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Spanish — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).
Russian — Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).
Hmong — Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).
Laotian — ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທລະສັບຫາ 1-800-362-3002 (V/TTY).

Member Report
Explanation of Private Duty Nursing Services Report

The *Private Duty Nursing Services Report* shows the payments for your private duty nursing (PDN) services. The report includes only the PDN services paid in one month. You should receive the report in the mail between the 15th and 22nd day of each month. The report shows the claims paid in the month before the mailing. For example, a report mailed in June shows PDN claims paid in May.

The beginning of the report includes your name, your member identification number, and general information about the report. The service dates are shown in order under the Prior Authorization number.

Each line in the report contains the following:

- **Date of Service** – The date of the PDN service.
- **Service** – The description of the PDN service your provider billed.
- **Provider Name and NPI** – The PDN provider’s name and identification number.
- **Units Billed** – The amount of time your provider billed. One whole unit is equal to one hour (60 minutes).
- **Units Paid** – The amount of time BadgerCare Plus or Wisconsin Medicaid paid your provider.

The number of hours your provider was paid might be less than the number of hours your provider billed. The reason for the difference might be one or more of the following:

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- The provider billed for more than 12 hours in a calendar day. The other hours could have been billed to your case or to another member's case.
- The provider billed for more than 60 hours in a calendar week. The other hours could have been billed to your case or to another member's case.
- Your providers billed for more than 24 hours of service to you in one day.
- More hours were billed for PDN services than are prior authorized for you.

You might not get the report for any of the following reasons:

- No PDN claims were paid.
- You asked us to stop mailing the report.
- The post office returned your report because we do not have your correct address on file.

Call Member Services at 1-800-362-3002 to

- **Stop getting the report in the mail.**
- **Start getting the report in the mail.**
- **Report a service you did not receive.** Before calling Member Services, you might want to talk with your provider(s) about the services you question.