



Scott Walker
Governor

Kitty Rhoades
Secretary

State of Wisconsin
Department of Health Services

SENIORCARE
CUSTOMER SERVICE
P.O. BOX 6710
MADISON WI 53716-0710

Telephone: 800-657-2038
TTY: 711 or 800-947-3529
dhs.wisconsin.gov/seniorcare

April 7, 2014

Dear SeniorCare Member:

On July 15, 2013, the Wisconsin Department of Health Services implemented a new policy that may affect SeniorCare members. The new policy was a result of the Affordable Care Act, which the federal government signed into law in 2010.

In order for a prescription to be covered by SeniorCare, the prescription must be written by a doctor enrolled with Wisconsin Medicaid. This new policy applies even if the prescription is written by a doctor outside Wisconsin. Most doctors in Wisconsin are enrolled with Wisconsin Medicaid, but if you receive a prescription from a doctor who is not enrolled with Wisconsin Medicaid, your pharmacy may not be able to fill the prescription.

If you are unable to get a prescription filled because your doctor was not enrolled with Wisconsin Medicaid, you can do one of the following things:

- Ask your doctor to enroll with Wisconsin Medicaid. You can give the note that is attached to this letter to your doctor to explain how he or she can enroll with Wisconsin Medicaid. The attached note also suggests other ways that your doctor can help you with your prescription.

Your doctor can also call Wisconsin Medicaid Provider Services at 1-800-947-9627 for more information.

- Ask your doctor to refer you to another doctor who is enrolled with Wisconsin Medicaid.
- Call the SeniorCare Customer Service Hotline at 1-800-657-2038 for suggestions on how to find a doctor who is enrolled with Wisconsin Medicaid.

If you have questions about the information in this letter or about your prescription coverage with SeniorCare, you may also call the SeniorCare Customer Service Hotline.

Sincerely,

SeniorCare

Attachment

F-00985 (04/14)

Note for Physicians: Writing Prescriptions for Wisconsin SeniorCare Members

What is SeniorCare?

SeniorCare is a prescription drug assistance program for Wisconsin residents who are 65 years of age or older and who meet the eligibility criteria.

SeniorCare Prescriptions Must Be Written by Physicians Enrolled in Wisconsin Medicaid

As a result of the Affordable Care Act, Wisconsin Medicaid requires all physicians who write prescriptions for Wisconsin SeniorCare members to be enrolled in Wisconsin Medicaid. SeniorCare does not reimburse pharmacies for prescriptions written by physicians who are not enrolled in Wisconsin Medicaid, and pharmacies may not be able to fill these prescriptions.

How to Assist SeniorCare Members if You Are Not Enrolled in Wisconsin Medicaid

If a SeniorCare member requires a prescription and you are not enrolled in Wisconsin Medicaid, you may take one of the following actions to assist the member:

- **Apply for limited Wisconsin Medicaid enrollment** as a prescribing/referring/ordering provider. The limited enrollment option requires less information and may be appropriate if you do not wish to routinely render or be reimbursed for services provided to Wisconsin Medicaid or SeniorCare members.

To access the online prescribing/referring/ordering enrollment application, follow these steps:

1. Access the ForwardHealth Portal at www.forwardhealth.wi.gov/.
2. Select the Become a Provider link on the left side of the Portal home page. The Provider Enrollment Information home page will be displayed.
3. On the upper left side of the Provider Enrollment Information home page, select the Start or Continue Your Enrollment Application link.
4. In the To Start a New Prescribing/Referring/Ordering Enrollment box, select the Medicaid Prescribing/Referring/Ordering Provider Enrollment link.

The effective date of your enrollment as a Wisconsin Medicaid prescribing/referring/ordering provider will be the first date you wrote a prescription for the SeniorCare member.

- **Apply for full Wisconsin Medicaid enrollment.** To access the online application for full Medicaid enrollment, follow steps 1-3 above and then select the Medicaid Provider Enrollment Application link in the To Start a New Medicaid Enrollment box.
- **Refer the member to another physician** who is enrolled in Wisconsin Medicaid.
- **Call Provider Services at (800) 947-9627** for additional information on how to assist the member.