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BADGERCARE AND SSI MEDICAID BENEFITS SUMMARY

Services	Standard & SSI Plan	Co pay
*Medication	State drug list	*\$.50 - \$3
Physician visits	Full coverage	MHS covers
Inpatient hospital	Full coverage	MHS covers
Outpatient hospital	Full coverage	MHS covers
Emergency room	Full coverage	MHS covers
Nursing home	Full coverage	MHS covers
Physical therapy	Full coverage	MHS covers
Home health	Full coverage	MHS covers
Medical equipment	Full coverage	MHS covers
Medical supplies	Full coverage	MHS covers
*Transportation	Routine to & from covered services	*\$1 - 3
*Autism treatment	Full coverage	*\$1 - 3
Ambulance	Full Coverage	MHS covers
*Dental	Preventive, restorative, palliative	*\$1 -3
Vision	One exam & glasses per year	MHS covers
added vision	\$100 allowance for better frames or \$ 80 toward contact lenses	MHS covers
Hearing	Full coverage	MHS covers
Hospice	Full coverage	No copay
Family planning	Full coverage	No copay
*Chiropractor	Full coverage	*\$3
Podiatrist	Full coverage	MHS covers
Mental health	Outpatient – full coverage. Inpatient stays for age 22-64 in institutional settings are not covered.	MHS covers
Health education	Asthma, diabetes, hypertension	MHS added benefit

*Depending on your county of residence the dental benefit may be provided by MHS Health Wisconsin or by the state. Pharmacy, chiropractic, autism treatment services are provided by the state in all areas. You may access this care from any provider that will accept your ForwardHealth card. Routine transport is provided by the state through a separate company.

Services Not Covered

- Medically unnecessary services
- Reversal of voluntary sterilization
- Infertility treatments
- Surrogate parenting and related services
- Artificial insemination
- Inpatient mental health stays in institutional settings for ages 22 – 64
- Experimental procedures and treatments

INTERPRETER SERVICES

English - If you do not speak English, language assistance services, free of charge, are available to you. Call 1-888-713-6180.

Spanish - si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-713-6180 (TTY: 1-800-947-3529).

Russian - Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-713-6180 (TTY: 1-800-947-3529).

Hmong - Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-713-6180 (TTY: 1-800-947-3529).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-713-6180 (TTY : 1-800-947-3529)。

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-713-6180 (TTY: 1-800-947-3529).

Somali: Hadii luuqada aad ku hadashaa tahay Somali, waxa ku diyaar ah adeega caawinta luuqadaha oo lacag la'aan ah. Fadlan wac [1-888-713-6180](tel:1-888-713-6180) (TTY: [1-800-947-3529](tel:1-800-947-3529))

Burmese: သင်သည် မြန်မာစကားပြောပါက ဘာသာစကားဆိုင်ရာ ဝန်ဆောင်မှုများ အခမဲ့ ရယူနိုင်ပါသည်။ [1-888-713-6180](tel:1-888-713-6180) (TTY: [1-800-947-3529](tel:1-800-947-3529)) ကို ဖုန်းဆက်ပါ။

Hearing Impaired Members:

- Call the Wisconsin Relay Service at (800) 947-3529. Ask the operator to connect you to us at (888) 713-6180.

Interpreter services are provided free of charge to you during any service.

IMPORTANT MHS HEALTH PHONE NUMBERS

Customer Service 1-888-713-6180 Monday – Friday, 8 a.m. – 6 p.m.

24/7 Nurse Advice Line 1-800-280-2348 Call 24 hours a day, 7 days a week.

Hearing Impaired Members, call Wisconsin Relay Service at (800) 947-3529. Ask the operator to connect you to us at (888) 713-6180.

WELCOME

Thank you for choosing MHS Health. As a member of MHS Health, you will receive all of your healthcare from MHS Health doctors and hospitals. See the Find a Provider page at www.mhswi.com for a list of these providers. You may also call our Member Service Department at (888) 713-6180 to get a paper copy.

WE WANT TO HEAR FROM YOU

We want to know what you like and do not like about MHS Health. We want to make sure that we are exceeding your expectations for service. We want to know what we need to do to improve our service

delivery to you. Call our Customer Service Department to tell us what you think. You also may log on to our website to provide feedback on our benefits and services.

Come and see MHS Health in your neighborhood. Visit our website at www.mhswi.com and see when we are at a health fair or community meeting near you. We can answer questions about your benefits and services.

RENEW YOUR HEALTH BENEFITS

Do you know the date of your next renewal? Make sure you keep your benefits for you and your family. If you need help renewing your coverage, we can help. Call us and ask to speak with a member advocate at (888) 713-6180. If you miss your renewal date you may lose your health plan coverage.

COMMUNICATIONS FROM MHS HEALTH

As a valued member, you will hear from us regularly. We will notify you of any significant changes in our programs at least 30 days prior to the change taking effect. When you join, you will get a copy of this handbook and a member newsletter every four months. You also may get a postcard or phone call reminding you of needed exams. Some of our members are required to complete a **health screening or assessment**. We conduct these over the phone with you, or if you prefer, this can be done through a face-to-face visit in your home or a meeting place in the community. Our staff will always identify themselves when we call you or return your calls.

YOUR FORWARDHEALTH ID CARD

Always carry your *ForwardHealth* ID card with you and show it every time you get care. You may have problems getting care or prescriptions if you do not have your card with you. Also bring any other health insurance cards you may have.



PRIMARY CARE PROVIDER (PCP)

It is important to call your primary care provider (PCP) first when you need care. This doctor will manage all of your healthcare. If you think you need to see another doctor or a specialist, ask your PCP. Your PCP will help you decide if you need to see another doctor.

You MUST choose a PCP within 30 days of joining this health plan. If you do not choose a PCP, one will be selected for you. A list of in-plan doctors, hospitals and urgent care facilities is in the Provider Directory or online at www.mhswi.com or you can call us for a paper copy. Providers who are not accepting new patients are marked in the Provider Directory.

You can choose or change a PCP in the following ways:

- mail in the PCP selection form enclosed in this packet (no stamp is needed) or
- call us at (888) 713-6180 to tell us which doctor you have selected or for help choosing or
- log in to the member portal on our website at www.mhswi.com and send us a note

NOTE: Women may also see a women's health specialist (for example an OB/GYN doctor or a nurse midwife) in addition to choosing a PCP. There are MHS Health doctors who are sensitive to the needs of many cultures.

RURAL AREA RESIDENT

If you live in a rural area with only one HMO and your current primary care physician is not a network provider, you may continue to see this provider for up to 60 days. Please call us as soon as you enroll to let us know who your provider is. If this provider is still not in the network after 60 days, you will be given a list of participating providers to make a new choice.

ACCESSING THE CARE YOU NEED

Emergency care is care needed right away. This may be caused by an injury or a sudden illness. Some examples are:

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

If you need emergency care, go to an MHS Health provider for help if you can. BUT, if the emergency is severe, go to the nearest provider (hospital, doctor or clinic). You may want to call 911 if the emergency is severe. You do not need a prior authorization for emergency services and you can access care in an emergency from any hospital or medical setting.

If you must go to a non-MHS Health hospital or provider, call us at (888) 713-6180 as soon as you can and tell us what happened. This is important so we can help you get follow-up care.

PROVIDER NETWORK

For the most part, you must get care from our network of healthcare providers. If you cannot get a covered service from one our in-plan providers, we can allow the use of a non-plan provider for as long as needed. There will be no additional cost to you. Call us if you need help getting services.

Remember, hospital emergency rooms are for true emergencies only. Call your doctor or our 24/7 Nurse Advice Line at (800) 280-2348 before you go to the emergency room, unless your emergency is severe.

URGENT CARE

Urgent Care is care you need sooner than a routine doctor's visit. Urgent care is not emergency care. Do not go to a hospital emergency room for urgent care unless your doctor tells you to go there. Some examples of urgent care are:

- Most broken bones
- Sprains
- Non-severe bleeding
- Minor burns
- Minor cuts
- Bruises
- Most drug reactions

If you need urgent care, call our 24/7 Nurse Advice Line at (800) 280-2348. We will tell you where you can get care. You must get urgent care from MHS Health doctors unless you get our approval to see a non-MHS Health doctor.

Remember; do not go to a hospital emergency room for urgent care unless you get approval from MHS Health first.

HOW TO GET MEDICAL 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 assigned primary care physician (PCP) or clinic.

For emergencies, go to the nearest hospital, clinic or doctor. Call MHS Health at 1-888-713-6180 as soon as you can to tell us what happened.

For urgent or routine care away from home, you must get approval from us to go to a different doctor, clinic or hospital. This includes children who are spending time away from home with a parent or relative. Call us at (888) 713-6180 for approval to go to a different doctor, clinic or hospital.

PREGNANCY AND DELIVERY CARE

If you become pregnant, please let us and your enrollment agency know right away, so you can get the extra care you need. You do not have copayments when you are pregnant.

Talk to your doctor to make sure you know which hospital you are to go to when it is time to have your baby. Do not go out of area to have your baby unless you have our approval. Your doctor knows your history and is the best doctor to help you.

Also, talk to your doctor if you plan to travel in your last month of pregnancy. We want you to have a healthy birth and a good birthing experience, so it may not be a good time for you to be traveling.

SERVICES COVERED BY MHS HEALTH

MHS Health provides all medically necessary covered services. Some services may require a doctor's order or a prior authorization. Covered services include:

- Services by doctors and nurses, including nurse practitioners and nurse midwives.
- Inpatient and outpatient hospital services.
- Laboratory and X-ray services.
- Health Check for members under 21 years of age, including referral for other medically necessary services.
- Certain podiatrists' (foot doctors) services.
- Inpatient care at institutions for mental disease (care for persons 22-64 years of age is not included).
- Optometrists (eye doctors) or optician services, including eyeglasses.
- Mental health and substance abuse services – MHS Health provides mental health and substance abuse (drug and alcohol) services to all members. If you need these services, call your primary care provider, counselor, care manager, or our Customer Service Department. If you need immediate help, you can call the Crisis Hotline at 1-800-273-8255 or our 24/7 Nurse Advice Line at 1-800-280-2348. All services are confidential.
- Family planning services and supplies.
- Abortions when necessary to protect the health or life of the patient or when the pregnancy was the result of sexual assault or incest.
- Prostheses and other corrective support devices
- Hearing aids and other hearing services
- Home health care
- Personal care
- Independent nursing services
- Medical supplies and equipment
- Occupational therapy
- Physical therapy
- Speech therapy
- Respiratory therapy
- Nursing home services
- Medical nutrition counseling
- Hospice care
- Certain dental services in certain areas (not all dental services are covered)

This health plan provides all managed care covered services. We do not refuse any services due to religious or moral objections.

FAMILY PLANNING SERVICES

We provide confidential family planning services to all enrollees. This includes minors. If you do not want to talk to your primary care doctor about family planning, call our Customer Service Department at (888) 713-6180. We will help you choose an MHS Health family planning doctor who is different from your primary care doctor.

You also can go to any family planning clinic that will accept your ForwardHealth ID card even if the clinic is not part of MHS Health. But we encourage you to receive family planning services from an MHS Health doctor. That way we can better coordinate all of your healthcare.

DENTAL SERVICES

If you reside in Milwaukee, Waukesha, Ozaukee, Kenosha, Racine or Washington counties, MHS Health provides all covered dental services. But you must go to an MHS Health dentist. Call the Member Service Department at (888) 713-6180 or use the “Find a Dentist” tool on our website at www.mhswi.com.

If you do not reside in one of the counties listed above, you may get dental services from any dentist who will accept your ForwardHealth ID card. Your dental services are provided by the state, not MHS Health.

Dental Emergencies:

A dental emergency is an immediate dental service needed to treat dental pain, swelling, fever, infection or injury to the teeth.

What to do if you or your child has a dental emergency:

1. If you already have a dentist who is with MHS Health:
 - Call the dentist’s office.
 - Identify yourself or your child as having a dental emergency.
 - Tell the dentist’s office what the exact dental problem is. This may be something like a toothache or swollen face. Make sure the office understands that you or your child is having a dental emergency.
 - Call us if you need help with transportation to your dental appointment.
2. If you do not currently have a dentist who is with MHS Health:
 - Call (888) 713-6180. Tell us that you/your child is having a dental emergency. We can help you get emergency services.

HEALTH CHECK

Health Check is a preventive health checkup program for members under age 21. The Health Check program covers complete health checkups. These checkups are very important for children’s health. Your child may look and feel well, yet may have a health problem. Your doctor wants to see your children for regular checkups, not just when they are sick.

The Health Check health program has three purposes:

1. To find and treat children’s health problems early,
2. To let you know about the special child health services you can receive, and
3. To make your children eligible for healthcare not otherwise covered.

The Health Check program covers care for any health problems found during the checkup including medical care, eye care and dental care.

The Health Check checkup includes:

- a health history
- physical exam
- developmental assessment
- hearing and vision test
- blood and urine lab tests
- complete immunizations (shots)

Children age 1 and older will be referred to a dentist. You will receive help choosing and getting to a dentist. Ask your child's primary care doctor when your child should have his/her next Health Check exam.

AMBULANCE

MHS Health covers ambulance service for emergency care.

EXTRA BENEFITS WITH MHS HEALTH

- ♥ \$100 allowance to upgrade eyeglass frames or \$80 allowance for contact lenses
- ♥ No co-pays for office visits with PCP
- ♥ Rewards for healthy behaviors (for details, check our website at www.mhswi.com)
- ♥ 24/7 Nurse Advice Line - offers bilingual registered nurses that provide free 24-hour medical advice, 7 days a week at (800) 280-2348
- ♥ An experienced team of local staff and clinicians to serve you
- ♥ Newsletters full of helpful information 4 times a year
- ♥ Health education classes if you have asthma, diabetes or high blood pressure
- ♥ Start Smart for Your Baby®, a program for pregnant women and new moms that offers health education and incentives to ensure a healthy pregnancy and first year of life for their babies, available at (800) 496-5803
- ♥ Online member benefits and health education resources available at www.mhswi.com



CARE MANAGEMENT SERVICES

MHS Health has several programs to improve the health of our members. We do this through education and personal help from our staff. This is referred to as care management. The goal of this service is to add to the quality of your care and help you improve your health.

Care management is part of your health benefits and is provided to you at no cost. MHS Health pays for this service. You may be selected for these services in a variety of ways:

- Your doctor may enroll you
- We may call you after reviewing your medical information
- You or your caregiver may call (888) 713-6180 and ask for help

Your care manager will help you work toward better health using the following methods:

- Frequent contact with members, family and health providers
- Member assessment and evaluation
- Care planning and setting short- and long-term goals

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Customer Service: (888) 713-6180

www.mhswi.com



- Coordination of services to provide necessary and efficient care

A care manager is a resource person:

- To answer questions about treatment
- To help you meet your health needs by using knowledge of the healthcare system
- To help you consider your options and choices
- To work with you to develop a plan of care for home health services, if needed. These might include such things as nursing services, medical equipment and physical therapies
- To help with referrals for treatment at healthcare facilities
- To act as your link to MHS Health
- To identify covered benefits and help with referrals to specialists
- To help to plan your transition out of the hospital. This helps reduce the stress of dealing with an often complex healthcare system

Confidentiality: The information obtained through our care management process is confidential. It is shared only when needed to plan your care and to properly pay your claims.

Ethics: MHS Health provides care management services in an ethical manner based on the Commission for Care management Certification’s Statement on Ethics and Standards of Practice. Upon your request, information on MHS Health policies and standards regarding its ethical framework for care management, are available to staff, members, consumers, contractors and clients.

Health problems: If you have a serious condition and need extra help, please call MHS Health. Together we can decide if you need a care management program at no cost to you.

VISION SERVICES

MHS Health provides covered visions services, including eyeglasses; however, some limitation apply. For more information, call our Customer Service Department at 1-888-713-6180.

AUTISM TREATMENT SERVICES

Behavioral treatment services are a covered benefit under BadgerCare Plus. You may get covered 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.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 Program, select BadgerCare Plus.

Or, you can call ForwardHealth Customer Service at 1-800-362-3002.

TRANSITIONS

Transitions from Pediatric Care

We can help you or your child transition from pediatric care to adult care. We will work with the pediatric practitioner to make sure the change goes smoothly. Members may continue to see their pediatric practitioner after they are adults, but it is important to move to a PCP that treats

adults eventually. If you need help making this shift, just call us at 888-713-6180 and ask for an advocate. The advocates can also help with transitioning from Birth-to-Three programs.

SERVICES COVERED DIRECTLY BY THE STATE

Chiropractic Services

Chiropractic services are a covered benefit under BadgerCare Plus and Medicaid SSI. You 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.
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 Plus.

Or, you can call ForwardHealth Customer Service at 1-800-362-3002.

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 receive a ride. Non-emergency medical transportation 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

Additionally, if you use your own private vehicle for rides to and from your covered healthcare appointments, you may be eligible for mileage reimbursement.

You must schedule routine rides at least two business days before your appointment. You can schedule a routine ride by calling the NEMT manager at 1-866-907-1493 (or TTY 1-800-855-2880), Monday through Friday, from 7:00 a.m. until 6:00 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 doctor, specialist, or dentist. You can get covered prescriptions and certain over-the-counter items at any pharmacy that will accept your ForwardHealth ID card.

You may have copayments or limits on covered medications. If you cannot afford your copayments, you may still get your prescriptions. Call ForwardHealth Customer Service at 1-800-362-3002 for help.

WHEN YOU MAY BE BILLED FOR SERVICES

Covered and Non-covered Services

Under BadgerCare Plus and Medicaid SSI, you do not have to pay for covered services other than required copayments. To help ensure that you are not billed for services, you must see a provider in our network. The only exception is for emergencies. If you are willing to accept financial responsibility and make a written payment plan with your provider, you may ask for non-covered services. Providers may bill you up to their usual and customary charges for non-covered services.

If you get a bill for a service you did not agree to, please call 1-888-713-6180.

Copayments

Under BadgerCare Plus, MHS Health and its providers and subcontractors may bill you small service fees called copayments. The following members do not have to pay copayments:

- Medicaid SSI members
- Nursing home residents
- Pregnant women
- Members younger than 19 years old who are members of a federally recognized tribe
- Members younger than 19 years old with incomes at or below 100 percent of the federal poverty level.

MEDICAL SERVICES RECEIVED OUTSIDE WISCONSIN

If you travel outside Wisconsin and need emergency care, healthcare providers in the area where you travel can treat you and send the bill to us. You may have copayments for emergency services provided outside Wisconsin.

BadgerCare Plus and Medicaid SSI does not cover any services, including emergency services, provided outside the United States, Canada, and Mexico. If you need emergency services while in Canada or Mexico, we will cover the service only if the doctor's or hospital's bank is in the United States. Other services may be covered with HMO approval if the provider has a U.S. bank. Please call us if you get any emergency services outside the United States.

If you get a bill for services, call us at 1-888-713-6180.

ASSESSMENTS AND EVALUATIONS

As a member of our health plan, you may be asked to talk with a trained staff member about your healthcare needs. We will contact you within the first 60 days of your being enrolled to schedule a time to talk about your medical history and the care you need. It is very important that you talk with us so that you can get the care and services you need. If you have questions or would like to contact us directly to schedule a time to talk about your healthcare needs, please call us and ask for a health assessment. 1-888-713-6180.

OTHER INSURANCE

if you have other insurance in addition to MHS Health, you must tell your doctor or other provider. Your healthcare provider must bill your other insurance before billing MHS Health. If your MHS Health doctor does not accept your other insurance, call the HMO enrollment specialist at 1-800-291-2002. The enrollment specialist can tell you how to match your HMO enrollment with your other insurance so you can use both insurance plans.

IF YOU MOVE

If you are planning to move, contact your eligibility agency. If you move to a different county, you must also contact the eligibility agency in your new county to update your eligibility.

If you move out of MHS Health's service area, call the enrollment specialist at (800) 291-2002. MHS Health will only provide emergency care while you are out of our service area. The enrollment specialist will help you choose an HMO that serves your area.

SECOND MEDICAL OPINION

You may seek a second medical opinion or consultation from other physicians on recommended treatments at no additional cost beyond usual co-pay amounts. You may also seek a second opinion from a non-MHS-Health provider.

Second medical opinions or consultations will be subject to all of the terms, conditions, exclusions and limitations of the health plan coverage. If needed, we can help you get a second opinion from outside of our network. Give us a call at (888) 713-6180 for help with this.

FRAUD AND ABUSE PROGRAM

Fraud and abuse means getting benefits or payments to which you are not entitled. Please let us know if you are aware of someone who is committing fraud or abuse under the Medicaid program. This could be a provider or a member.

Some examples of fraud and abuse include:

- A lie on an application
- Using someone else's *ForwardHealth* card
- A provider (doctor) billing for services that were not done

You can report suspected fraud or abuse to us by calling Customer Service at (888) 713-6180. Ask for the fraud program. All information will be kept private. Stopping fraud and abuse will provide more time and money for your healthcare needs.

PROVIDER CREDENTIALS

You have the right to information about our providers that includes the provider's education, board certification, and recertification. To get this information, call our Customer Service Department or see our website at www.mhswi.com. If you want to know a provider's residency and medical school information, call the Customer Service number at 888-713-6180.

PHYSICIAN INCENTIVE PLAN

You are entitled to ask if we have special financial arrangements with our physicians that can affect the use of referrals and other services you might need. To get this information, call our Customer Service Department at (888) 713-6180 and request information about our physician payment arrangements.

HMO EXEMPTIONS

Generally, you must enroll in an HMO to get healthcare benefits through BadgerCare Plus and Medicaid SSI. An HMO exemption means you are not required to join an HMO to get your healthcare benefits. Most exemptions are granted for only a short period of time, primarily 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 1-800-291-2002 for more information.

COMPLETING AN ADVANCE DIRECTIVE

You have a right to make decisions about your medical care. You have a right to accept or refuse medical or surgical treatment. You also have the right to plan and direct the types of healthcare you may receive in the future if you become unable to express your wishes. You can let your doctor know about your feelings by completing a living will or power of attorney for healthcare form. 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. Contact your doctor for more information.

RIGHT TO MEDICAL RECORDS

You have the right to ask for copies of your medical record from your provider(s). We can help you get copies of these records. Please call us for help. Please note: You may have to pay to copy your medical record. You also may correct wrong information in your medical records if your doctor agrees to the correction.

EXTERNAL ADVOCATE (For Medicaid SSI only)

If you have problems getting services while you are enrolled in our Medicaid SSI program, call the state SSI HMO advocate at (800) 708-3034.

GETTING HELP WITH QUESTIONS OR PROBLEMS

MHS Health has member advocates to help you get the care you need. The advocate can answer your questions about getting healthcare from MHS Health. The advocate also can help you solve any problems you may have getting healthcare from MHS Health. You can reach the advocate at (888) 713-6180.

STATE OF WISCONSIN HMO OMBUDSMAN PROGRAM

The state has ombudsmen who can help you with any questions or problems you have as an HMO member. The ombudsman can tell you how to get the care you need from your HMO. The ombudsman also can help you solve problems or complaints you may have about the HMO program or your HMO. Call (800) 760-0001 and ask to speak to an ombudsman.

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Customer Service: (888) 713-6180
www.mhswi.com



COMPLAINTS, GRIEVANCES AND APPEALS

We would like to know if you have a complaint about your care at MHS Health. Please call an MHS Health member advocate at (800) 547-1647 if you have a complaint or you want to appeal a denial. You must appeal within 90 days of getting a notice of denial, limitation or reduction in services. You can write to us at MHS Health, 10700 W. Research Dr. #300, Milwaukee, WI 53226.

If you want to talk to someone outside of MHS Health about the problem, call the HMO enrollment specialist at (800) 291-2002. The enrollment specialist may be able to help you solve the problem, or can help you write a formal grievance to MHS Health or to the Wisconsin Managed Care Program. The address to complain to the Wisconsin Managed Care Program is Wisconsin Managed Care, Ombudsman, P. O. Box 6470, Madison, WI 53716-0470, (800) 760-0001.

If your complaint or grievance needs action right away because a delay in treatment would greatly increase the risk to your health, please call MHS Health as soon as possible at (888) 713-6180.

We cannot treat you differently than other members because you file a complaint or grievance. Your healthcare benefits will not be affected.

You have the right to appeal to the State of Wisconsin Division of Hearings and Appeals (DHA) for a fair hearing if you believe your benefits are wrongly denied, limited, reduced, delayed or stopped by MHS Health. An appeal must be made no later than 45 days after the date of the action being appealed. If you appeal this action to DHA before the effective date, the service may continue. You may need to pay for the cost of services if the hearing decision is not in your favor. 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.

The hearing will be held in the county where you live. You have the right to bring a friend or be represented at the hearing. If you need a special arrangement for a disability, or for English language translation, please call (608) 266-3096 (voice) or (608) 264-9853 (hearing impaired).

We cannot treat you differently than other members because you request a fair hearing. Your healthcare benefits will not be affected.

If you need help writing a request for a fair hearing, please call:

Wisconsin Managed Care Ombudsman - (800) 760-0001 or the State Enrollment Specialists at (800) 291-2002.

MEDICAL DECISIONS

Decisions MHS Health makes about the services you receive are based on the care you need and on your coverage. MHS Health does not do or approve of the following:

- We do not reward providers for reducing care or services
- We do not reward anyone for issuing denials of service

- We do not provide incentives for our decision-makers that result in underuse of services

NEW TECHNOLOGY

We have a clinical policy committee. The committee is made up of doctors. They evaluate new technologies and new uses for technology. This is done as a review for possible inclusion in your benefit plan. We know it is important to stay up to date and we want our members to have access to safe and effective care.

MEMBER RIGHTS & RESPONSIBILITIES

Knowing About Physician Incentive Plan

You have the right to ask if we have special financial arrangements with our physicians that can affect the use of referrals and other services you might need. To get this information, call our Customer Service Department at 1-888-713-6180 and request information about our physician payment arrangements.

Knowing Provider Credentials

You have the right to information about our providers including the provider's education, board certification, and recertification. To get this information, call our Customer Service Department at 1-888-713-6180.

Completing an Advance Directive, Living Will, Or Power Of Attorney For Health Care

You have the right to make decisions about your medical care. You have the right to accept or refuse medical or surgical treatment. You have the 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 let your doctor know about your wishes by completing an advance directive, living will, or power of attorney for health care. Contact your doctor for more information.

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 may request help in filing a grievance.

Right to Medical Records

You have the right to ask for copies of your medical records from your provider(s). We can help you get copies of these records. Please call 1-888-713-6180 for help. Please note that you may have to pay to copy your medical records. You may correct inaccurate information in your medical records if your doctor agrees to the correction.

HMO Moral or Religious Objection

The HMO will inform members of any covered Medicaid benefits which are not available through the HMO because of an objection on moral or religious grounds. MHS Health will inform members about how to access those services through the State.

YOUR CIVIL RIGHTS

MHS Health provides covered services to all eligible members regardless of the following:

- Age
- Color
- Disability
- National origin
- Race
- Sex
- Health status
- Gender identification
- Sexual orientation

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

Your Member Rights

- You have the right to have an interpreter with you during any BadgerCare Plus and/or Medicaid SSI covered service.
- You have the right to get the information provided in this member handbook in another language or format.
- You have the right to get health care services as provided for in federal and state law. All covered services must be available and accessible to you. When medically appropriate, services must be available 24 hours a day, seven days a week.
- You have the right to get information about treatment options including the right to request a second opinion.
- You have the right to make decisions about your health care.
- You have the right to be treated with dignity and respect.
- You have the right to be free from any form of restraint or seclusion used as a means of force, control, ease, or reprisal.
- You have the right to be free to exercise your rights without adverse treatment by the HMO and its network providers.
- You may switch HMOs without cause during the first 90 days of enrollment with MHS Health.
- You have the right to switch HMOs, without cause, if the State imposes sanctions or temporary management on MHS Health.
- You have the right to receive information from MHS Health regarding any significant changes with MHS Health at least 30 days before the effective date of the change.

Fraud and Abuse

If you suspect fraud or abuse of the Medicaid program, you may report it. Please go to www.reportfraud.wisconsin.gov.

Your Responsibilities

- You have the responsibility to tell your doctor and other providers what they need to know in order to treat you.
- You have the responsibility to follow the treatment plan agreed upon by you and your provider.
- You have a responsibility to understand your health problems. It is your responsibility to participate in developing mutually agreed upon treatment goals. This includes making and keeping appointments.

- If you are not able to keep an appointment, you must inform your doctor as soon as possible.
- It is your responsibility to present your ForwardHealth ID card when getting care.
- If you have other insurance, you must tell your provider. You have a responsibility to follow the guidelines of your other insurance.

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.

Effective 07.01.2017

For help to translate or understand this, please call 1-888-713-6180.

Hearing impaired TTY 1-800-947-3529.

Si necesita ayuda para traducir o entender este texto, por favor llame al telefono. 1-888-713-6180. (TTY 1-800-947-3529).

Interpreter services are provided free of charge to you.

Covered Entities Duties:

MHS Health Wisconsin is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). MHS Health is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in affect and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It also describes your rights to access, amend and manage your PHI and how to exercise those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

MHS Health reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we receive in the future. MHS Health will promptly revise and distribute this Notice whenever there is a material change to the following:

- The Uses or Disclosures
- Your rights
- Our legal duties
- other privacy practices stated in the notice.

We will make any revised Notices available (*Insert appropriate delivery method for line of business, such as Member Handbook, Website, separate mailing*).

Permissible Uses and Disclosures of Your PHI:

The following is a list of how we may use or disclose your PHI without your permission or authorization:

- **Treatment** - We may use or disclose your PHI to a physician or other health care provider providing treatment to you, to coordinate your treatment among providers, or to assist us in making prior authorization decisions related to your benefits.
- **Payment** - We may use and disclose your PHI to make benefit payments for the health care services provided to you. We may disclose your PHI to another health plan, to a health care provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include
 - processing claims
 - determining eligibility or coverage for claims
 - issuing premium billings
 - reviewing services for medical necessity
 - performing utilization review of claims
- **HealthCare Operations** - We may use and disclose your PHI to perform our healthcare operations. These activities may include:
 - providing customer services
 - responding to complaints and appeals
 - providing care management and care coordination
 - conducting medical review of claims and other quality assessment
 - improvement activities

In our healthcare operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its healthcare operations. This includes the following:

- quality assessment and improvement activities
 - reviewing the competence or qualifications of healthcare professionals
 - care management and care coordination
 - detecting or preventing healthcare fraud and abuse.
- **Group Health Plan/Plan Sponsor Disclosures** – We may disclose your protected health information to a sponsor of the group health plan, such as an employer or other entity that is providing a health care program to you, if the sponsor has agreed to certain restrictions on how it will use or disclose the protected health information (such as agreeing not to use the protected health information for employment-related actions or decisions).

Other Permitted or Required Disclosures of Your PHI:

- **Fundraising Activities** – We may use or disclose your PHI for fundraising activities, such as raising money for a charitable foundation or similar entity to help finance their activities. If we do contact you for fundraising activities, we will give you the opportunity to opt-out, or stop, receiving such communications in the future.

- **Underwriting Purposes** – We may use or disclosure your PHI for underwriting purposes, such as to make a determination about a coverage application or request. If we do use or disclose your PHI for underwriting purposes, we are prohibited from using or disclosing your PHI that is genetic information in the underwriting process.
- **Appointment Reminders/Treatment Alternatives** - We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you with information regarding treatment alternatives or other health-related benefits and services, such as information on how to stop smoking or lose.
- **As Required by Law** - If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with such law and is limited to the requirements of such law. If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.
- **Public Health Activities** - We may disclose your PHI to a public health authority for the purpose of preventing or controlling disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness products or services under the jurisdiction of the FDA.
- **Victims of Abuse and Neglect** - We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law to receive such reports if we have a reasonable belief of abuse, neglect or domestic violence.
- **Judicial and Administrative Proceedings** - We may disclose your PHI in judicial and administrative proceedings. We may also disclose it in response to the following:
 - an order of a court
 - administrative tribunal
 - subpoena
 - summons
 - warrant
 - discovery request
 - similar legal request.
- **Law Enforcement** - We may disclose your relevant PHI to law enforcement when required to do so. For example, in response to a:
 - court order
 - court-ordered warrant
 - subpoena
 - summons issued by a judicial officer
 - grand jury subpoena

We may also disclose your relevant PHI to identify or locate a suspect, fugitive, material witness, or missing person.

- **Coroners, Medical Examiners and Funeral Directors** - We may disclose your PHI to a coroner or medical examiner. This may be necessary, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as needed, to carry out their duties.

- **Organ, Eye and Tissue Donation** - may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of:
 - cadaveric organs
 - eyes
 - tissues
- **Threats to Health and Safety** - We may use or disclose your PHI if we believe, in good faith, that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.
- **Specialized Government Functions** - If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI:
 - to authorized federal officials for national security
 - to intelligence activities
 - the Department of State for medical suitability determinations
 - for protective services of the President or other authorized persons
- **Workers' Compensation** - We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.
- **Emergency Situations** – We may disclose your PHI in an emergency situation, or if you are incapacitated or not present, to a family member, close personal friend, authorized disaster relief agency, or any other person previous identified by you. We will use professional judgment and experience to determine if the disclosure is in your best interests. If the disclosure is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.
- **Inmates** - If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.
- **Research** - Under certain circumstances, we may disclose your PHI to researchers when their clinical research study has been approved and where certain safeguards are in place to ensure the privacy and protection of your PHI.

Uses and Disclosures of Your PHI That Require Your Written Authorization

We are required to obtain your written authorization to use or disclose your PHI, with limited exceptions, for the following reasons:

Sale of PHI – We will request your written authorization before we make any disclosure that is deemed a sale of your PHI, meaning that we are receiving compensation for disclosing the PHI in this manner.

Marketing – We will request your written authorization to use or disclose your PHI for marketing purposed with limited exceptions, such as when we have face-to-face marketing communications with you or when we provide promotional gifts of nominal value.

Psychotherapy Notes – We will request your written authorization to use or disclose any of your psychotherapy notes that we may have on file with limited exception, such as for certain treatment, payment or healthcare operation functions.

Individuals Rights

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us using the information at the end of this Notice.

- **Right to Revoke an Authorization** - You may revoke your authorization at any time, the revocation of your authorization must be in writing. The revocation will be effective immediately, except to the extent that we have already taken actions in reliance of the authorization and before we received your written revocation.
- **Right to Request Restrictions** - You have the right to request restrictions on the use and disclosure of your PHI for treatment, payment or healthcare operations, as well as disclosures to persons involved in your care or payment of your care, such as family members or close friends. Your request should state the restrictions you are requesting and state to whom the restriction applies. We are not required to agree to this request. If we agree, we will comply with your restriction request unless the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.
- **Right to Request Confidential Communications** - You have the right to request that we communicate with you about your PHI by alternative means or to alternative locations. This right only applies if the information could endanger you if it is not communicated by the alternative means or to the alternative location you want. You do not have to explain the reason is for your request, but you must state that the information could endanger you if the communication means or location is not changed. We must accommodate your request if it is reasonable and specifies the alternative means or location where you PHI should be delivered.
- **Right to Access and Received Copy of your PHI** - You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your PHI. If we deny your request, we will provide you a written explanation and will tell you if the reasons for the denial can be reviewed and how to ask for such a review or if the denial cannot be reviewed.
- **Right to Amend your PHI** - You have the right to request that we amend, or change, your PHI if you believe it contains incorrect information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request for certain reasons, for example if we did not create the information you want amended and the creator of the PHI is able to perform the amendment. If we deny your request, we will provide you a written

explanation. You may respond with a statement that you disagree with our decision and we will attach your statement to the PHI you request that we amend. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you name, of the amendment and to include the changes in any future disclosures of that information.

- **Right to Receive an Accounting of Disclosures** - You have the right to receive a list of instances within the last 6 years period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will provide you with more information on our fees at the time of your request.
- **Right to File a Complaint** - If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice.

You can also file a complaint with the Secretary of 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 or calling 1-800-368-1019, (TTY: 1-866-788-4989) or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.

- **Right to Receive a Copy of this Notice** - You may request a copy of our Notice at any time by using the contact information list at the end of the Notice. If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice.

Contact Information

If you have any questions about this Notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing or by phone using the contact information listed below.

MHS Health Wisconsin
Attn: Privacy Official
10700 W. Research Drive, Suite 300
Milwaukee, WI 53226
1-888-713-6180
TTY: 1-800-947-3529

NOTICE OF NON-DISCRIMINATION

MHS Health Wisconsin complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, health status, sex, sexual orientation, gender identity or disability and will not use any policy or practice that has the effect of discriminating on the basis of race, color, national origin, health status, sex, sexual orientation, gender identity or disability.

MHS Health Wisconsin:

- * Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).

- * Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact MHS Health Wisconsin at 1-888-713-6180.

If you believe that MHS Health Wisconsin 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 by calling the number above and telling them you need help filing a grievance; MHS Health Wisconsin's Customer Service 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/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD: 1-800-537-7697).

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

English:

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-888-713-6180.

Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-713-6180 (TTY: 1-800-947-3529).

Hmong:

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-713-6180 (TTY: 1-800-947-3529).

Chinese:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。
請致電1-888-713-6180 (TTY: 1-800-947-3529).

German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: 1-888-713-6180 (TTY: 1-800-947-3529).

Arabic:

إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان :ملحوظة
رقم هاتف الصم والبكم (TTY: 1-800-947-3529) :رقم هاتف الصم والبكم (TTY: 1-800-947-3529).

Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-713-6180 (TTY: 1-800-947-3529).

Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-713-6180 (TTY: 1-800-947-3529). 번으로 전화해 주십시오.

Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-713-6180 (TTY: 1-800-947-3529).

Pennsylvania Dutch:

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-713-6180 (TTY: 1-800-947-3529).

Laotian:

ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-713-6180 (TTY: 1-800-947-3529).

French:

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-713-6180 (TTY: 1-800-947-3529).

Polish:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-713-6180 (TTY: 1-800-947-3529).

Hindi:

ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-713-6180 (TTY: 1-800-947-3529) पर कॉल करें।

Albanian:

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-713-6180 (TTY: 1-800-947-3529).

Tagalog:

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-713-6180 (TTY: 1-800-947-3529).

Somali:

OGEYSIIS: Hadii luuqada aad ku hadashaa tahay Somali, waxa ku diyaar ah adeega caawinta luuqadaha oo lacag la'aan ah. Fadlan wac [1-888-713-6180](tel:1-888-713-6180) (TTY: [1-800-947-3529](tel:1-800-947-3529))

Burmese:

သတိ - သင်သည် မြန်မာစကား ပြောပါက ဘာသာစကားဆိုင်ရာ ဝန်ဆောင်မှုများ အခမဲ့ ရယူနိုင်ပါသည်။ [1-888-713-6180](tel:1-888-713-6180)
(TTY: [1-800-947-3529](tel:1-800-947-3529)) ကို ဖုန်းဆက်ပါ။