



April 1, 2020

Dear My Choice Family Care – Care Wisconsin Provider,

My Choice Family Care – Care Wisconsin understands that during this time a great deal of information is being sent your way, but we are committed to keeping providers updated on changes that may be occurring.

Frequently Asked Questions

Many of you have reached out to us with questions related to the COVID-19 outbreak. In response, we have developed a document that outlines these questions. The last FAQ was sent out on March 20, 2020. There are some updates we can provide and ask that you refer to the Updated COVID-19 FAQ attached.

The MCO has updated the below questions in the FAQ document:

- #4 - Are telephonic visits allowed to substitute for services that would normally occur in-person, such as mental health services?
- #6 - What should providers do if members will not self-isolate during this time?
- #8 - How can providers obtain PPE supplies?
- #10 - How is the MCO handling AFH Certifications during this time?
- #11 - How can the MCO assist providers experiencing operational issues during this time?

This list of resources is also available on our website and in the MIDAS Provider Portal. Please continue to visit the My Choice Family Care and Care Wisconsin websites <https://www.carewisc.org/covid-19-resources/> and <https://mychoicefamilycare.org/covid-19-resource-center/> for any additional resources that may be posted as additional information is available regarding COVID-19.

This is a fluid situation and information is changing on a daily basis. We know that you are committed to serving our members and we are here to help you as much as we can. Please do not hesitate to reach out if you have questions. We may not have all the answers, but we are advocating daily for resources and we will continue to share any updates with you as we receive them.

Sincerely,

Nicole Pagliaro
Director, Provider Services
My Choice Family Care – Care Wisconsin