

# ForwardHealth **UPDATE**

Wisconsin serving you

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## **ALL BADGERCARE PLUS AND WISCONSIN MEDICAID COPAYS TEMPORARILY SUSPENDED EFFECTIVE FOR DATES OF SERVICE BEGINNING ON JANUARY 1, 2020, THROUGH JUNE 30, 2020**

In order for Wisconsin Medicaid to comply with federal cost share rules, the Centers for Medicare & Medicaid Services has approved the temporary suspension of all copays for services provided to BadgerCare Plus and Medicaid members, effective for dates of service beginning on January 1, 2020, through June 30, 2020. While copays are temporarily suspended, Wisconsin Medicaid will not deduct copays from provider claim reimbursement.

More information about the federal cost share rule and when copays will resume will be communicated in a future ForwardHealth Update.

Note: This copay suspension does **not** apply to SeniorCare, Wisconsin AIDS Drug Assistance Program, or Wisconsin Chronic Disease Program.

### **AFFECTED PROGRAMS**

BadgerCare Plus, Medicaid

### **TO**

All Providers, HMOs and Other Managed Care Programs

### **QUICK LINKS**

[ForwardHealth Online Handbook](#)

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The information provided in this ForwardHealth Update is published in accordance with 42 C.F.R. Parts 431, 435, 436, 438, 440, 447, and 457.

Providers should continue collecting copays from members enrolled in these programs.

### Providers May Not Collect Member Copays

During the temporary suspension of copays for dates of service beginning on January 1, 2020, through June 30, 2020, providers will be prohibited from collecting copays from BadgerCare Plus and Medicaid members. Providers who collect copays from members for dates of service during the temporary suspension must refund them to the members.

**“ During the temporary suspension of copays for dates of service beginning on January 1, 2020, through June 30, 2020, providers will be prohibited from collecting copays from BadgerCare Plus and Medicaid members.**

### Additional Information

Members will also receive a Member Update in the mail regarding the copay suspension. Refer to the Attachment of this ForwardHealth Update for a copy of the Member Update.

Member questions should be directed to Member Services at 800-362-3002. Provider questions should be directed to Provider Services at 800-947-9627.

## CONTACT INFORMATION

Provider Services,  
800-947-9627

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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 AIDS 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/](http://www.forwardhealth.wi.gov/).

# ATTACHMENT

## Member ForwardHealth Update

### Copays for BadgerCare Plus and Medicaid Services Will Temporarily Stop

Do you normally pay \$1–\$3 at the pharmacy or for health care visits? This payment is called a **copay**.

We will be making some changes to the copay system from January 1, 2020, to June 30, 2020. During that time, you will not have to pay copays for any health care services.

### Bring this Update to the pharmacy, your clinic, or the hospital

Your health care providers may not collect any copays from you for services from January 1, 2020, to June 30, 2020. Bring this letter to your doctor's office and pharmacy to confirm you do not have to pay copays during this time.

Any services you get before January 1, 2020, may still have copays. For example, if you refill your pharmacy prescriptions before January 1, 2020, but pick it up after January 1, you may still have a copay.

Some clinics never collect copays from Medicaid and BadgerCare Plus members. If that is the case for you, this change will not affect you.

### Additional Information

If you have questions about this change, please contact Member Services at 800-362-3002.

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