DIVISION OF MEDICAID SERVICES

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Date: May 6, 2020

To: MCO Member Bulletin

From: Kiva Graves, Director
            Bureau of Adult Quality and Oversight

            Betsy Genz, Director
            Bureau of Adult Programs and Policy

Subject: Wisconsin Medicaid Response to COVID-19 Outbreak

Staff at the Wisconsin Department of Health Services continue to work hard to make sure that we are as ready as we can be to protect the people of our state, keep you as safe and healthy as possible, and support you getting quality health care when you need it.

Our managed care organizations are key partners in these efforts. As we move into the third month of this emergency, we want to make sure you have the resources and services you need.

- If there are services you need, you should contact your care team to make the request.

- If you are denied a service, you should receive a notice of action that explains your appeal rights.

- You may contact the member rights specialist at your MCO if you have concerns with your care plan.

- In addition, you can also get free help from the following independent ombudsman agencies:

For members age 18 to 59	**For members age 60 and older**
Disability Rights Wisconsin	Board on Aging and Long Term Care
Toll Free: 800-928-8778	Toll Free: 800-815-0015
TTY: 711	TTY: 711

We encourage you to work with your care teams and whoever you usually rely on to support your care and services to find out what is available and best for you during this outbreak.

Below are reminders about things you can do to keep you and your loved ones safe and healthy right now:

- Use this link to learn how to protect yourself during a home visit. https://www.dhs.wisconsin.gov/publications/p02664.pdf

- Wash your hands often with soap and water for at least 20 seconds, especially before eating, and after going to the bathroom, blowing your nose, coughing, or sneezing.

- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Avoid close contact with people who are sick.

- Stay home when you are sick.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

- Wear a mask when outside of your home or with other people you do not live with. Please use the links below on how to make a cloth mask: https://www.dhs.wisconsin.gov/sites/default/files/p02646a-mask-tshirt.png

  https://www.dhs.wisconsin.gov/sites/default/files/p02646-mask-bandana.png

During this outbreak when information is changing often, please check our website:
- COVID-19: Forward Health Updates for You and Your Family
- COVID-19: Updates for Adult Long-Term Care Programs

We are also sharing updates on social media. You may want to follow @DHSWI on Facebook and Twitter, or dhs.wi on Instagram.