin Medicaid's AVR System and Provider Services enhancements are still scheduled to be implemented at the end of March 1999. Please refer to the March 1999 all-provider *Medicaid Update* (POH 1643) for more information on these enhancements.

The Wisconsin Medicaid Update is the first source for provider information including Medicaid policy and billing information.

Wisconsin Medicaid is administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, PO Box 309, Madison, WI 53701-0309.

For provider questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our web site at: www.dhfs.state.wi.us/medicaid.