



Updated: February 5, 2020

Dear Provider,

We’re excited to announce that My Choice Family Care and Care Wisconsin are now one organization! This new company will offer a comprehensive array of services and network of integrated care throughout Wisconsin. It also is an organization that culminates four decades of service and connections to community resources for people of Wisconsin.

Our first priority through the merger transition is to ensure continuity of care for our members. To ensure this is met we will continue to prioritize the strong relationships each organization has developed with providers and our community partners.

We’re in the process of combining our practices for Care Management, Claims and Provider Contracting. In order to ensure accurate and timely communications with our network providers, we have established points of contact for the new entity My Choice Family Care – Care Wisconsin effective January 1, 2020.

POINTS OF CONTACT

<p>Jane Westpfahl or Trishonia Wells Contract Services Assistant Phone: 414-287-7640 Toll Free: 877-489-3814 dlfamcontracts@mychoicefamilycare.org</p>	<p>Ann Von Arx Provider Services Administrative Assistant Phone: 608-210-4748 Toll Free: 800-963-0035 x4748 pscscs@carewisc.org</p>
<p>Claims (WPS) Toll Free: 1-800-223-6016</p>	<p>Claims (TriZetto) Toll Free: 1-855-878-6699</p>
<p>Care Management Please contact the assigned Care Manager</p>	<p>Care Management Please contact the assigned Care Manager</p>
<p>General Customer Service – My Choice Family Care Toll Free: 1- 877-489-3814</p>	<p>General Customer Service – Care Wisconsin Toll Free: 1-800-963-0035</p>



To address some of your concerns, we are providing a Frequently Asked Questions (FAQ) document to help answer any initial questions you may have.

What do we call the new company?

We are temporarily calling the new organization My Choice Family Care - Care Wisconsin until we roll out our new brand name and logo.

When will the new name for the company be rolled out?

We are beginning the process of developing our new brand strategy and will reveal our new name and design in the middle of 2020.

Why are the two companies merging?

The two companies are merging to provide a comprehensive array of services and network of integrated care for our members.

What is changing effective January 1, 2020 with the merger?

At this time providers should continue to operate as normal with both organizations. Our priority is to merge our organizations Family Care program member and Family Care program provider information into the MIDAS system by February 1, 2020.

I have a contract with both My Choice Family Care and Care Wisconsin for the Family Care program, which contract should I follow?

If a Family Care program member is an original enrollee to My Choice Family Care, the My Choice Family Care contract will apply. If the Family Care program member is an original enrollee of Care Wisconsin, the Care Wisconsin contract will apply. These contracts will remain in place and effective until we are able to re-contract with providers at a future date.

I am contracted with Care Wisconsin for the Partnership, Medicare Dual Advantage and/or SSI programs, are there any changes for these programs?

If you are contracted with Care Wisconsin for other programs there are no changes you need to be aware of at this time. These contracts will remain in place and effective until we are able to re-contract with providers under the new organization.

What is changing for Family Care program providers effective February 1, 2020?

For Care Wisconsin contracted providers your authorization process will change for Family Care program members. For Family Care program members an authorization is required prior to rendering **ALL** services effective on/after February 1, 2020.

Care Teams will enter all authorizations and providers will be able to see and/or print the authorization from the MIDAS portal for these members. Training will be available for providers by February 1, 2020.

Please note: this **excludes** Partnership, Dual Advantage and SSI members, the operations for these programs will remain status quo until further notice.

I haven't logged into the MIDAS Provider Portal yet. What now?

My Choice Family Care – Care Wisconsin encourages all providers to login to the MIDAS Provider Portal as soon as possible, but no later than **March 13, 2020**. The MIDAS Provider Portal is your main point of contact to check for your authorizations prior to billing for services. If you are experiencing an issue with getting into the portal, please contact your Contracting Representative or the following phone numbers and staff will be happy to assist you:

- 1-800-963-0035 x 4748
- 414-287-7640

You can also e-mail your request to:

- pscs@carewisc.org
- dlfamcontracts@mychoicefamilycare.org

I have logged into the MIDAS Provider Portal and I do not see an authorization for a member I was serving prior to the merger?

Authorizations are being entered daily by My Choice Family Care – Care Wisconsin staff for existing members served by Care Wisconsin prior to February 1, 2020 and the services now require an authorization for dates of service after February 1, 2020. Providers should expect to see authorizations in MIDAS or receive an authorization via fax daily for these services.

My Choice Family Care – Care Wisconsin respectfully requests that services for these members are not interrupted while we work on entering the authorizations into the MIDAS Provider Portal. My Choice Family Care – Care Wisconsin will provide an update to providers by March 13, 2020 on the progress of the conversion of the authorizations for providers. If you are not seeing your authorization and have questions, please contact Customer Service at 1-800-963-0035.

How do I obtain an authorization?

If the provider is serving a member that existed with Care Wisconsin prior to the merger authorizations for services will be automatically entered by My Choice Family Care – Care Wisconsin staff and will be back dated to February 1, 2020. The providers should see these updated in MIDAS or receive an authorization via fax daily for these authorizations.

If the provider is serving a **new member** or **providing a new service** for an existing member for date of service February 1, 2020 or later the provider should reach out to the Care Manager for the member to obtain an authorization for services prior to rendering the service.

What if I already have a MIDAS login because I'm already contracted with My Choice Family Care?

If you have a MIDAS login because you are currently contracted with My Choice Family Care, you will need to obtain a second login to gain access to authorizations for any Care Wisconsin Family Care program members. My Choice Family Care – Care Wisconsin Provider Contracting Staff will be reaching out to you in the near future to provide log-in information to MIDAS. Stay tuned for upcoming communications regarding MIDAS log-in information.

How do I bill for services effective February 1, 2020?

For the Family Care program, if you are serving a member from My Choice Family Care claims should be submitted through WPS. If you are serving a member from Care Wisconsin claims should be submitted through your normal Care Wisconsin process to the TPA (TriZetto). If you are a provider serving a member for Partnership, Dual Advantage or SSI, claims should continue to be submitted through your normal Care Wisconsin process to the TPA (TriZetto).

- My Choice Family Care Provider Manual & WPS processes:
<https://mychoicfamilycare.org/wp-content/uploads/2019/02/Provider-Handbook.pdf>.
- Care Wisconsin Provider Manual & Care Wisconsin (TriZetto) processes:
<https://www.carewisc.org/wp-content/uploads/2019/02/2019-Provider-Manual.pdf>

Are there any additional changes I should be aware of?

My Choice Family Care – Care Wisconsin will be sending out an amendment to providers to update the Timely Filing limit effective February 1, 2020. Timely filing will be updated for providers who have 60 days in the contract to 120 days.

Additionally, in-person and online training opportunities will soon be available to providers to walk through MIDAS including: reviewing authorizations, contacting care management staff, updating contact information, bed availability and setting up user access. Keep an eye out for updates on both the My Choice Family Care and Care Wisconsin websites for updates.

Who should I contact with Contracting questions?

Contact Jane Westpfahl or Trishonia Wells for My Choice Family Care questions or Ann Von Arx for Care Wisconsin questions. Their contact information is listed on the front page.

Who should I contact with Care Management questions?

Please continue to work with and contact the assigned Care Managers for the member. If you have questions regarding Care Management, call 877-489-3814.

Who should I contact with Claims questions?

Please contact the appropriate TPA with claims questions. For Family Care program members with My Choice Family Care, please contact WPS. For Family Care program members with Care Wisconsin, please contact TriZetto. Their contact information is listed on the first page.

Additionally, the Provider Manual may be able to answer common questions for claims.

- My Choice Family Care Provider Manual & WPS processes:
<https://mychoicefamilycare.org/wp-content/uploads/2019/02/Provider-Handbook.pdf>.
- Care Wisconsin Provider Manual & Care Wisconsin (TriZetto) processes:
<https://www.carewisc.org/wp-content/uploads/2019/02/2019-Provider-Manual.pdf>.