



INDEPENDENT CARE HEALTH PLAN  
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# Provider **BULLETIN**

Issue 1 | 2026



## **Balance Billing Members is Prohibited**

In Wisconsin, Medicaid providers are strictly prohibited by state and federal law from balance billing members for covered services, meaning they must accept the Medicaid-allowed amount as payment in full.

## ATTENTION: PRIOR AUTHORIZATION LIST (PAL) UPDATES

Please see *iCare's* website for important updates to the PAL with services added and removed effective 1/1/2026.

In addition, other services have been added to the PAL effective 2/2/2026.

The complete list can be found here: <https://www.icarehealthplan.org/Prior-Authorization.htm>

### Personal Care Worker (PCW) Claim Reminders

- Do not use the Admit Type on the UB04 claim form, it is only necessary for inpatient services.
- Anytime EVV data is manually added after a visit, corrected or updated in anyway, you MUST allow at least 3-5 business days for the corrections to be submitted to the HMO for reprocessing. If you do NOT, your claim will continue to deny.

### Personal Care Worker (PCW) Prior Authorization Reminders

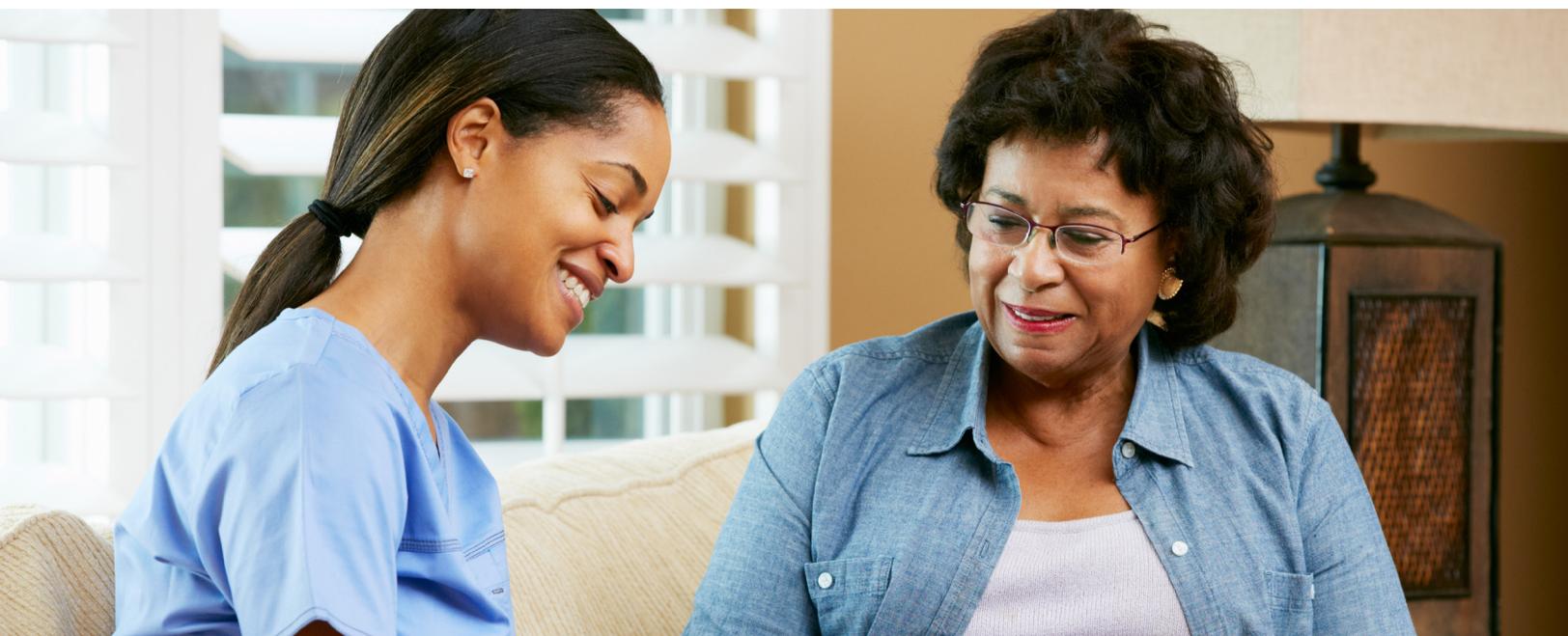
Prior authorization is required for Personal Care Worker services before renewing/extending services.

- Renewal/extension requests must be submitted prior to the expiration of the existing PA.
- To prevent a lapse in coverage or reimbursement for ongoing services, all renewal PA requests must be received by *iCare* 30 days (or more) prior to the expiration date of the previous authorization.
- Requests received less than 30 days prior to the expiration date will be reviewed on a case-by-case basis and may result in a lapse in coverage.
- Each provider is solely responsible for the timely submission of PA renewal requests.
- Renewal requests will not be backdated for the continuation of ongoing service

Please note that supporting clinical documentation is required for all prior authorization requests in order to determine medical necessity. Incomplete prior authorization requests may delay processing.

Properly submitted requests will be processed within 7 calendar days of receipt.

Please utilize *iCare's* website for additional information and resources.



Here are some helpful links:

[PCW Provider Guide rev](#)  
[Provider Documents](#)  
[Prior Authorization](#)  
[Personal Care Services \(PCW\)](#)

Regardless of the status of service authorizations, Chapter 109 of the Wisconsin Statutes requires all Wisconsin employers to pay employees for all wages earned at least once per month, with no more than 31 days between pay periods.

If workers are permitted to continue providing services and submit time cards, it is the provider's responsibility to ensure payment is made promptly. Failure to comply may result in employees filing a wage claim with the Wisconsin Department of Workforce Development.

Reference: Wisconsin Statutes Chapter 109 – Wage Payments, Claims, and Collections

<https://docs.legis.wisconsin.gov/statutes/statutes/109>



## **Avoid Payment Delays – LTC Supportive Care and Residential Providers**

It is important to remember to submit your claim for the services that were authorized, using the matching CPT codes and modifiers from the authorization. Also billing within the beginning and ending dates of the authorization is important to avoid claim denials.

In addition, please check your claim for accuracy, ensuring that your calculations are correct and total billed amount is equal to the line items submitted.

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## **New Portal Page Details Vaccine Billing Process Changes**

ForwardHealth has created the new [ForwardHealth Vaccine Billing Process Changes](#) page on the ForwardHealth Portal to share important vaccine billing changes that went into effect February 1, 2026.

This page features:

- A table detailing the appropriate way to submit claims, depending on the source of the vaccine product and the age of the member being administered the vaccine.
- A link to [ForwardHealth Update 2026-01](#), "ForwardHealth Expands Vaccine Billing Process Changes."
- Links to impacted ForwardHealth Online Handbook topics with the most current guidance that providers should follow.