

Contact Information

Resource Prior to ForwardHealth interChange Implementation	Resource After ForwardHealth interChange Implementation
<p>Provider Services – For all inquires except pharmacy (BadgerCare Plus, SeniorCare and Medicaid only) 608-221-9883/800-947-9627</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-4:30 p.m. Monday, Wednesday-Friday 9:30 a.m.-4:30 p.m. Tuesday <p>Provider Services – For all pharmacy inquiries (BadgerCare Plus, SeniorCare and Medicaid only) 608-221-9883/800-947-9627</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-6:00 p.m. Monday, Wednesday-Friday 9:30 a.m.-6:00 p.m. Tuesday <p>Provider Services (WCDP) 608-221-3701</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-4:30 p.m. Monday-Friday <p>Provider Services (WWWP) 608-221-3846</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-4:30 p.m. Monday-Friday 	<p>Provider Services – For all provider inquiries (all programs) 800-947-9627</p> <ul style="list-style-type: none"> • Billing, prior authorization, enrollment and policy questions • Member enrollment information • Available 7:00 a.m.-6:00 p.m. Monday-Friday
<p>Automated Voice Response 608-221-4247/800-947-3544</p> <ul style="list-style-type: none"> • Available 24 hours/day, 7 days/week 	<p>WiCall 800-947-3544</p> <ul style="list-style-type: none"> • Available 24 hours/day, 7 days/week

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<p>Electronic Data Interchange 866-416-4979</p> <ul style="list-style-type: none"> • Setting up trading partner profiles, trading partner testing, PES questions, electronic claims submission issues • Available 8:30 a.m.-4:30 p.m. Monday-Friday • Email questions to VEDSWIEDI@wisconsin.gov <p>Web PA Technical Help Desk 608-221-9730</p> <ul style="list-style-type: none"> • Web PA technical issues • Available 8:30 a.m.-4:30 p.m. Monday-Friday 	<p>Electronic Data Interchange 866-416-4979</p> <ul style="list-style-type: none"> • Trading Partner support, questions regarding Companion Documents • Available 8:30 a.m.-4:30 p.m. Monday-Friday • Email questions to VEDSWIEDI@wisconsin.gov <p>ForwardHealth Portal Help Desk 866-908-1363</p> <ul style="list-style-type: none"> • Password resets, technical issues • General ForwardHealth Portal questions • Available 8:30 a.m.-4:30 p.m. Monday-Friday
<p>Written Inquiries – Paper</p> <ul style="list-style-type: none"> • Submitted on the Written Correspondence Inquiry form, HCF 1170 (Rev. 08/05) • Mail to: Wisconsin Medicaid Written Correspondence 6406 Bridge Rd Madison WI 53784-0005 	<p>Written Inquiries – Electronic</p> <ul style="list-style-type: none"> • Submitted via the ForwardHealth Portal, "Contact Us" link <p>Written Inquiries – Paper</p> <ul style="list-style-type: none"> • Submitted on the Written Correspondence Inquiry form F-1170 (Rev. 10/08) • Mail to: ForwardHealth Provider Services Written Correspondence 6406 Bridge Rd Madison WI 53784-0005
<p>Member Services (BadgerCare Plus and Medicaid) 800-362-3002</p> <ul style="list-style-type: none"> • Available 7:30 a.m.-5:00 p.m. Monday-Friday <p>Member Services (WCDP) 608-221-3701</p> <ul style="list-style-type: none"> • Available 8:30 a.m.-4:30 p.m. Monday-Friday <p>Member Services (WWWFP) - Not currently available</p>	<p>Member Services (all programs except SeniorCare) 800-362-3002</p> <ul style="list-style-type: none"> • Available 7:00 a.m.-6:00 p.m. Monday-Friday
<p>Member Services (SeniorCare) 800-657-2038</p> <p>Available 7:30 a.m.-5:00 p.m. Monday-Friday</p>	<p>Member Services (SeniorCare) 800-657-2038</p> <p>Available 7:00 a.m.-6:00 p.m. Monday-Friday</p>

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<p>Medicaid Managed Care Contract Monitors and Ombudsmen 800-760-0001</p> <ul style="list-style-type: none"> • Recipient appeals and grievances regarding State Contracted Managed Care Organizations • Available 8:00 a.m.-4:30 p.m. Monday-Friday 	<p>ForwardHealth Managed Care Ombudsmen (BadgerCare Plus only) 800-760-0001</p> <ul style="list-style-type: none"> • Recipient appeals and grievances regarding State-Contracted Managed Care Organizations • Available 8:00 a.m.-4:30 p.m. Monday-Friday
<p>Medicaid and BadgerCare Plus Web Sites</p> <ul style="list-style-type: none"> • dhs.wisconsin.gov/medicaid/ • dhs.wisconsin.gov/badgercareplus/ <p>ForwardHealth Implementation Information Web Site</p> <ul style="list-style-type: none"> • dhs.wisconsin.gov/forwardhealth/ <p>ForwardHealth Portal Web Site -- Trading Partners only</p> <ul style="list-style-type: none"> • www.forwardhealth.wi.gov/ 	<p>ForwardHealth Portal Web Site -- Providers, Trading Partners, Partners, HMOs</p> <ul style="list-style-type: none"> • www.forwardhealth.wi.gov/ <p>ForwardHealth Portal Web Site -- Members</p> <ul style="list-style-type: none"> • www.forwardhealth.wi.gov/members
<p>Webcasts</p> <ul style="list-style-type: none"> • dhs.wisconsin.gov/forwardhealth/ 	<p>Webcasts</p> <ul style="list-style-type: none"> • www.forwardhealth.wi.gov/