



## My Choice Wisconsin BadgerCare Plus and Medicaid SSI Member Handbook

BadgerCare Plus Toll-Free 855-530-6790  
TTY 711 [www.mychoicewi.org](http://www.mychoicewi.org)

Medicaid SSI Toll-Free 800-963-0035  
DHS Approved 11/22/2023



# BadgerCare Plus and Medicaid SSI Member Handbook

Updated: 11/11/2023  
DHS Approved: 11/22/2023  
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## **Interpreter Services**

### **English**

ATTENTION: If you speak English, language assistance services are available to you free of charge. BadgerCare Plus members call 1-855-530-6790 (TTY: 711); Medicaid SSI members call 1-800-963-0035 (TTY: 711).

### **Spanish**

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

### **Hmong**

CEEb TOOM: Yog koj hais lus Hmoob, kev pab rau lwj yam lus muaj rau koj dawb xwb. Hu BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

### **Chinese Mandarin**

注意：如果您说中文，您可获得免费的语言协助服务。请致电 BadgerCare Plus 1-855-530-6790 (TTY 文字电话: 711); Medicaid SSI 1-800-963-0035 (TTY 文字电话: 711).

### **Somali**

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

### **Lao**

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

### **Russian**

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

## Serbo-Croatian

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite. BadgerCare Plus 1-855-530-6790 (telefon za gluhe: 711); Medicaid SSI 1-800-963-0035 (telefon za gluhe: 711).

## Burmese

ဝေးကွင်းပြောဆိုခြင်း နားဆင်ခြင်း - သင့်ညွှန် ပျံ့နှံ့စွာကမ်းလှမ်းပေးသော ပျံ့နှံ့စွာက သင့်အကြံပြုမှု အခမဲ့ ပျံ့နှံ့စွာ ဘာသာစကားပြောဆိုရေး ဝန်ဆောင်မှုများ ရရှိနိုင်ပါသည်။ 1-800-963-0035 (TTY: 711) ကြား ဖုန်းဆက်သွယ်ပါ။ BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

## Arabic

1- ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم — 800-963-0035 (رقم TTY: 711) BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711). - والبكم الصم هاتف Arabic

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số BadgerCare Plus 1-855-530-6790 (TTY: 711); Medicaid SSI 1-800-963-0035 (TTY: 711).

## My Choice Wisconsin:

- 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 Customer Service Representative:

- *BadgerCare Plus* 1-855-530-6790 (TTY: 711)
- *Medicaid SSI* 1-800-963-0035 (TTY: 711)

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## IMPORTANT MY CHOICE WISCONSIN PHONE NUMBERS

### *BadgerCare Plus Members*

<b>Customer Service Representative</b> Office Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.	1-855-530-6790
<b>Emergency Number</b> Call 24 hours a day, seven days a week.	1-855-530-6790
<b>TDD / TTY for the Hearing Impaired</b>	Wisconsin Relay 711
<b>Vision Services</b>	1-855-398-8410
<b>Dental Services</b> Kenosha, Milwaukee, Ozaukee, Racine, Waukesha, and Washington Counties	1-855-398-8410

### *Medicaid SSI Members*

<b>Customer Service Representative</b> Office Hours: Monday – Friday, 8:00 a.m. – 4:30 p.m.	1-800-963-0035
<b>Emergency Number</b> Call 24 hours a day, seven days a week.	1-800-963-0035
<b>TDD / TTY for the Hearing Impaired</b>	Wisconsin Relay 711
<b>Vision Services</b>	1-855-398-8410
<b>Dental Services</b> Kenosha, Milwaukee, Ozaukee, Racine, Waukesha, and Washington Counties	1-855-398-8410

### *Other Important Phone Numbers*

<b>Transportation to Healthcare Appointments</b> MTM	1-866-907-1493 (TTY: 711)
<b>Dental Services</b> All counties other than noted above	1-800-362-3002
<b>Medicaid HMO Enrollment Specialist</b>	1-800-291-2002
<b>Wisconsin State Ombudsman Program</b>	1-800-760-0001

**If you are having an emergency, call 911**

**Call Customer Service for:**

- Questions about your My Choice Wisconsin membership
- Questions about how to get care
- Help choosing a primary care physician or other provider
- Help getting a new My Choice Wisconsin membership card
- Help getting a paper copy of the My Choice Wisconsin provider directory
- If you get a bill for a service you did not agree to

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

**Call the Member Advocate for:**

- Help solving problems with getting care
- Help with filing a complaint or grievance
- Help with requesting an appeal or review of a decision made by My Choice Wisconsin

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

**OTHER IMPORTANT PHONE NUMBERS****ForwardHealth Member Services**

Phone number: 800-362-3002      Hours: 8:00 a.m.–6:00 p.m., Monday–Friday  
TDD/TTY: 888-701-1251  
Email: [memberservices@wisconsin.gov](mailto:memberservices@wisconsin.gov)

**Call ForwardHealth Customer Service for:**

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

**1. HMO Enrollment Specialist**

Phone number: 800-291-2002      Hours: 7:00 a.m.–6:00p.m., Monday–Friday  
TDD/TTY: 888-701-1251

**Call the HMO Enrollment Specialist for:**

- General information about health maintenance organizations (HMOs) and managed care
- Help with disenrollment or exemption from My Choice Wisconsin or managed care
- If you move out of My Choice Wisconsin's service area

**2. State of Wisconsin HMO Ombuds Program**



An Ombuds is a person who provides neutral, private, and informal help with any questions or problems you have as an My Choice Wisconsin member.

Phone number: 800-760-0001  
TDD/TTY: 888-701-1251

Hours: 8:00 a.m.–4:30 p.m., Monday–Friday

**Call the Ombuds Program for:**

- Help solving problems with the care or services you get from My Choice Wisconsin
- Help understanding your member rights and responsibilities
- Help filing a grievance, complaint, or appeal of a decision made by My Choice Wisconsin

**3. External Advocate (Medicaid SSI Only)**

Phone number: 800-708-3034  
TDD/TTY: 888-701-1251

Hours: 8:30 a.m.–5:00 p.m., Monday–Friday

**Call the Medicaid SSI External Advocate for:**

- Help solving problems with the care or services you get from My Choice Wisconsin
- Help filing a complaint or grievance
- Help requesting an appeal or review of a decision made by My Choice Wisconsin

## **WELCOME TO MY CHOICE WISCONSIN**

Welcome to My Choice Wisconsin BadgerCare and Medicaid SSI. My Choice Wisconsin is a health plan that runs the BadgerCare Plus and Medicaid SSI programs. BadgerCare Plus is a health care program. It helps low-income children, pregnant people, and adults in Wisconsin. Medicaid SSI is a program that helps people who have Supplemental Security Income (SSI) get health care.

As a member of My Choice Wisconsin, you should get all your health care from doctors and hospitals in the My Choice Wisconsin network. See the My Choice Wisconsin Provider Directory for a list of these providers. You may also call a Customer Service Representative: BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-855-463-0026 or 1-800-963-0035 and we can assist you in finding a doctor. Providers accepting new patients are marked in the Provider Directory.

In this book you'll find your benefits, rights, and responsibilities as a member. You can also find this Member Handbook, the Provider Directory and more at [www.mychoicewi.org](http://www.mychoicewi.org).

This handbook can help you:

- Learn the basics of BadgerCare Plus and Medicaid SSI.
- See the services covered by My Choice Wisconsin and ForwardHealth.
- Know your rights and responsibilities.
- File a grievance or appeal if you have a problem or concern.

My Choice Wisconsin will cover most of your health care needs. Wisconsin Medicaid will cover some others through ForwardHealth. See the Services Covered by My Choice Wisconsin and Services Covered by ForwardHealth sections of this handbook for more information.

### **Using Your My Choice Wisconsin Membership Card**

You will use your My Choice Wisconsin membership card to get care from doctors, clinics, and hospitals in the My Choice Wisconsin provider network. This is the list of providers that My Choice Wisconsin has contracts with to provide your health care services.

**Always carry your My Choice Wisconsin card with you. Show it every time you get care.**

You may have problems getting health care services if you don't have your card with you. If your My Choice Wisconsin card is lost, damaged, or stolen, please call ForwardHealth Member Services at 800-362-3002 or go to your ACCESS account.

### **Using Your ForwardHealth Card**

You will get most of your health care through My Choice Wisconsin providers. But, you may need to get some services using your ForwardHealth card.

Use your ForwardHealth card to get the health care services listed below:

- Behavioral (autism) treatment services
- Chiropractic services
- Crisis intervention services
- Community recovery services
- Comprehensive community services
- Dental services
  - *BadgerCare Plus*: Kenosha, Milwaukee, Ozaukee, Racine, Waukesha, and Washington Counties
  - *Medicaid SSI*: Kenosha, Milwaukee, Ozaukee, Racine, Waukesha, and Washington Counties
- Hub and spoke integrated recovery support health home services
- Medication therapy management
- Medications and pharmacy services
- Non-emergency medical transportation
- Prenatal care coordination
- Residential substance use disorder treatment
- School based services
- Targeted case management
- Tuberculosis-related services

Your ForwardHealth card is different from your My Choice Wisconsin card. It is a plastic card with your name on it. It also has a 10-digit number and a magnetic stripe. Always carry your ForwardHealth card with you. Show it every time you go to the doctor or hospital and every time you get a prescription filled. You may have problems getting health care or prescriptions if you do not have your card with you. Also, bring any other health insurance cards you may have. This could include any ID card from My Choice Wisconsin or other service providers.

If you have questions about how to use your ForwardHealth card or if your card is lost, damaged, or stolen, call ForwardHealth Member Services at 800-362-3002. To find a provider that accepts your Forward Health card:

1. Go to [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

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

### **Using the Provider Directory**

As a member of My Choice Wisconsin, you should get your health care from doctors and hospitals in the My Choice Wisconsin network. See our provider directory for a list of these providers. Providers accepting new patients are called out in the provider directory.

The provider directory is a list of doctors, clinics, and hospitals that you can use to get health care services as a member of My Choice Wisconsin. My Choice Wisconsin has the provider directory in different languages and formats. You can find the provider directory on our website at <https://mychoiceprovider.org/>. For a paper copy of the provider directory, call our Customer Service Department for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.

My Choice Wisconsin providers are sensitive to the needs of many cultures. See the My Choice Wisconsin provider directory for a list of providers with staff who speak certain languages or understand certain ethnic cultures or religious beliefs. The provider directory can also tell you about the accommodations that providers offer.

### **Choosing a Primary Care Provider**

When you need care, call your primary care provider (PCP) first. It is important to choose a primary care physician to manage all your health care. A primary care provider could be a doctor, nurse practitioner, physician assistant, or other provider that gives, directs, or helps you get health care services. You can choose a primary care provider from the My Choice Wisconsin provider directory. Use the list of providers accepting new patients. HMO doctors are sensitive to the needs of many cultures. Your primary care physician will help you decide if you need to see another doctor or specialist and, if appropriate, give you a referral. Remember, you must get approval from your primary care physician before you see another doctor.

If you are an American Indian or Alaska Native, you can choose to see an Indian Health Care Provider outside of our network.

**Call our Customer Service Department for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 to choose or change your primary care provider.** You can keep your current primary care provider if they are part of our provider network. Your primary care provider will help you decide if you need to see another doctor or specialist. They can give you a referral if needed. If you want to use a certain specialist or hospital, you'll need a referral from your primary care provider. You'll need to get approval from your primary care provider before you see another doctor.

You may see a women's health specialist without a referral in addition to choosing a primary care provider. This could be an obstetrician and gynecologist (OB/GYN), nurse midwife, or licensed midwife.

### **New Member Discussion of Health Needs**

My Choice Wisconsin will contact you by telephone to talk with you about your individual health needs and circumstances. You can ask about resources in your community or that are part of your new health plan that may be available to you. They can learn more about you and help you achieve your health goals. Call BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 to get started.

## GETTING THE CARE YOU NEED

### Emergency Care

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

- Choking
- Convulsions
- 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 are having an emergency, call 911**

**If you need emergency care, get help as quickly as possible.** Try to go to a My Choice Wisconsin hospital or emergency room for help if you can. If your condition cannot wait, go to the nearest provider (hospital, doctor, or clinic). **Call 911 or your local police or fire department emergency services if the emergency is very severe and you are unable to get to the nearest provider.**

If you must go to a non-My Choice Wisconsin hospital or emergency room, you or someone else should call My Choice Wisconsin for **BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035** as soon as you can to tell us what happened.

You do not need My Choice Wisconsin's or your primary care provider's approval before getting emergency care.

Remember, hospital emergency rooms are for true emergencies only. Unless your condition is very serious, call your doctor or our 24-hour emergency number for **BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035** before you go to the emergency room. If you do not know if your illness or injury is an emergency, call your doctor or our 24-hour emergency number at our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 before you go to the emergency room. Assistance is available 24 hours a day. We will tell you where you can get care. **You may have to pay a copayment if you go to an emergency room for care that is not an emergency.**

A prior authorization is not required for emergency services.

## **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

You must get urgent care from My Choice Wisconsin providers unless you get our approval to see a non-My Choice Wisconsin provider. Do not go to a hospital emergency room for urgent care unless you get approval from My Choice Wisconsin first.

## **Specialty Care**

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

- 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.

Contact your primary care provider if you need care from a specialist. Most of the time, you need to get approval from your primary care provider and My Choice Wisconsin before seeing a specialist.

## **Care During Pregnancy and Delivery**

Let My Choice Wisconsin and your county or tribal agency know right away if you become pregnant, so you can get the extra care you need. You do not have copayments when you are pregnant.

You must go to a My Choice Wisconsin hospital to have your baby. Talk to your provider to make sure you know which hospital you should go to when it is time to have your baby. Do not go out of the area to have your baby unless you have My Choice Wisconsin approval. Your My Choice Wisconsin provider knows your history and is the best provider to help you.

Also, talk to your doctor if you plan to travel in your last month of pregnancy. Traveling during your last month of pregnancy increases the chance that your baby will be born while you 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 your doctor or health care provider using your phone, computer, or tablet. My Choice Wisconsin covers telehealth services that your provider can deliver at the same quality as in-person services. This could be doctor office visits, mental health or substance abuse services, dental consultations, and more. There are some services you cannot get using telehealth. This includes services where the provider needs to touch or examine you.

Both you and your provider must agree to a telehealth visit. You always have the right to refuse a telehealth visit and do an in-person visit instead. Your BadgerCare Plus or Medicaid SSI benefits and care will not be impacted if you refuse telehealth services. If your provider only offers telehealth visits and you want to do in-person, they can refer you to a different provider.

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

## Care After Normal Business Hours

If you have an emergency or an urgent healthcare issue, follow the instructions for accessing emergency and urgent care. If you do not know if you need urgent or emergency care, call our Customer Service Representative: BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035. We have staff and nurses available 24 hours a day, seven days a week to assist you. You can also call your primary care physician for assistance.

## Care When You Are Away From Home

Follow these rules if you need medical care but are too far away from home to go to your regular primary care physician or clinic:

- **For true emergencies, go to the nearest hospital, clinic, or doctor.** Call a My Choice Wisconsin Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 as soon as you can to tell us what happened. If you need emergency care outside of Wisconsin, health care providers in the area where you are can treat you and send the bill to My Choice Wisconsin. You may need to pay a copayment if you get emergency care outside of Wisconsin. If you get a bill for services you got outside of Wisconsin, call Customer Service our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.
- **For urgent or routine care away from home, you must get approval from My Choice Wisconsin before you go to a different doctor, clinic, or hospital.** This includes children who are spending time away from home with a parent or relative. Call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 for approval to go to a different doctor, clinic, or hospital.
- **For urgent or routine care outside the United States, call My Choice Wisconsin first.** My Choice Wisconsin does not cover any services provided outside the United States, Canada, and Mexico. This includes emergency services. If you need emergency services

while in Canada or Mexico, My Choice Wisconsin will cover it only if the doctor's or hospital's bank is in the United States. Other services may be covered with My Choice Wisconsin approval if the provider has a bank in the United States. Please call My Choice Wisconsin if you get any emergency services outside the United States.

## WHEN YOU MAY BE BILLED FOR SERVICES

### **Covered and Noncovered Services**

With BadgerCare Plus or Medicaid SSI, you do not have to pay for covered services other than required copayments.

You may have to pay the full cost of services if:

- The service is not covered under BadgerCare Plus or Medicaid SSI.
- You needed approval for a service from your primary care provider or My Choice Wisconsin, but you did not get approval before getting the service.
- My Choice Wisconsin determines that the service is not medically necessary for you. Medically necessary services are approved services or supplies needed to diagnose or treat a condition, disease, illness, injury, or symptom.
- You received a non-emergency service from a provider that is not in the My Choice Wisconsin network. Or you received a non-emergency service from a provider that does not accept your ForwardHealth card.

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

**If you get a bill for a service you did not agree to, please call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.**

### **Copayments**

Under BadgerCare Plus and Medicaid SSI, My Choice Wisconsin and its providers may bill you copayments. A copayment is a fixed amount of money you pay for a covered health care service. Copayments for Badgercare Plus or Medicaid SSI members are usually \$3 or less. The following members do **not** have to pay copayments:

- Nursing home residents
- Terminally ill members receiving hospice care
- Pregnant women
- Members younger than 19 years old
- Children in foster care or adoption assistance
- Youth who were in foster care on their 18<sup>th</sup> birthday. They don't have to pay any copays until age 26.
- Members who join by Express Enrollment
- American Indians or Alaskan Native Tribal members, children or grandchildren of a tribal member, or anyone who can get Indian Health Services. Age and income do not



matter. This applies when getting items and services from an Indian Health Services provider or from the Purchase and Referred Care program.

Services that you may be charged copayments for include:

- Non-emergency transportation
- Prescription drugs
- Dental services in any county that is NOT Milwaukee, Waukesha, Ozaukee, Racine, Kenosha, or Washington
- Chiropractor services in any county that is NOT Milwaukee, Waukesha, Ozaukee, Racine, Kenosha, or Washington
- Autism services

## SERVICES COVERED UNDER BADGERCARE PLUS or MEDICAID SSI

My Choice Wisconsin provides most medically necessary, covered services under BadgerCare Plus or Medicaid SSI. See Services Covered by My Choice Wisconsin on page 20 for more information about services covered by My Choice Wisconsin.

Some services are covered by ForwardHealth. To learn more about these services see page 22, Services Covered by ForwardHealth.

Some services require **prior authorization**. Prior authorization is written approval for a service or prescription. You may need prior authorization from My Choice Wisconsin or ForwardHealth before you get a service or fill a prescription.

Service	Coverage under BadgerCare Plus or Medicaid SSI
Ambulatory surgical center care	Coverage of certain surgical procedures and related lab services \$3 copay per service
Behavioral (autism) treatment services	<p>*Full coverage (with prior authorization).</p> <p>No copay</p> <p><b>*Covered by ForwardHealth. Use your ForwardHealth card to get this service</b></p>
Chiropractic services	<p><b>BadgerCare Plus:</b></p> <p>This is a covered benefit for My Choice Wisconsin BadgerCare Plus members living in Milwaukee, Waukesha, Ozaukee, Racine, Kenosha, and Washington Counties. Members living in these counties will have no copayment.</p> <p>Members living in counties not listed above, may get covered chiropractic services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. Members may have a copayment of .50 to \$3.</p>

	<p><b>Medicaid SSI:</b> Chiropractic services are a covered benefit under Medicaid SSI. Members may get covered chiropractic services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. Members may have a copayment of: \$.50 to \$3 per service.</p>
Dental Non-Emergency	<p>This is a covered benefit through My Choice Wisconsin for members living in Milwaukee, Ozaukee, Racine, Kenosha, Washington, and Waukesha counties only. Members in these counties have no copayment.</p> <p>For My Choice Wisconsin members in all other counties, you may get dental services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. These members may have a copayment of \$0.50 to \$3 per service</p>
Dental Oral Surgery/TMJ Surgery	<p>My Choice Wisconsin does not cover the dentist portion of the claim or any portion of the claim where oral surgery/TMJ surgery is performed in an office setting. Those are covered benefits through the ForwardHealth card. These members may have a copayment of \$0.50 to \$3 per service.</p> <p>My Choice Wisconsin is responsible for all ancillary services to the dentist when procedure does not take place in an office setting.</p>
Dental Emergency	<p>A dental emergency is defined as an immediate dental service needed to treat dental pain, swelling, fever, infection, or injury to the teeth. This is a covered benefit through My Choice Wisconsin with no copayment.</p>
Disposable medical supplies	<p>Full coverage with no copayment for supplies obtained through the My Choice Wisconsin medical benefit.</p> <p>Members may have a copayment of .50 to \$3 for DMS obtained through the Forward Health pharmacy benefit.</p>
Drugs (Prescription and over-the-counter)	<p>This is not a covered benefit through My Choice Wisconsin. Your prescription and certain over the counter items are provided by the State, with your ForwardHealth ID card.</p> <p>* Coverage of generic and brand name prescription drugs, and some over-the counter drugs.</p> <p>Copay: \$0.50 for over-the-counter drugs \$1 for generic drugs \$3 for brand</p>

	<p>Copays are limited to \$12 per member, per provider, per month. Over-the-counter drugs do not count toward the \$12 maximum.</p> <p>Limit of five opioid prescription refills per month.</p> <p><b>*Covered by ForwardHealth. Use your ForwardHealth card to get drugs</b></p>
Durable medical equipment	<p>Full coverage with no copayment.</p> <p>Rental items are not subject to copayment.</p>
HealthCheck screenings for children	<p>*Full coverage of HealthCheck screenings and other services for individuals under age 21.</p> <p>*See additional information on pg. 24</p>
Hearing services	<p>Full coverage with no copayment.</p>
Home care services	<p>Full coverage of private duty nursing, skilled nursing home health care, PT, OT, Speech Therapy, and personal care offered through home health. No copayment.</p>
Hospice	<p>Full coverage with no copayment.</p>
Hospital services: inpatient	<p>Full coverage with no copayment.</p>
Hospital services: outpatient	<p>Full coverage with no copayment.</p>
Hospital services: emergency room	<p>Full coverage with no copayment.</p>
Mental health and substance abuse treatment	<p>* Full coverage with no copayment.</p> <p>*See additional information on pg. 24</p>
Nursing home services	<p>Full coverage with no copayment</p>
Physician services	<p>Full coverage with no copayment.</p>
Podiatry services	<p>Full coverage with no copayment.</p>
Prenatal/maternity care	<p>Full coverage with no copayment. Includes Prenatal Care Coordination (PNCC) and preventive mental health and substance abuse screening and counseling for women at risk of mental health or substance abuse problems.</p>

Reproductive and family planning services	<p>Full coverage with exceptions listed below. Does not cover:</p> <ul style="list-style-type: none"> <li>• Reversal of voluntary sterilization</li> <li>• Infertility treatments</li> <li>• Surrogate parenting and related services, including, but not limited to: <ul style="list-style-type: none"> <li>o Artificial insemination</li> <li>o Obstetrical care</li> <li>o Labor or delivery</li> <li>o Prescription or over-the-counter drugs</li> </ul> </li> </ul> <p>No copayment for services received through My Choice Wisconsin providers.</p> <p>Services through non-My Choice Wisconsin providers may result in a copayment.</p>
Routine vision	<p>* Surgical, diagnostic, supply dispensing. Benefit includes one contracted pair of eyeglasses and one replacement eyeglass per member per 12 months. No copayment.</p> <p>*Some limitations apply. Call Customer Service for more information.</p>
Therapies: Physical therapy, occupational therapy, speech and language therapy	Full coverage with no copayment.
Transportation: ambulance, specialized motor vehicle, common carrier	<p>*Full coverage of emergency and non-emergency transportation to and from a provider for a covered service.</p> <p>Copays:</p> <ul style="list-style-type: none"> <li>\$2 copay for non-emergency ambulance trips</li> <li>\$1 copay per trip for transportation by specialized motor vehicle</li> <li>No copay by common carrier or emergency ambulance</li> </ul> <p>*See additional information on pg. 29</p>

## SERVICES COVERED BY MY CHOICE WISCONSIN

### **Mental Health and Substance Abuse Services**

My Choice Wisconsin provides mental health and substance abuse (drug and alcohol) services to all members. If you need these services, call 1-800-963-0035. If you need immediate help, you can call our 24-Hour Nurse Lines which are open seven days a week:

BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-855-0026.

All services provided by My Choice Wisconsin are private.

### **Family Planning Services**

My Choice Wisconsin provides private family planning services to all members, including people under the age of 18. If you do not want to talk to your primary care provider about family planning, call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035. We will help you choose a My Choice Wisconsin family planning provider who is different from your primary care provider.

We encourage you to get family planning services from a My Choice Wisconsin provider. This allows us to better coordinate all your health care. However, you can also go to any family planning clinic that will accept your ForwardHealth ID card, even if the clinic is not part of My Choice Wisconsin's provider network.

### **HealthCheck Services**

HealthCheck covers health checkups for members younger than 21 years old. HealthCheck exams, also known as "well-child checks," are doctor visits your child or young adult has when they are well. The doctor asks questions and examines your child. This is to make sure your child is healthy and taking the right steps to stay healthy. It's a good time to ask health questions you or your child may have. HealthCheck also covers treatment for any problems found during your child's HealthCheck exam.

HealthCheck has three purposes:

1. To find and treat health problems for members younger than 21 years old.
2. To share information about special health services for members younger than 21 years old.
3. To make members younger than 21 years old eligible for some health care not otherwise covered.

The HealthCheck exam includes:

- Age appropriate immunizations (shots)
- Blood and urine lab tests
- Dental checks and a referral to a dentist beginning at 1 year old
- Health and developmental history
- Hearing checks
- Head-to-toe physical exam

- Lead testing for children ages 1 and 2 years old and children under age 6 who have never had a lead test
- Vision checks

To schedule a HealthCheck exam or for more information, call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.

If you need a ride to or from a HealthCheck appointment, please call the Wisconsin non-emergency medical transportation (NEMT) manager at 866-907-1493 (or TTY 800-855-2880) to schedule a ride.

### **Dental Services for My Choice Wisconsin Members Living in Milwaukee, Ozaukee, Racine, Kenosha, Washington, or Waukesha Counties**

My Choice Wisconsin provides all covered dental services through DentaQuest. You must go to a DentaQuest dentist. See the Provider Directory or call DentaQuest Customer Service at 1-855-398-8410 for the names of DentaQuest dentists you can go to.

**You have the right to a routine dental appointment within 90 days of your request for an appointment.** Call My Choice Wisconsin for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 if you are unable to get a dental appointment within 90 days.

Call the Wisconsin non-emergency medical transportation NEMT manager at 866-907-1493 (or TTY 711) if you need help with getting a ride to or from the dentist's office. They can help with getting a ride.

**If you have a dental emergency, you have the right to treatment within 24 hours of your request for an appointment.** A dental emergency is severe dental pain, swelling, fever, infection, or injury to the teeth. If you are having a dental emergency:

- If you already have a dentist who is with My Choice Wisconsin / DentaQuest:
  - Call the dentist's office.
  - Tell the dentist's office that you or your child are having a dental emergency.
  - Tell the dentist's office what the exact dental problem is. This may be something like a severe toothache or swollen face.
  - Call us if you need help getting a ride to or from your dental appointment.
- If you do not currently have a dentist who is with My Choice Wisconsin / DentaQuest:
  - Call DentaQuest Customer Service at 1-855-398-8410. Tell us that you or your child are having a dental emergency. We can help you get dental services.
  - Tell us if you need help getting a ride to or from the dentist's office.

### **Dental Services for all other counties**

Dental services are covered for you. You may get covered dental services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

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

**You have the right to a routine dental appointment within 90 days of your request for an appointment.** Call ForwardHealth Member Services at 800-362-3002 if you are unable to get a dental appointment within 90 days.

Call the Wisconsin non-emergency medical transportation NEMT manager at 866-907-1493 (or TTY 711) if you need help with getting a ride to or from the dentist's office. They can help with getting a ride.

**If you have a dental emergency, you have the right to treatment within 24 hours of your request for an appointment.** A dental emergency is severe dental pain, swelling, fever, infection, or injury to the teeth. If you are having a dental emergency:

- If you already have a dentist who is with ForwardHealth:
  - Call the dentist's office.
  - Tell the dentist's office that you or your child are having a dental emergency.
  - Tell the dentist's office what the exact dental problem is. This may be something like a severe toothache or swollen face.
  - Call the NEMT manager at 866-907-1493 or ForwardHealth Member Services at 800-362-3002 if you need help getting a ride to or from your dental appointment.
- If you do not currently have a dentist who is with ForwardHealth:
  - Call ForwardHealth Member services at 800-362-3002. Tell them that you or your child are having a dental emergency. They can help you get dental services.
  - Tell them if you need help getting a ride to or from the dentist's office.

## SERVICES COVERED BY FORWARDHEALTH

### **Behavioral (Autism) Treatment Services**

Behavioral treatment services are covered under BadgerCare Plus / Medicaid SSI. Behavioral treatment services are used to treat autism. You can get autism treatment services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Program, select BadgerCare/Medicaid.

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

### **Chiropractic Services**

#### ***BadgerCare Plus***

#### **Chiropractic Services for My Choice Wisconsin Health Plan BadgerCare Plus Members Living in Milwaukee, Waukesha, Ozaukee, Racine, Kenosha, or Washington Counties**

My Choice Wisconsin provides covered chiropractic services for BadgerCare Plus members living in the counties listed above. You must go to a My Choice Wisconsin Health Plan provider. See the Provider Directory or call Customer Service at 1-855-530-6790 for the names of our chiropractors. No copayment applies to chiropractic services in these counties.

#### **Chiropractic Services for My Choice Wisconsin BadgerCare Plus Members Living in Counties Not Listed Above**

Chiropractic services are a covered benefit under BadgerCare Plus. Members living in counties not listed above may get covered chiropractic services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to [www.forwardhealthwi.gov](http://www.forwardhealthwi.gov).
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Health Program, select BadgerCare/Medicaid.

Or, you can call ForwardHealth Member Services at 1-800-362-3002.

#### ***Medicaid SSI***

#### **Chiropractic Services for My Choice Wisconsin Members Medicaid SSI**

Chiropractic services are a covered benefit under Medicaid SSI. Members may get covered chiropractic services from a Medicaid-enrolled provider who will accept your ForwardHealth ID card. To find a Medicaid-enrolled provider:

1. Go to [www.forwardhealthwi.gov](http://www.forwardhealthwi.gov).
2. Click on the Members link or icon in the middle section of the page.
3. Scroll down and click on the Resources tab.
4. Click on the Find a Provider link.
5. Under Health Program, select BadgerCare/Medicaid.

Or, you can call ForwardHealth Member Services at 1-800-362-3002.

### **Transportation Services**

You can get non-emergency medical transportation (NEMT) services through Wisconsin NEMT manager. The NEMT manager arranges and pays for rides to covered services for members who have no other way to get there. NEMT can include rides using:



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

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be eligible for mileage reimbursement (money for gas).

You must schedule routine rides at least two business days before your appointment. Call the NEMT manager at 866-907-1493 (or TTY 711), Monday through Friday, from 7 a.m. until 6 p.m. You may also schedule rides for urgent appointments. A ride to an urgent appointment will be provided in three hours or less.

### **Pharmacy Benefits**

You may get a prescription from a My Choice Wisconsin provider, specialist, or dentist. You can get covered prescriptions and certain over-the-counter items at any pharmacy that will accept your ForwardHealth ID card.

Your prescription benefits are covered by State Medicaid. You may have copayments or limits on covered medications. If you cannot afford your copayments, you can still get your prescriptions.

If you have any questions about the medications covered under Badgercare Plus or Medicaid SSI or medication copayments, contact ForwardHealth Member Services at 800-362-3002.

### **SERVICES NOT COVERED UNDER BADGERCARE PLUS or MEDICAID SSI**

The services below are not covered under BadgerCare Plus or Medicaid SSI:

- Services that are not medically necessary
- Services that have not been approved by My Choice Wisconsin or your 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

### **IN LIEU OF SERVICE OR SETTING**

My Choice Wisconsin may cover some services or care settings that are not normally covered in Wisconsin Medicaid. These services are called “in lieu of” services or settings.

The following in lieu of services or settings are covered under BadgerCare Plus or Medicaid SSI:

- Inpatient mental health services in an institute of mental disease (IMD) for a person 22-64 years of age for no more than 15 days during a month.
- Sub-acute community based clinical treatment (short-term residential mental health services).

Deciding if an “in lieu of” service or setting is right for you is a team effort. My Choice Wisconsin will work with you and your provider to help you make the best choice. **You have a right to choose not to participate in one of these settings or treatments.**

## GETTING A SECOND MEDICAL OPINION

If you disagree with your doctor’s treatment recommendations, you may be able to get a second medical opinion. Contact your provider or our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 for information.

## CARE MANAGEMENT (COORDINATION)

As a member of My Choice Wisconsin, you have access to a care management team. Care management is a free service for My Choice Wisconsin members. It will help you identify and meet your health and wellness goals. The care management team will also connect you with providers, community services, and social supports.

When you sign up for our plan, you will get an outreach letter or call to talk about your unique health needs. It is important to respond so we know how to best meet your needs. You can also call the Care Management team directly for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.

Your care manager can also help you transition from the hospital or other care settings to home. Call your care manager for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 for help if you are hospitalized.

## KNOWING PROVIDER CREDENTIALS

You have the right to information about our providers including the provider’s address, telephone number, professional qualifications, specialty, education, and residency completion, board certification, and recertification. To get this information, call our Customer Service Representative: BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.

## COMPLETING AN ADVANCE DIRECTIVE, LIVING WILL, OR POWER OF ATTORNEY FOR HEALTH CARE

You have the right to give instructions about what you want done if you are not able to make decisions for yourself. Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen in these situations. This means you 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.

You decide whether you want an advanced directive. Your providers can explain how to create and use an advance directive. But, they cannot force you to have one or treat you differently if you don’t have one.

Contact your provider if you want to know more about advance directives. You can also find advance directive forms on the Wisconsin Department of Health Service (DHS) website at <https://www.dhs.wisconsin.gov/forms/advdirectives>.

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

## NEW TREATMENTS AND SERVICES

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

- 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.

My Choice Wisconsin has a committee in place to evaluate and address developments in technology and the new application of existing technology including medical and behavioral healthcare procedures, pharmaceuticals, and devices. In addition, the committee evaluates the inclusion of new technology in its benefits plan and to keep pace with changes and to ensure that members have equitable access to safe and effective care. They also review if the treatment is approved by the government and has shown in reliable studies how it affects patients.

## OTHER INSURANCE

Tell your providers if you have other insurance in addition to BadgerCare Plus or Medicaid SSI. Your providers must bill your other insurance before billing My Choice Wisconsin. If your My Choice Wisconsin provider does not accept your other insurance, call the HMO Enrollment Specialist at 800-291-2002. They can tell you how to use both insurance plans.

## IF YOU MOVE

If you are planning to move, contact your county or tribal agency. If you move to a different county, you must also contact the county or tribal agency in your new county to update your eligibility for BadgerCare Plus or Medicaid SSI.

If you move out of My Choice Wisconsin's service area, call the HMO Enrollment Specialist at 800-291-2002. They will help you choose a new HMO that serves your new area.

## CHANGES IN YOUR MEDICAID COVERAGE

If you have moved from ForwardHealth or a BadgerCare Plus or Medicaid SSI HMO to a new BadgerCare Plus or Medicaid SSI HMO, then you have the right to:

- Continue to see your current providers and access your current services for up to 90 days. Please call your new HMO when you enroll to let them know who your provider is. If this provider is still not in the HMO network after 90 days, you will choose a new provider that is in the HMO network.
- Get services that you need to avoid serious health risk or hospitalization.

Call My Choice Wisconsin Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 for more information about changes in your coverage.

## HMO EXEMPTIONS

My Choice Wisconsin is a health maintenance organization, or HMO. HMOs are insurance companies that offer services from select providers.

Generally, you must enroll in an HMO to get health care benefits through BadgerCare Plus and Medicaid SSI. An HMO exemption means you don't have to join an HMO to get your BadgerCare Plus or Medicaid SSI benefits. Most exemptions are granted for only a short period of time. It's usually to allow you to complete a course of treatment before you are enrolled in an HMO. If you think you need an exemption from HMO enrollment, call the HMO Enrollment Specialist at 800-291-2002 for more information.

## FILING A GRIEVANCE OR APPEAL

### Grievances

#### **What is a grievance?**

You have a right to file a grievance if you are unhappy with our plan or providers. A grievance is any complaint about My Choice Wisconsin or a network provider that is not related to a decision My Choice Wisconsin made about your health care services. You might file a grievance about things like the quality of services or care, rudeness from a provider or an employee, and not respecting your rights as a member.

#### **Who can file a grievance?**

You can file a grievance. An authorized representative, a legal decision maker, or a provider can also file a grievance for you. We will contact you for your permission if an authorized representative or provider files a grievance for you.

#### **When can I file a grievance?**

You (or your representative) can file a grievance at any time.

**How do I file a grievance with My Choice Wisconsin?**

Call My Choice Wisconsin Member Advocate at 800-963-0035, or write to us at the following address if you have a grievance:

My Choice Wisconsin Health Plan  
Attn: Member Advocate  
10201 West Innovation Drive, Suite 100  
Wauwatosa, WI 53226

If you file a grievance with My Choice Wisconsin, you will have the opportunity to appear in-person in front of My Choice Wisconsin's Grievance and Appeal Committee. My Choice Wisconsin will have 30 days from the date the grievance is received to give you a decision resolving the grievance.

**Who can help me file a grievance?**

My Choice Wisconsin's Member Advocate can work with you to solve the problem or help you file a grievance.

If you want to talk to someone outside My Choice Wisconsin about the problem, you can call the Wisconsin HMO Ombuds Program at 800-760-0001. The Ombuds Program may be able to help you solve the problem or write a formal grievance to My Choice Wisconsin. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at 800-928-8778 for help with filing a grievance.

**What if I disagree with My Choice Wisconsin's response?**

If you don't agree with My Choice Wisconsin's response to your grievance, you can request a review of your grievance with the Wisconsin Department of Health Services (DHS).

**Write to:** BadgerCare Plus and Medicaid SSI  
HMO Ombuds  
P.O. Box 6470  
Madison, WI 53716-0470  
**Or call:** 800-760-0001

**Will I be treated differently if I file a grievance?**

You will not be treated differently from other members because you file a complaint or grievance. Your health care and benefits will not be affected.

**Appeals****What is an appeal?**

You have a right to request an appeal if you are unhappy with a decision made by My Choice Wisconsin. An appeal is a request for My Choice Wisconsin to review a decision that affects your services. These decisions are called **adverse benefit determinations**.

An **adverse benefit determination** is any of the following:

- My Choice Wisconsin plans to stop, suspend, or reduce a service you are currently getting.
- My Choice Wisconsin decides to deny a service you asked for.
- My Choice Wisconsin decides not to pay for a service.
- My Choice Wisconsin asks you to pay an amount that you don't believe you owe.
- My Choice Wisconsin decides to deny your request to get a service from a non-network provider when you live in a rural area with only one HMO.
- My Choice Wisconsin does not arrange or provide services in a timely manner.
- My Choice Wisconsin does not meet the required timeframes to resolve your grievance or appeal.

My Choice Wisconsin will send you a letter if you have received an adverse benefit determination.

### **Who can file an appeal?**

You can request an appeal. An authorized representative, a legal decision maker, or a provider can also file an appeal for you. We will contact you for your permission if an authorized representative or provider requests an appeal for you.

### **When can I file an appeal?**

You (or your representative) must request an appeal within 60 days of the date on the letter you get describing the adverse benefit determination.

### **How do I file an appeal with My Choice Wisconsin?**

If you would like to appeal an adverse benefit determination, you can call the My Choice Wisconsin Member Advocate at 800-963-0035 or write to the following address:

My Choice Wisconsin Health Plan  
Attn: Member Advocate  
10201 West Innovation Drive, Suite 100  
Wauwatosa, WI 53226

If you request an appeal with My Choice Wisconsin, you will have the opportunity to appeal in-person in front of My Choice Wisconsin's Grievance and Appeal Committee. Once your appeal is requested, My Choice Wisconsin will have 30 calendar days to give you a decision.

### **What if I can't wait 30 days for a decision?**

If you or your doctor think that waiting 30 days could seriously harm your health or ability to perform your daily activities, you can request a fast appeal. If My Choice Wisconsin agrees that you need a fast appeal, you will get a decision within 72 hours.

### **Who can help me request an appeal?**

If you need help writing a request for an appeal, please call your My Choice Wisconsin Member Advocate at 800-963-0035.

If you want to speak with someone outside My Choice Wisconsin, you can call the BadgerCare Plus and Medicaid SSI Ombuds at 800-760-0001. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at 800-708-3034 for help with your appeal.

### **Can I continue to get the service during my appeal?**

If My Choice Wisconsin decides to stop, suspend, or reduce a service you are currently getting, you have the right to ask to keep getting your service during your appeal. You'll have to mail, fax, or email your request within a certain timeframe, whichever is later:

- On or before the date My Choice Wisconsin plans to stop or reduce your service
- Within 10 days of getting notice that your service will be reduced

If My Choice Wisconsin's decision about your appeal is not in your favor, you might have to pay My Choice Wisconsin back for the service you got during the appeal process.

### **Will I be treated differently if I request an appeal?**

You will not be treated differently from other members because you request an appeal. The quality of your health care and other benefits will not be affected.

### **What if I disagree with My Choice Wisconsin's decision about my appeal?**

You can request a fair hearing with the Wisconsin Division of Hearing and Appeals if you disagree with My Choice Wisconsin's decision about your appeal. Learn more about fair hearings below.

## **Fair Hearings**

### **What is a fair hearing?**

A fair hearing is a review of My Choice Wisconsin's decision on your appeal by an Administrative Law Judge in the county where you live. **You must appeal to My Choice Wisconsin first before requesting a fair hearing.**

### **When can I request a fair hearing?**

You must request a fair hearing within 90 days of the date you get My Choice Wisconsin's written decision about your appeal.

### **How do I request a fair hearing?**

If you want a fair hearing, send a written request to:

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

You have the right to be represented at the hearing, and you can bring a friend for support. If you need a special arrangement for a disability or for language translation, please call 608-266-7709.

**Who can help me request a fair hearing?**

If you need help writing a request for a fair hearing, please call the BadgerCare Plus and Medicaid SSI Ombuds at 800-760-0001. If you are enrolled in a Medicaid SSI Program, you can also call the SSI External Advocate at 800-708-3034 for help.

**Can I keep getting the service during my fair hearing?**

If My Choice Wisconsin decides to stop, suspend, or reduce a service you are currently getting, you have the right to ask to keep getting your service during your My Choice Wisconsin appeal and fair hearing. You'll have to request that the service continue during your fair hearing, even if you already requested to continue the service during your My Choice Wisconsin appeal. You'll have to mail, fax, or email your request within a certain timeframe, whichever is later:

- On or before the date My Choice Wisconsin plans to stop or reduce your service
- Within 10 days of getting notice that your service will be reduced

If the administrative law judge's decision is not in your favor, you might have to pay My Choice Wisconsin back for the service you got during the appeal process.

**Will I be treated differently if I request a fair hearing?**

You will not be treated differently from other members because you request a fair hearing. The quality of your health care and other benefits will not be affected.

**YOUR RIGHTS****1. You have a right to get information in a way that works for you. This includes:**

- Your right to have an interpreter with you during any BadgerCare Plus or Medicaid SSI covered service.
- Your right to get this member handbook in another language or format.

**2. You have a right to be treated with dignity, respect, and fairness and with consideration for privacy. This includes:**

- Your right to be free from discrimination. My Choice Wisconsin must obey laws that protect you from discrimination and unfair treatment. My Choice Wisconsin provides covered services to all eligible members regardless of the following:
  - Age
  - Color
  - Disability
  - National origin
  - Race
  - Sex
  - Religion
  - Sexual orientation
  - Gender identity



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

- Your right to be free from any form of restraint or seclusion used to coerce, discipline, be convenient, or retaliate. This means you have the right to be free from being restrained or forced to be alone to make you behave in a certain way, to punish you, or because someone finds it useful.
- Your right to privacy. My Choice Wisconsin must follow laws protecting the privacy of your personal and health information. See My Choice Wisconsin's Notice of Privacy Practices for more information.

**3. You have the right to get health care services as provided for in federal and state law. This includes:**

- Your right to have covered services be available and accessible to you when you need them. When medically appropriate, services must be available 24 hours a day, seven days a week.

**4. You have a right to make decisions about your health care. This includes:**

- Your right to get information about treatment options, regardless of cost or benefit coverage.
- Your right to accept or refuse medical or surgical treatment and participate in making decisions about your care.
- Your right to plan and direct the types of health care you may get in the future if you become unable to express your wishes. You can make these decisions by completing an **advance directive, living will, or power of attorney for health care**. See more information on page 25, Completing an Advance Directive, Living Will, Or Power Of Attorney For Health Care.
- Your right to a second opinion if you disagree with your provider's treatment recommendation. Call Customer Service for more information about how to get a second opinion.

**5. You have a right to know about our providers and any physician incentive plans My Choice Wisconsin uses. This includes:**

- Your right to ask if My Choice Wisconsin has special financial arrangements (physician incentive plans) with our physicians that can affect the use of referrals and other services you might need. To get this information, call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 and request information about our physician payment arrangements.
- Your right to request information about My Choice Wisconsin providers, including the provider's education, board certification, and recertification. To get this information, call our Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035.

- 6. You have a right to ask for copies of your medical records from your provider.**
  - You may correct inaccurate information in your medical records if your doctor agrees to the correction.
  - Call a Customer Service Representative for BadgerCare Plus at 1-855-530-6790 / Medicaid SSI at 1-800-963-0035 for assistance with requesting a copy or change to your medical records. Please note that you may have to pay to copy your medical records.
- 7. You have a right to be informed about any Medicaid covered benefits that are not available through the My Choice Wisconsin because of moral or religious objection. This includes:**
  - Your right to be informed of how to access these services through ForwardHealth using your ForwardHealth card.
  - Your right to disenroll from My Choice Wisconsin if My Choice Wisconsin does not cover a service you want because of moral or religious objections.
- 8. You have a right to file a complaint, grievance, or appeal if you are dissatisfied with your care or services. This includes:**
  - Your right to request a fair hearing if you are dissatisfied with My Choice Wisconsin's decision about your appeal or if My Choice Wisconsin does not respond to your appeal in a timely manner.
  - Your right to request a Department of Health Services grievance review if you are unhappy with My Choice Wisconsin's decision about your grievance or if My Choice Wisconsin does not respond to your grievance in a timely manner.
  - For more information on how to file a grievance, appeal, or fair hearing, see page 27, Filing a Grievance or Appeal.
- 9. You have the right to receive information about My Choice Wisconsin, its services, its practitioners, providers, and member rights and responsibilities. This includes:**
  - Your right to know about any big changes with My Choice Wisconsin at least 30 days before the effective date of the change.
- 10. You have a right to be free to exercise your rights without negative treatment by the My Choice Wisconsin and its network providers. This includes:**
  - Your right to make recommendations about My Choice Wisconsin's Member Rights and Responsibilities Policy.

## **YOUR RESPONSIBILITIES**

- **You have a responsibility to provide the information that My Choice Wisconsin and its providers need to provide care.**
- **You have a responsibility to let My Choice Wisconsin know how best to contact and communicate with you. You have a responsibility to respond to communications from My Choice Wisconsin .**

- **You have a responsibility to follow plans and instructions for care that you have agreed to with your providers.**
- **You have a responsibility to understand your health problems and participate in creating treatment goals with your providers.**

## ENDING YOUR MEMBERSHIP IN MY CHOICE WISCONSIN

**You may switch HMOs for any reason during your first 90 days of enrollment in My Choice Wisconsin.** After your first 90 days, you will be “locked in” to enrollment in My Choice Wisconsin for the next nine months. You will only be able to switch HMOs once this “lock-in” period has ended unless your reason for ending your membership in My Choice Wisconsin is one of the reasons described below:

- You have the right to switch HMOs, without cause, if the Wisconsin Department of Health Services (DHS) imposes sanctions or temporary conditions on My Choice Wisconsin.
- You have the right to end your membership with My Choice Wisconsin at any time if:
  - You move out of My Choice Wisconsin’s service area.
  - My Choice Wisconsin does not, for moral or religious objections, cover a service you want.
  - You need one or more services performed at the same time and you can’t get them all within the provider network. This applies if your provider determines that getting the services separately could put you at unnecessary risk.
  - Other reasons, including poor quality of care, lack of access to covered services, or lack of access to providers experienced in dealing with your care needs.

If you choose to switch HMOs or disenroll from the BadgerCare Plus or Medicaid SSI programs completely, you must continue to get health care services through My Choice Wisconsin until your membership ends.

For more information about how to switch HMOs or to disenroll from BadgerCare Plus and/or Medicaid SSI completely, contact the HMO Enrollment Specialist at 800-291-2002.

## FRAUD AND ABUSE

If you suspect fraud or abuse of the Medicaid program, you may report it. Please go to [www.reportfraud.wisconsin.gov](http://www.reportfraud.wisconsin.gov).

## YOUR RIGHT TO PRIVACY – NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

## Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you. You have the right to:

- Get a copy of your health and claims records
  - You can ask to see or get a paper copy of your health and claims records and other health information we have about you. Ask us how to do this.
  - We will provide a copy or summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- Ask us to correct your health and claims records
  - You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
  - We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- Request confidential communication
  - You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
  - We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.
- Ask us to limit the information we use or share
  - You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
  - We are not required to agree to your request, and we may say “no” if it would affect your care.
- Get a list of those with whom we’ve shared your information
  - You can ask us for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
  - We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- Get a copy of this privacy notice
  - You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- Choose someone to act for you
  - If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
  - We will make sure the person has this authority and can act for you before we take any action.

- File a complaint if you believe your privacy rights have been violated
  - You can complain if you feel we have violated your rights by contacting us using the information on page 27.
  - You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/ocr/complaints/index.html>.
  - We will not retaliate against you for filing a complaint.

### **Your Choices**

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

### **Our Uses and Disclosures**

How do we typically use or share your health information? We typically use or share your health information in the following ways:

- Help manage the health care treatment you receive
  - We can use your health information and share it with professionals who are treating you  
Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.
- Run our organization
  - We can use and disclose your information to run our organization and contact you when necessary.
  - We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long-term care plans.  
Example: We use health information about you to develop better services for you.
- Pay for your health services
  - We can use and disclose your health information as we pay for your health services.

Example: We share information about you with your dental plan to coordinate payment for your dental work.

- Administer your health plan
  - We may disclose your health information to your health plan sponsor for plan administration.  
Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.

**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information, see <https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>.

- Help with public health and safety issues
  - We can share health information about you for certain situations such as preventing disease, helping with product recalls, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence, and preventing or reducing a serious threat to anyone's health or safety.
- Do research
  - We can use or share your information for health research.
- Comply with the law
  - We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
  - We can share health information about you with organ procurement organizations.
  - We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
- Address workers' compensation, law enforcement, and other government requests
  - We can use or share health information about you for workers' compensation claims, for law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, and for special government functions such as military, national security, and presidential protective services.
- Respond to lawsuits and legal actions
  - We can share health information about you in response to a court or administrative order, or in response to a subpoena.

## **Our Responsibilities**

- We will protect your oral, written, and electronic information across the organization including but not limited to:
  - limiting discussions in public areas,
  - securing documents in locked cabinets
  - limiting system access to appropriate staff
- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information, see <https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>.

#### **Changes to the Terms of this Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

#### **This Notice of Privacy Practices applies to the following organizations:**

My Choice Wisconsin, Inc.

My Choice Wisconsin Health Plan, Inc.

Contact the via email at [dlfamcprivacyofficer@mychoicewi.org](mailto:dlfamcprivacyofficer@mychoicewi.org), or send mail to:

My Choice Wisconsin Health Plan  
 Privacy Officer  
 10201 West Innovation Drive Suite 100  
 Wauwatosa, WI 53226  
 Or call toll-free: 1-833-253-3465 (TTY 711)

Effective Date of Notice 1/9/2014  
 Reviewed on 7/18/2023



[www.mychoicewi.org](http://www.mychoicewi.org)