

MEDICAID NEWSLETTER

A newsletter intended for all Contracted Providers of Medicaid Services for Kenosha County Department of Human Services

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General Updates:

Spring is here...finally! Excitement is in the air as we all prepare for warmer weather AND the **ending of the COVID-19 Public Health Emergency (PHE)**! As of May 11, 2023, the PHE will end and programs across the state will begin the "unwinding" of temporary COVID 19 related flexibilities. It feels like so much has changed since the start of the PHE in

March 2020. For an easy refresher on what services are available in Kenosha County, be sure to check out the new and improved **Behavioral Health Community Resources booklet** (links below).

Finally, the Medicaid Reimbursement team would like to announce the addition of a new team member: **Marlen Parra**! Be sure to welcome Marlen this spring!



Behavioral Health Community Resources online:

<https://www.kenoshacounty.org/2242/Behavioral-Health-Community-Resources>.

Printable directories can be found on the Division of Aging, Disability & Behavioral Health Services [homepage](#). English and Spanish language versions available!



Medicaid Program Updates:

The **Comprehensive Community Services** (CCS) program completed annual recertification in April and passed with flying colors! The **Community Support Program** (CSP) has also completed their onsite survey with DQA and was recertified! Thank you to all the staff and providers who offered tip-top behavioral

health recovery services this past year! The **Crisis Intervention Program** is due for annual review in July. In the meantime, Crisis workers are busy integrating Medicaid's new Crisis billing requirements into day to day work! The change includes 4 new billing codes, integration of telehealth billing rules, and significant updates to case note entry. The change will help support **reimbursement enhancements**, which are anticipated in 2024.

SERVICE HIGHLIGHT:

COVID 19 Public Health Emergency (PHE)

After **three years** of navigating COVID 19 PHE changes and program flexibilities, **the finish line is finally in sight!** The “unwinding” of COVID flexibilities begin and programs inch closer to resuming all normal operations.



Service Highlights:

The federal government describes “**unwinding**” as the steps Medicaid (MA) agencies must take to re-establish regular eligibility, enrollment and benefit management processes. One key flexibility that was in place that affected all MA recipients was the suspension of annual renewals. This meant anyone enrolled in a MA benefit on/after March 18, 2020 **stayed enrolled**, regardless of changes in their circumstances. Starting in June, MA recipients will have to resume annual renewal activities. You can help your

program participants prepare for renewal in a variety of ways!

First, you can review information on the [DHS Unwinding Partners Toolkit](#) or [Forward Health Provider Toolkit](#) webpages. Both have helpful links, tips, and informational flyers for both program providers and recipients. **Second**, you can encourage your program participants who receive MA benefits to update their address and contact information directly with MA (through the [access.wi.gov](https://www.access.wi.gov) website or app) so they receive their renewal materials. (Note: All MA

recipients received a letter in late March or early April that indicated their renewal date, anywhere from 06/01/2023-05/31/2024.) **Lastly**, you can sign up to be on the DHS unwinding email list and receive updates on changes. You can sign up [here](#)!

Another important “unwinding” reminder is that **telehealth flexibilities** are also ending. Be sure your agency is utilizing a **HIPAA compliant** telehealth platform and adhering to permanent telehealth policies.

Questions? Email us at dIMAReimbursementTeam@kenoshacounty.org!

If you have questions about information in this newsletter or have Medicaid program related questions, please reach out to the Reimbursement Team! We are happy to answer questions or provide Medicaid billing training!

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