Anthem BadgerCare Medicaid (Forward Health) Frequently Asked Questions

Has Children's Wisconsin been removed from Anthem's network?
No. Children's Wisconsin remains in-network today.

Can my child continue receiving care at Children's Wisconsin today?
Yes. Nothing is changing today. Please continue scheduling appointments and receiving care as you normally would.

Why am I receiving this letter now?
We believe families deserve advance notice regarding issues that could affect health care coverage and access to care.

What happens if Children's Wisconsin becomes out-of-network?
Members may have access to continuity-of-care protections and other options to help maintain access to the services needed. You may elect to change your **BadgerCare** Medicaid HMO to one that includes Children's Wisconsin.

Can my child still see Children's Wisconsin providers if they become out-of-network?
Medicaid members receiving ongoing treatment may qualify for continuity-of-care protections. Children's Wisconsin will help families understand available options should they become necessary.

What is continuity of care?
Continuity of care refers to protections that may allow patients undergoing active treatment to continue receiving care from their current providers for a period of time after a network change.

Do I need to choose a new doctor today?
No. There is no need to make any changes today.

What should I do now?
Continue receiving care as usual and watch for future updates from Children's Wisconsin and Anthem **BadgerCare** Medicaid.

Who should I contact if I have questions?
If you have additional questions, you can:

- Call the HMO Enrollment Services Center at (800) 291-2002 (press 2 for BadgerCare).
- Call Children's Wisconsin Patient Financial Services at (414) 266-6262.
- Visit the Children's Wisconsin Website: childrenswi.org/anthem-information, which will include any updates to this frequently asked questions document.

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