

**Affected Programs:** BadgerCare Plus Standard Plan, BadgerCare Plus Benchmark Plan, Medicaid  
**To:** All Providers, HMOs and Other Managed Care Programs

## Introducing the Care4Kids Program

Beginning January 1, 2014, ForwardHealth will implement a new program that will offer comprehensive, coordinated health services for children and youth in out-of-home care in Southeast Wisconsin. The Care4Kids program will be implemented through a medical home model and is intended to improve the quality and timeliness of and access to health services for children and youth in out-of-home care.

### General Program Information

Beginning January 1, 2014, ForwardHealth will implement a new health care program for children and youth in out-of-home care in Wisconsin. The Care4Kids program will offer comprehensive, coordinated services that are intended to improve the quality and timeliness of and access to health services for these children.

The Care4Kids program will serve children in out-of-home care placements (other than residential care centers and secure facilities) in Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha counties and will initially enroll children entering out-of-home care on and after January 1, 2014. Children who were in out-of-home care before this date will be enrolled later in 2014. As of August 2013, 2,630 children in out-of-home care were receiving Medicaid services in these counties. ForwardHealth anticipates that most children in out-of-home care will participate in the Care4Kids program. Member participation will be voluntary and enrollment will be allowed to continue for up to 12 months after the child leaves the out-of-home care system, as long as the child remains Medicaid-eligible.

### Program Administration

Children's Hospital of Wisconsin is currently the only integrated health system certified by ForwardHealth to administer the Care4Kids program. Children's Hospital of Wisconsin will be responsible for providing or arranging for the provision of all services covered under Medicaid, with a small number of exceptions. The services not included in the Care4Kids program will be reimbursed as fee-for-service benefits. Children's Hospital of Wisconsin's integrated network of health care providers, which includes specialty and primary care physicians and clinics within the Children's Hospital System as well as providers who are participating in Children's Community Health Plan (CCHP), is intended to provide coordinated care and services to meet the individualized needs of each of the children enrolled across multiple disciplines, including physical, behavioral health, and dental care.

With the exception of the services listed below, Care4Kids will be responsible for providing or arranging for the provision of all medically necessary services covered by Wisconsin Medicaid to enrollees. Providers are required to be part of the CCHP network to get reimbursed by Care4Kids. Providers interested in being a part of the network should contact CCHP at (800) 482-8010. Out-of-network providers are required to call Care4Kids prior to providing services to a Care4Kids enrollee. In situations where emergency medical services are needed, out-of-network providers are required to contact Care4Kids within 24 hours of providing services.

## Covered Services

Members enrolled in Care4Kids are eligible to receive all medically necessary services covered under Wisconsin Medicaid; however, Care4Kids will have the flexibility to provide services in a manner that best meets the unique needs of children in out-of-home care, including streamlining existing prior authorization (PA) requirements and offering select services in home settings. Members will also be allowed to go to any Medicaid-enrolled provider for emergency medical services or family planning services.

## Services Not Included in the Care4Kids Program

The following services are not provided as covered benefits through the Care4Kids program but can be reimbursed for eligible Medicaid members on a fee-for-service basis:

- Chiropractic services.
- Community Recovery Services (CRS).
- Community Support Programs (CSP).
- Comprehensive Community Services (CCS).
- Crisis intervention services.
- Directly observed therapy for individuals with tuberculosis.
- Medication therapy management.
- Non-emergency medical transportation services.
- Prescription and over-the-counter drugs and diabetic supplies dispensed by the pharmacy.
- Provider-administered drugs and their administration, as discussed in the Provider-Administered Drugs (topic #4382), and Synagis (topic #1951) topics of the Submission chapter of the Claims section and the Administration Procedure Codes for Provider-Administered Drugs topic (topic #6717) of the Codes chapter of the Covered and Noncovered Services section of the Online Handbook.
- School-based services.
- Targeted case management.

*Note:* For information about covered services, providers may refer to service-specific resources available in the Online Handbook on the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

Children’s Hospital of Wisconsin will establish working relationships, defined in writing through a memorandum of understanding, with providers of the following services:

- Community Support Program.
- Comprehensive Community Services.
- Crisis intervention services.
- School-based services.
- Targeted case management services.

Providers of these services must coordinate with Care4Kids to help assure continuity of care, eliminate duplication, and reduce fragmentation of services.

## Member Enrollment Verification

Providers are reminded that they should verify a member’s enrollment before providing services to determine if the member is enrolled in Care4Kids. Members enrolled in Care4Kids will present a ForwardHealth member identification card.

Providers can access Wisconsin’s Enrollment Verification System to receive the most current enrollment information through the following methods:

- ForwardHealth Portal.
- WiCall, Wisconsin's Automated Voice Response (AVR) system.
- 270/271 Health Care Eligibility/Benefit Inquiry and Information Request (270/271) transactions.
- Provider Services.
- Commercial enrollment verification vendors.

Providers verifying enrollment on the ForwardHealth Portal will see Care4Kids under the MC Program heading in the Managed Care Enrollment section. Children’s Hospital and Health System will be indicated as the provider name.

For 271 response transactions, Care4Kids enrollment will be identified in the EB segment of the 2110C loop. Care4Kids enrollment will be identified by “MC” in the EB01, “HM” in the EB04, and “Care4Kids” in the EB05. The MC provider contact information will be reported in the NM1

(name info), N3 (address info), and PER (telephone numbers) segments within the 2120C loop.

The WiCall AVR system will identify Care4Kids as the state contracted managed care program in which the member is enrolled.

### **Additional Information**

Care4Kids is required to provide at least the same benefits as those provided under fee-for-service arrangements.

Care4Kids network providers should contact CCHP at (800) 482-8010 for coverage policy and procedure information, including PA and claim submission guidelines.

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 Health Care Access and Accountability, 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, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

P-1250