

Care4Kids Member Handbook 2026



Important Care4Kids Telephone Numbers



Care4Kids Health Care Coordination Team | 855-371-8104

Hours: Monday – Thursday: 8 a.m. to 6:30 p.m. and Friday: 8 a.m. to 4:30 p.m.

TDD/TTY: 7-1-1

Call the care coordination team for:

- Questions about membership
- Questions about how to get care
- Help choosing a primary care physician or other provider
- Help getting a new membership card
- Help getting a paper copy of the Provider Directory
- If a member gets a bill for a service they did not agree to
- Help solving problems with getting care
- Help with filing a complaint or grievance

Calls to this number are free. Free language interpreters are available for non-English speakers.



Care4Kids Member Advocate | 1-877-900-2247

Hours: Monday – Friday: 8 a.m. to 5 p.m.

TDD/TTY: 7-1-1

Call the Member Advocate for help with requesting an appeal or review of a decision made by Care4Kids.

**If you are having a MEDICAL
EMERGENCY, call 911.**



**If you are having a MENTAL HEALTH
EMERGENCY, call 988.**

Calls to these numbers are free. Free language interpreters are available for non-English speakers.

Your Child's Important Telephone Numbers

Primary Care Provider

Name _____ Telephone _____

Pharmacy

Name _____ Telephone _____

Dentist

Name _____ Telephone _____

Other Important Telephone Numbers



ForwardHealth Member Services | 800-362-3002

Hours: Monday – Friday: 8 a.m. to 6 p.m.

TDD/TTY: 7-1-1

Email: memberservices@dhs.wisconsin.gov

Call ForwardHealth Customer Service for:

- Questions about how to use a ForwardHealth card
- Questions about ForwardHealth services or providers
- Help with getting a new ForwardHealth card

Calls to this number are free. Free language interpreters are available for non-English speakers.



Department of Children and Families (DCF) | 833-543-5265 for out-of-home caregivers

Call DCF for:

- Help with getting a ForwardHealth card if you are not the biological parent/legal guardian
- Issues with Medicaid status for children in out-of-home Care
- Report address changes
- Help getting listed on the appropriate ForwardHealth record

Calls to this number are free. Free language interpreters are available for non-English speakers.



Care4Kids Enrollment Specialist | 800-291-2002

Hours: Monday–Friday: 7 a.m. to 6 p.m.

Choose the option for your language of choice. Then choose option 3 for Care4Kids.

Call the Enrollment Specialist for:

- General information about health maintenance organizations (HMOs) and managed care
- Help with disenrollment from Care4Kids
- If a member moves out of the Care4Kids service area

Calls to this number are free. Free language interpreters are available for non-English speakers.

Chorus Community Health Plans does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted or in a different format, or need assistance in using any of our services, please contact Customer Service at 1-800-482-8010.

Chorus Community Health Plans
PO Box 36
Menasha, WI 54952-0036
chorushealthplans.org

Interpreter Services

Interpreter services are provided free of charge to you.

English: For help to translate or understand this, please call 1-800-482-8010.

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al telefono 1-800-482-8010.

Russian: ЕСЛИ ВАМ НЕ ВСЁ ПОНЯТНО В ЭТОМ ДОКУМЕНТЕ, ПОЗВОНИТЕ ПО ТЕЛЕФОНУ 1-800-482-8010.

Hmong: Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-800-482-8010.

Burmese: အကယ့်၍ သင့်သည့်အင်္ဂလိပ်ဘာသာစကား မပြုတ်တုတ်ပါ။ ဘာသာစကားဝန်ဆောင်မှုမီးကို အခမဲ့ဖုန်း ၁-၈၀၀-၄၈၂-၈၀၁၀။

If you are hearing impaired, call Wisconsin Relay at 711.

Care4Kids:

- Provides free aids and services to people with disabilities, such as:
 - Sign language interpreters
 - Written information in large print, audio, accessible electronic formats, other formats
- Offers free language services to people whose main language is not English, such as:
 - Interpreters
 - Information written in other languages

If you need these services, contact Care4Kids at 855-371-8104.

Your Child's Civil Rights

Care4Kids provides covered services to all eligible members, regardless of the following:

- | | | |
|---------|-------------------|--------|
| • Age | • Disability | • Race |
| • Color | • National origin | • Sex |

All medically necessary covered services are available and will be provided in the same manner to all members. All persons or organizations connected with Care4Kids that refer or recommend members for services shall do so in the same manner for all members.

Right to Voluntarily Disenroll

The child's parent/legal guardian has the right to voluntarily disenroll their child from Care4Kids at any time for any reason. The date of disenrollment shall be the last day of the month in which the disenrollment was requested. If you would like to disenroll your child from Care4Kids, please contact the Care4Kids Enrollment Specialist at 1-800-291-2002.

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Welcome to Care4Kids

Care4Kids is full benefit Wisconsin Medicaid coverage for:

- Children and youth in out-of-home care (OHC) in the Care4Kids service area
- Young adults ages 18 to 26 who were in OHC when they turned 18
- Children of Care4Kids members who are not in OHC

The Care4Kids program offers comprehensive, coordinated services to improve the quality of and timely access to health services for its members. Care4Kids recognizes that members have unique health needs and creates a “medical home” for each member during and after being in out-of-home care. The “medical home” is not a physical place, but rather a philosophy that members who experience out-of-home care deserve coordinated and comprehensive health care that addresses their unique needs. Primary providers that are a part of the Care4Kids health care network are trained in the needs of children, youth and young adults who are experiencing or have experienced out-of-home care.

Joining Care4Kids is voluntary, and members can stay enrolled up to 12 months after they leave OHC, as long as they are still eligible for Medicaid and live in Kenosha, Milwaukee, Ozaukee, Racine, Washington or Waukesha counties. Members who are in OHC when they turn 18 can choose to stay in Care4Kids until they turn 26. If a member has a child of their own, they can also choose to enroll their child in Care4Kids.

This Care4Kids Member Handbook is for:

- The parent or legal guardian
- The OHC care provider of a child placed in OHC
- Young adults in Care4Kids

Care4Kids members should get all their health care from doctors and hospitals in the Care4Kids network. See the Care4Kids Provider Directory for a list of these providers. You may also call our Customer Service Department at 800-482-8010 or the Health Care Coordination Team at 855-371-8104. Providers accepting new patients are marked in the Provider Directory.

Care4Kids matches members with a Health Care Coordinator to help with medical and social service needs. Members can call their Health Care Coordinator at Care4Kids:

- To assist in choosing a primary care provider
- To help get medical services
- For questions about their health care

Using the ForwardHealth Card

The ForwardHealth card is the card used to access health care benefits. It has:

- The member’s name
- A 10-digit number
- Magnetic stripe
- A place for the member or their parent or legal guardian to sign their name
- The Member Services phone number for help

Members should always carry their ForwardHealth card with them, and show it every time they get care. This includes when they go to the doctor or pick up



medicine at the pharmacy. Members should also bring any other health insurance cards they may have. This could include any ID card from other service providers. It is important to let care providers know they are enrolled in Care4Kids.

Choosing a Primary Care Provider

When members need care, call their primary care provider (PCP) first. A primary care provider could be a doctor, nurse practitioner, physician assistant or other provider that gives, directs or helps a member get health care services. Members can choose a PCP from the Provider Directory. Use the list of providers accepting new patients. For members that identify as American Indian or Alaska Native, they can choose to see an Indian Health Care provider outside of our network.

Call our Customer Service Department at 800-482-8010 or the Health Care Coordination Team at 855-371-8104 to choose or change a member's PCP. Members can keep their current PCP if they are part of our provider network. PCPs will help members decide if they need to see another doctor or specialist. They can provide a referral if needed. If members want to use a certain specialist or hospital, they'll need a referral from their PCP. Members will need to get approval from their PCP before they see another doctor.

Members may see a women's health specialist, such as an OB/GYN or a nurse midwife without a referral, in addition to choosing a PCP.

New Member Discussion of Health Needs

Care4Kids will contact new members by phone to talk with them about their individual health needs and circumstances. Members can ask about resources in their community or resources in their new health plan. The health plan can learn more about the new members and help them achieve their health goals. Call the Health Care Coordination Team at 855-371-8104 to get started.

Accessing the Care You Need

Emergency Care

Emergency care is care you need right away for an illness, injury, symptom or condition that is very serious. Some examples are:

- Choking
- Prolonged or repeated seizures
- Serious broken bones
- Severe burns
- Severe pain
- Severe or unusual bleeding
- Suspected heart attack
- Suspected poisoning
- Suspected stroke
- Trouble breathing
- Unconsciousness

If you're having a medical emergency, call 911.

If you're having a mental health emergency, call 988.

If a member needs emergency care, try to go to a Care4Kids provider for help. If a member's condition cannot wait, go to the nearest provider (hospital, doctor or clinic). Call 911 or local police or fire department emergency services if the emergency is very severe and they are unable to get to the nearest provider.

If a member must go to a provider that is not a Care4Kids provider, call the Health Care Coordinator at 855-371-8104 as soon as possible to tell us what happened.

Remember, hospital emergency rooms are for true emergencies only.

Unless the member's condition is very serious, call their doctor to access the clinic's after hours support before they go to the emergency room. If the member does not know if their illness or injury is an emergency, call the doctor's office. We will tell them where they can get care.

Urgent Care

Urgent care is care for an illness, injury or condition that needs medical help right away, but does not require emergency room care. Some examples are:

- Bruises
- Minor burns
- Minor cuts
- Most broken bones
- Most drug reactions
- Bleeding that is not severe
- Sprains

Members must get urgent care from Care4Kids doctors, unless they get our approval first. Do not go to a hospital emergency room for urgent care unless the member gets approval from Care4Kids first.

Specialty Care

A specialist is a doctor who is an expert in an area of medicine. There are many kinds of specialists. Some examples are:

- Oncologists, who care for people with cancer
- Cardiologists, who care for people with heart conditions
- Orthopedists, who care for people with certain bone, joint or muscle conditions

Members and their families should contact their primary care provider if they need care from a specialist. Most of the time, members need to get approval from their primary care provider and Care4Kids before seeing a specialist.

Care During Pregnancy and Delivery

If the member becomes pregnant, please let Care4Kids and the income maintenance (IM) agency know right away so they can get the extra care they need.

Members must go to a hospital that is in the Care4Kids network to have their baby. Talk to their Care4Kids doctor to make sure you understand which hospital they should go to when it's time to have their baby. Do not go out of area for the member to have their baby unless you have Care4Kids approval. The member's Care4Kids doctor knows their history and is the best doctor to help them.

Also, talk to the member's doctor if they plan to travel in their last month of pregnancy. Traveling during the last month of pregnancy increases the chance their baby will be born while they are away from home. Many people have a better birthing experience when they use the doctors and hospitals that cared for them throughout their pregnancy.

Telehealth Services

Telehealth is audio and video contact with the member's doctor or health care provider using a phone, computer or tablet. Care4Kids covers telehealth services that members' providers can deliver at the same quality as in-person services. This could be doctor's office visits, mental health or substance abuse services, dental consultations and more. There are some services members cannot get using telehealth. This includes services where the provider needs to touch or examine them.

Both the member and their provider must agree to a telehealth visit. Members always have the right to refuse a telehealth visit and do an in-person visit instead. Care4Kids benefits and care will not be impacted if a member refuses telehealth services. If the provider only offers telehealth visits and the member wants to do in-person, the provider can refer the member to a different provider.

Care4Kids and Wisconsin Medicaid providers must follow privacy and security laws when providing services over telehealth.

Care When Members Are Away From Home

Follow these rules if members need medical care but are too far away from home to go to their regular primary care physician (PCP) or clinic:

- **For true emergencies, go to the nearest hospital, clinic or doctor.** Call Care4Kids at 855-371-8104 as soon as the member or their family can to tell us what happened. If a member needs emergency care outside of Wisconsin, health care providers in the area can treat them and send the bill to Care4Kids. If the member gets a bill for services they got outside of Wisconsin, call Care4Kids at 855-371-8104.
- **For urgent or routine care away from home, members must get approval from Care4Kids before they go to a different doctor, clinic or hospital.** Call us at 855-371-8104 for approval to go to a different doctor, clinic or hospital.
- **For urgent or routine care outside the United States, call Care4Kids first.** Care4Kids does not cover any services provided outside the United States, Canada or Mexico. This includes emergency services. If a member needs emergency services while in Canada or Mexico, Care4Kids will cover it only if the doctor's or hospital's bank is in the United States. Other services may be covered with Care4Kids approval if the provider has a bank in the United States. Please call Care4Kids if a member gets any emergency services outside the United States.

When Members May Be Billed for Services

Covered and Noncovered Services

With Care4Kids, members do not have to pay for covered services. Members or their families may have to pay the full cost of services if:

- The service is not covered by Care4Kids.
- Member needed approval for a service from their primary care provider, but did not get approval before getting the service.
- Care4Kids determines that the service is not medically necessary for the member. Medically necessary services are approved services or supplies needed to diagnose or treat a condition, disease, illness, injury or symptom.
- Member received a nonemergency service from a provider that is not in the Care4Kids network, or received a nonemergency service from a provider that does not accept the ForwardHealth card.

Members can ask for noncovered services if they are willing to pay for them. They'll have to make a written payment plan with their provider. Providers may bill them up to their usual and customary charges for noncovered services.

If a member gets a bill for a service they did not agree to, please call 855-371-8104.

Copayments

Care4Kids has no copayments due to members falling into one of the following categories:

- Members younger than 19
- Children in foster care or adoption assistance
- Youth who were in foster care on their 18th birthday

Services Covered Under Care4Kids

Care4Kids provides most covered, medically necessary services under the Wisconsin Foster Care Medical Home. See Services Covered by Care4Kids on page 6 for more information about services covered by Care4Kids.

Some services are covered by ForwardHealth. To learn more about these services, see page 8, Services Covered by ForwardHealth.

Some services require prior authorization. Prior authorization is written approval for a service or prescription. Members may need prior authorization from Care4Kids or ForwardHealth before members get a service or fill a prescription. The Health Care Coordination Team can assist with this.

Service	Coverage Under Care4Kids
Ambulatory surgical center care	Full coverage
Behavioral (autism) treatment services	Full coverage (with prior authorization)
Chiropractic services	No copay
Dental services	*Covered by ForwardHealth. Use the member's ForwardHealth card to get this service.
Disposable medical supplies	Full coverage
Drugs <i>(Prescription and over-the-counter)</i>	Coverage of generic and brand-name prescription drugs, and some over-the-counter drugs Copay: • \$0.50 for over-the-counter drugs • \$1 for generic drugs • \$3 for brand-name drugs Copays are limited to \$12 per member, per provider, per month. Over-the-counter drugs do not count toward the \$12 maximum. Limit of five opioid prescription refills per month. *Covered by ForwardHealth. Use the member's ForwardHealth card to get drugs.
Durable medical equipment	Full coverage
HealthCheck screenings for children	Full coverage of HealthCheck screenings and other services for individuals under the age of 21
Hearing services	Full coverage
Home care services	Full coverage of private duty nursing, home health care and personal care
Hospice	Full coverage
Hospital services <i>Inpatient</i>	Full coverage
Hospital services <i>Outpatient</i>	Full coverage
Hospital services <i>Emergency room</i>	Full coverage
Mental health and substance abuse treatment	Full coverage
Nursing home services	Full coverage
Physician services	Full coverage
Podiatry services	Full coverage
Prenatal/maternity care	Full coverage
Reproductive and family planning services	Full coverage
Routine vision	Full coverage, including eyeglass benefit
Therapies <i>Physical therapy, occupational therapy, speech and language therapy</i>	Full coverage
Transportation <i>Ambulance, specialized motor vehicle, common carrier</i>	Full coverage of emergency and nonemergency transportation to and from a provider for a covered service. Common carrier transportation is arranged through a contracted provider through the state of Wisconsin, not Care4Kids.

Services Covered by Care4Kids

Care4Kids is responsible for providing all medically necessary, Medicaid-covered services.

Mental Health and Substance Abuse Services

Care4Kids provides mental health and substance abuse (drug and alcohol) services to all children enrolled in Care4Kids. If a member needs these services, call the primary care physician or Care4Kids Health Care Coordination Team as appropriate. If immediate help is needed, call the crisis intervention agency in your county:

- **Kenosha County:** (262) 657-7188 or 1-800-236-7188 (24 hours a day)
- **Milwaukee County:** (414) 257-7222 (24 hours a day)
- **Ozaukee County:** (262) 377-2673 (24 hours a day)
- **Racine County:** (262) 638-6741 (9 a.m. to 5 p.m.)
- **Washington County:** (262) 365-6565 (24 hours a day)
- **Waukesha County:** (262) 548-7666, 8 a.m. to 4:30 p.m. Monday through Friday; after hours, call (414) 455-1736, 1-800-211-3380 or 211.

If you have a provider in the Care4Kids network, you can go to that provider and you don't have to call us before making your appointments. If you need help finding a provider, call the Care4Kids Health Care Coordination Team at 855-371-8104. If you have an emergency, call 911 or 988 or go to the nearest emergency room or mental health or substance abuse hospital.

All services provided by Care4Kids are private.

Family Planning Services

Private family planning services are provided to all members, including minors. If a member does not want to talk to their primary care physician about family planning, call our Health Care Coordination Team at 855-371-8104. We will help them choose a Care4Kids family planning doctor who is different from their primary care physician.

We encourage members to get family planning services from a Care4Kids doctor so we can better coordinate all their health care. However, members can also go to any family planning clinic that will accept their ForwardHealth ID card, even if the clinic is not part of Care4Kids.

Dental Services

Care4Kids provides all covered dental services. Members must go to a Care4Kids dentist. See the Provider Directory or call the Health Care Coordination Team at 855-371-8104 for help finding and scheduling an appointment.

Care4Kids members have the right to a routine dental appointment within 90 days of asking for one either in writing or over the phone with the Health Care Coordination Team.

Dental Emergency

If a member has a dental emergency, they have the right to get treatment within 24 hours of the request. A dental emergency is a need for immediate dental services to treat severe dental pain, swelling, fever, infection or injury to the teeth. If a member is experiencing a dental emergency:

Members who already have a dentist who is with Care4Kids should:

- Call the dentist's office.

- Tell the dentist's office that they are having a dental emergency. Tell them what the exact dental problem is. This may be something like a severe toothache or swollen face.
- Call the Health Care Coordination Team if they need help getting a ride to or from the dental appointment.

Members who do not have a dentist who is with Care4Kids should:

- Call our Dental Customer Service at 1-877-389-9870. Tell us that the member is having a dental emergency. We can help them get dental services.
- Tell us if they need help getting a ride to or from the dentist's office.

For help with a dental emergency, call 855-371-8104.

HealthCheck Services

HealthCheck is a Medicaid health care benefit for people under 21. HealthCheck can help prevent illnesses and find and treat health issues early.

HealthCheck covers complete health checkups, called well-child checks. It also covers follow-up visits and special appointments. Well-child checks are very important for children's health. Doctors need to see those younger than 21 years old for regular checkups, not just when they are sick.

HealthCheck has three purposes:

- To find and treat health problems for those younger than 21
- To let members know about the special health services for those younger than 21
- To make those younger than 21 eligible for some health care not otherwise covered

Well-child checks include:

- | | |
|---------------------------------|--------------------|
| • Dental checks | • Immunizations |
| • Growth and development checks | • Lab tests |
| • Head-to-toe physical exams | • Nutrition checks |
| • Hearing and vision checks | |

Care4Kids provides well-child checks at the enhanced periodicity schedule recommended by the American Academy of Pediatrics (AAP) for children in out-of-home care. Members will receive a well-child check:

- Every month for the first six months after birth
- Every 3 months from 6 months to 2 years of age
- Twice a year after they turn 2

To schedule a HealthCheck exam or for more information, call the Health Care Coordination Team at 855-371-8104.

If members need a ride to or from a well-child check, please call the Department of Health Services (DHS) non-emergency medical transportation (NEMT) manager at 866-907-1493 (or TTY 800-855-2880) to schedule a ride.

Vision Services

Care4Kids provides covered vision services, including eyeglasses. However, some limitations apply. For more information, call the Health Care Coordination Team at 855-371-8104 or our Vision Customer Service Department at (414) 462-2500.

Services Covered by ForwardHealth

Autism Treatment Services

Behavioral treatment services are a covered benefit under Wisconsin Medicaid. Members may get covered autism treatment services from a Medicaid-enrolled provider who will accept their ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx>
2. Choose Behavioral treatment in the Provider type field.
3. Narrow your search using other filters as needed.

Or, call ForwardHealth Member Services at 800-362-3002.

Chiropractic Services

Chiropractic services are covered under Care4Kids. Members can get chiropractic services from a Medicaid-enrolled provider who will accept their ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx>
2. Choose Chiropractor in the Provider type field.
3. Narrow your search using other filters as needed.

Or, call ForwardHealth Member Services at 800-362-3002.

Transportation Services

Non-emergency medical transportation (NEMT) is available through the DHS NEMT manager. The NEMT manager arranges and pays for rides to covered services for members who have no other way to get a ride. NEMT can include rides using:

- Public transportation, such as a city bus
- Nonemergency ambulances
- Specialized medical vehicles
- Other types of vehicles, depending on a member's medical and transportation needs

Members may also use private vehicles to get to and from covered health care appointments and get money for gas.

Members must schedule routine rides at least two full business days before their appointment. Schedule a routine ride by calling the NEMT manager at 866-907-1493 (or TTY 800-855-2880), Monday through Friday, from 7 a.m. until 6 p.m. Members may also schedule rides for urgent appointments. A ride to an urgent appointment will be provided in three hours or less.

Learn more about NEMT at dhs.wi.gov/nemt/index.htm.

Pharmacy Benefits

Members may get a prescription from a Care4Kids doctor, specialist or dentist. Members can get covered prescriptions and certain over-the-counter items at any pharmacy that will accept their ForwardHealth ID card.

Services Not Covered Under Care4Kids

These services are not covered under Care4Kids:

- Services that are not medically necessary
- Services that have not been approved by Care4Kids or the member's primary care provider when approval is required
- Normal living expenses, like rent or mortgage payments, food, utilities, entertainment, clothing, furniture, household supplies and insurance
- Experimental or cosmetic services or procedures
- Infertility treatments or services
- Reversal of voluntary sterilization
- Inpatient mental health stays in institutional settings for members ages 22-64, unless provided for less than 15 days instead of traditional treatment
- Room and board

Getting a Second Medical Opinion

If members or their parent/legal guardian disagree with a doctor's treatment recommendations, they may be able to get a second medical opinion. Contact the member's provider or the Health Care Coordination Team at 855-371-8104 for information.

Completing an Advance Directive, Living Will or Power of Attorney for Health Care

Members have the right to give instructions about what they want done if they are not able to make decisions for themselves. Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. Members have the right to say what they want to happen in these situations. This means they can develop an "advance directive."

There are different types of advance directives and different names for them. Documents called "living will" and "power of attorney for health care" are examples of advance directives.

Members decide whether they want an advance directive. Providers can explain how to create and use an advance directive, but they cannot force someone to have one or treat them differently if they don't have one.

Members should contact their provider if they want to know more about advance directives. Advance directive forms are available on the Wisconsin Department of Health Service (DHS) website at dhs.wi.gov/forms/advdirectives.

Members have the right to file a grievance with the DHS Division of Quality Assurance if their advance directive, living will or power of attorney wishes are not followed. Get help filing a grievance by calling the DHS Division of Quality Assurance at 800-642-6552.

New Treatments and Services

Care4Kids has a process for reviewing new types of services and treatments. As part of the review process, Care4Kids:

- Reviews scientific studies and standards of care to make sure new treatments or services are safe and helpful
- Looks at whether the government has approved the treatment or service

Other Insurance

If a member has other insurance in addition to Care4Kids, they must tell their doctor or other provider. Their health care provider must bill the other insurance before billing Care4Kids.

If a Member Moves

If a member is planning to move, contact the Health Care Coordination Team. If they move to a different county, contact the county, child welfare professional or tribal agency in their new county to update their eligibility for the appropriate Medicaid coverage.

If they move out of the Care4Kids service area, call the Enrollment Specialist at 800-291-2002. They will help the member choose a new HMO that serves their new area.

Changes in Medicaid Coverage

If a member has switched from ForwardHealth or a BadgerCare Plus HMO to Care4Kids, they have the right to:

- Keep seeing their current providers and access current services for up to 90 days. Please call the Health Care Coordination Team to let them know who the provider is. If this provider is still not in the Care4Kids network after 90 days, members will choose a new provider who is in the Care4Kids network.
- Get services needed to avoid serious health risk or hospitalization

Call Care4Kids Health Care Coordinator at 855-371-8104 for more information about changes in the member's coverage.

Filing a Grievance or Appeal

Complaints or Grievances

We would like to know if members, their parents/legal guardians or caregivers ever have a complaint about the member's care at Care4Kids. Please call the Care4Kids Team at 855-371-8104, or write to us at the following address:

Chief Operating Officer
Chorus Community Health Plans/Care4Kids
PO Box 1997
Milwaukee, WI 53201
(414) 266-3441

Members, parents, legal guardians and out-of-home caregivers can all file a complaint or grievance.

- Send a letter to:
Care4Kids, Medicaid
Managed Care Ombuds
PO Box 6470
Madison, WI 53716-0470
- Call 800-760-0001.

If a complaint or grievance needs action right away because a delay in treatment would greatly increase the risk to the member's health, please call Care4Kids as soon as possible at 800-482-8010.

Members will not be treated differently from other members because of filing a complaint or grievance. The member's health care benefits will not be affected.

Appeals

The member or the parent/legal guardian/authorized representative of a member have the right to appeal to the Wisconsin Division of Hearings and Appeals (DHA). Appealing means asking for a fair hearing if a member or their representative believes their benefits were wrongly denied, limited, reduced, delayed, or stopped by Care4Kids. An appeal must be made no more than 45 days after the date of the decision being appealed. If a member makes an appeal before the effective date, the service may continue. The member may need to pay for the cost of services if the hearing decision is not in their favor.

The member or the parent/legal guardian/authorized representative can ask for a fair hearing for themselves or the member they are representing. Send a written request to:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

The hearing will be held with an administrative law judge in the county where the member lives. Members have the right to be represented at the hearing or bring a friend for support. If a member or their family needs a special arrangement for a disability or for language translation, please call 608-266-3096 (voice) or 608-264-9853 (TTY).

Members will not be treated differently from other members because they request a fair hearing. Health care benefits will not be affected.

If a member needs help writing a request for a fair hearing, please call either the Ombuds at 800-760-0001 or the Care4Kids Enrollment Specialist at 800-291-2002.

Member Rights

Members have the right to:

1. Get information in a way that works for them. This includes:
 - Having an interpreter with them during any Care4Kids covered service.
 - Getting this member handbook in another language or format.
2. Be treated with dignity, respect, fairness, and with consideration for privacy. This includes:
 - Being free from discrimination. Care4Kids must obey laws that protect members from discrimination and unfair treatment. Care4Kids provides covered services to all eligible members regardless of:
 - Age
 - Color
 - Disability
 - National origin
 - Race
 - Sex
 - Religion
 - Sexual orientation
 - Gender identity

All covered, medically necessary services are available and will be provided in the same manner to all members. All persons or organizations connected with Care4Kids that refer or recommend members for services shall do so in the same manner for all members.

- Being free from any form of restraint or seclusion used to coerce, discipline, be convenient, or retaliate. Members have the right to not be restrained or forced to be alone to make them behave in a certain way, to punish them, or because someone finds it useful.
- Privacy. Care4Kids must follow laws protecting the privacy of personal and health information. See Care4Kids's Notice of Privacy Practices for more information.

3. Get health care services as provided for in federal and state law. This includes:
 - Covered services are available and accessible when a member needs them. When medically appropriate, services must be available 24 hours a day, seven days a week.
4. Make decisions about their health care. This includes:
 - Getting information about treatment options, regardless of cost or benefit coverage.
 - Accepting or refusing medical or surgical treatment and participating in making decisions about their care.
 - Planning and directing the types of health care members may get in the future if they become unable to express their wishes. Members can make these decisions by completing an advance directive, living will, or power of attorney for health care. See more information on page 9, *Completing an Advance Directive, Living Will, Or Power Of Attorney For Health Care*.
 - Receiving a second opinion if the member disagrees with their provider's treatment recommendation. Call Customer Service for more information about how to get a second opinion.
5. Know about our providers and any physician incentive plans Care4Kids uses. This includes:
 - Asking if Care4Kids has special financial arrangements (physician incentive plans) with our physicians that can affect the use of referrals and other services the member might need. To get this information, call Customer Service at 800-482-8010 and ask for information about our physician payment arrangements.
 - Requesting information about Care4Kids providers, including the provider's education, board certification, and recertification. To get this information, call Customer Service at 800-482-8010.
6. Ask for copies of their medical records from their provider.
 - Members may correct inaccurate information in their medical records if their doctor agrees to the correction.
 - Call 855-371-8104 for help requesting a copy or change to a member's medical records. Please note that members may have to pay to get a copy of their medical records.
7. Be informed about any Medicaid-covered benefits that are not available through Care4Kids because of moral or religious objection. This includes:
 - Being informed of how to access these services through ForwardHealth using the member's ForwardHealth card.
 - Disenrolling from Care4Kids if Care4Kids does not cover a service the member wants because of moral or religious objections.
8. File a complaint, grievance, or appeal if they are not satisfied with their care or services. This includes:
 - Requesting a fair hearing if the member is not satisfied with Care4Kids' decision about their appeal or if Care4Kids does not respond to their appeal in a timely manner.
 - Requesting a Department of Health Services grievance review if the member is unhappy with Care4Kids' decision about their grievance or if Care4Kids does not respond to their grievance in a timely manner.
 - For more information on how to file a grievance, appeal, or fair hearing, see page 10, *Filing a Grievance or Appeal*.
9. Receive information about Care4Kids, its services, practitioners, providers, and member rights and responsibilities. This includes:
 - Knowing about any big changes with Care4Kids at least 30 days before the effective date of the change.

10. Be free to exercise their rights without negative treatment by Care4Kids and its network providers. This includes:

- Making recommendations about Care4Kids's Member Rights and Responsibilities policy

Member Responsibilities

Members have a responsibility to:

- Provide the information that Care4Kids and its providers need to deliver care.
- Let Care4Kids know how best to contact and communicate with them. Members have a responsibility to respond to communications from Care4Kids.
- Follow plans and instructions for care that they have agreed to with their providers.
- Understand their health problems and participate in creating treatment goals with their providers.

Ending Membership in Care4Kids

Members leave the Care4Kids health plan at any time.

If a member chooses to disenroll from Care4Kids, they must continue to get health care services through Care4Kids until their membership ends.

For more information about how to disenroll, contact the Enrollment Specialist at 800-291-2002.

Fraud and Abuse

If fraud or abuse is suspected of the Medicaid program, report it at reportfraud.wisconsin.gov.

Notes

[illegible]

Notes

[illegible]

Notice Informing Individuals About Nondiscrimination and Accessibility

Chorus Community Health Plans complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes.

Chorus Community Health Plans does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

Chorus Community Health Plans:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact CCHP member advocates at 1-877-900-2247.

If you believe that Chorus Community Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Mary Anderson
Chief Compliance Office
PO Box 1997, C760
Milwaukee WI 53201

(414) 266-2215 | Fax: (414) 266-6409 | manderson@childrenswi.org

You can file a grievance in person, or by mail, fax or email. If you need help filing a grievance, Mary Anderson is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or telephone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington DC 20201
1-800-368-1019 | 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

This notice is available at Chorus Community Health Plans website: chorushealthplans.org.

Notice of Availability

ATTENTION: (English)

If you speak English, you can get free language services. If you need information provided in other ways, we will help you for free. You can get help by calling 1-877-900-2247 or ask your provider.

ATENCIÓN: (Spanish)

Si usted habla español, puede obtener servicios lingüísticos gratuitos. Si necesita recibir información por otro medio, le ayudaremos de forma gratuita. Si necesita ayuda, llame al 1-877-900-2247 o consulte a su proveedor.

تنبيه: (Arabic)

إذا كنت تتحدث اللغة العربية، يمكنك الحصول على خدمات لغوية مجانية. إذا كنت بحاجة إلى تقديم المعلومات بطرق أخرى، فسنساعدك مجانًا. يمكنك الحصول على المساعدة عن طريق الاتصال بالرقم 1-877-900-2247 أو سؤال مقدم خدماتك.

သတိပြုရန်- (Burmese)

သင်သည် မြန်မာ စကားပြောဆိုပါက အခမဲ့ ဘာသာစကားဝန်ဆောင်မှုများကို ရရှိနိုင်ပါသည်။ အခြားနည်းလမ်းများဖြင့် ပံ့ပိုးပေးထားသော အချက်အလက်များကို လိုအပ်ပါက သင့်အား အခမဲ့ကူညီပေးပါမည်။ 1-877-900-2247 သို့ ခေါ်ဆိုခြင်းဖြင့် အကူအညီရယူနိုင်ပါသည်။ သို့မဟုတ် သင်၏ဝန်ဆောင်မှုပေးသူကို အကူအညီတောင်းပါ။

THEIHTERNAK: (Chin)

Laiholh na thiam ahcun, holh lei rianṭuannak ah a lak in na hmuh khawh. Adang lam in theihhngalhnak na herh ahcun a lak tein kan nih bawmh lai. 1-877-900-2247 hi na auh i bawmhnak na hmuh asiloah a bawmchantu kha hal.

注意: (Chinese)

如果您讲普通话，您可以获得免费的语言服务。如果您需要以其他方式提供的信息，我们可以免费为您提供协助。您可以致电 1-877-900-2247 寻求协助，或者询问您的服务提供者。

注意:

如果您講華語，可免費獲取華語服務。如需以其他方式提供資訊，我們將免費為您提供協助。您可致電 1-877-900-2247 或詢問您的提供者以獲得協助。

قابل توجه: (Dari)

اگر شما به زبان دری صحبت می کنید، می توانید خدمات زبان رایگان دریافت کنید. اگر به معلوماتی نیاز دارید که به روش های دیگر ارائه شود، ما به صورت رایگان به شما کمک خواهیم کرد. می توانید با تماس با شماره 1-877-900-2247 کمک دریافت کنید یا از ارائه دهنده خود بپرسید.

ATTENTION: (French)

Si vous parlez Français, vous pouvez vous bénéficier de services linguistiques gratuits. Si vous avez besoin d'informations fournies d'une autre manière, nous vous aiderons gratuitement. Vous pouvez obtenir de l'aide en appelant le 1-877-900-2247 ou en demandant à votre fournisseur.

MOB SIAB RAU: (Hmong)

Yog tias koj hais Lus Hmoob, koj tuaj yeem tau txais kev pab cuam txhais lus pub dawb. Yog tias koj xav kom muab cov ntaub ntawv hauv lwm txoj hauv kev, peb yuav pab cuam pub dawb rau koj. Koj tuaj yeem tau txais kev pab los ntawm kev hu rau 1-877-900-2247 los sis nug koj tus kws muab kev pab.



Notice of Availability (continued)

ဟံသျှ်ဟံသးတကၢ်- (Karen)

နမၢ်ကတိၤ ကညိၣ်ကိၣ်, နဒီးနီၣ် တၢ်
တၢ်စၢၤမၤစၢၤလၢ ကျိၣ်တၢ်ကတိၤအ
ဂီၢ် လၢဘူးလဲကလီၤ သုလီၤ. နမၢ်
လိၣ်ဘျီ တၢ်ဂီၢ်တၢ်ကျိၤလၢ ကျဲအ
ဂၤတဖၣ်န့ၣ်, ပံကမၤစၢၤနၤလၢ ဘူး
လဲကလီၤ. နဒီးနီၣ်တၢ်မၤစၢၤ ခိဖျါ
နကိးလိတဲစံ 1-877-900-2247 မ့တမ့ၢ်
သံကွၢ် နပုၤမၤစၢၤဆိၣ်ထွဲတၢ်သုလီၤ.

توجو: (Pashto)

که تاسو په پښتو ژبه خبرې کوئ، تاسو
کولی شئ د ژبې وړیا خدمتونه ترلاسه
کړئ. که تاسو چمتو شویو معلوماتو ته
په نورو شکلونو کې اړتیا لرئ، موږ به له
تاسو سره ددې اړوند وړیا مرسته وکړو.
تاسو کولی شئ 1-877-900-2247
شمیرې ته په زنگ وهلو سره یا له خپل
خدماتو چمتو کونکي څخه په پوښتنې
کولو سره مرسته ترلاسه کړئ.

TUAIJJO: (Rohingya)

Oñne zodi Ruaínga hotá
hoile, oñne maana zubani
hédmot faiba. Oñnottú zodi
diyá maalumát oínno torika
loi laíle, añára oñnore maana
modot goíjjum. Oñne 1-877-
900-2247 ót kool diyore
modot faiba yá oñnor dekbál
goroyare fusar loo.

FIIRO-GAAR AH: (Somali)

Haddii aad ku hadasho Af-
Soomaali, waxaad heli kartaa
adeegyo luuqadeed oo lacag
la'aan ah. Haddii aad u baahan
tahay macluumaad lagu
bixiyay qaabab kale, waxaanu
kugu caawin doonaa si lacag
la'aan ah. Waxa aad caawimo
ku heli kartaa adigoo wacaya
1-877-900-2247 ama adigoo
waydiinaya bixiyahaaga.

ILANI: (Swahili)

Ikiwa unazungumza
Kiswahili, unaweza kupata
huduma za lugha bila
malipo. kiwa unahitaji
taarifa zinazotolewa kwa
njia nyingine, tutakusaidia
bila malipo. Unaweza
kupata usaidizi kwa kupiga
simu kwa 1-877-900-2247
au kumuuliza mtoa huduma
wako.

Увага: (Ukrainian)

Якщо ви розмовляєте
українською, ви можете
отримати безкоштовні
мовні послуги. Якщо вам
потрібна інформація в іншому
форматі, ми допоможемо вам
безкоштовно. Для отримання
допомоги зателефонуйте за
номером 1-877-900-2247 або
зверніться до свого лікаря.

CHÚ Y: (Vietnamese)

Nếu quý vị nói tiếng Việt, quý vị
có thể nhận các dịch vụ ngôn
ngữ miễn phí. Nếu quý vị muốn
được cung cấp thông tin theo
những phương thức khác, chúng
tôi sẽ hỗ trợ quý vị miễn phí.
Quý vị có thể nhận hỗ trợ bằng
cách gọi đến số 1-877-900-2247
hoặc hỏi nhà cung cấp của
mình.



PO Box 1997
Milwaukee, WI 53201-1997

1-800-482-8010
chorushealthplans.org