ForwardHealth is using this frequently asked questions (FAQ) document to capture questions and answers regarding the Manufacturer Drug Rebate area of the Portal. This document will be revised as new information becomes available. Questions and answers are dated to help identify recent additions and/or updates. Manufacturers are encouraged to check this document frequently for new information.

To search for a topic or key word in this document, click "CTRL + F" and type the word in the search box or select Find under the Edit menu.

Date: February 1, 2022
Question: Whom do I contact with drug rebate questions?
Answer: Wisconsin Drug Rebate Program staff by phone at 608-224-6087 (Monday through Friday, 8:00 a.m.–4:30 p.m. CST) or by email to DHSWIMDRP@dhs.wisconsin.gov

Date: June 24, 2021
Question: What internet browsers are supported?
Answer: Supported browsers include Firefox, Google Chrome, Microsoft Edge, Microsoft Internet Explorer, and Safari.

Date: June 18, 2018
Question: What drug rebate payment options are available for manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal?
Answer: Payments may be made by Automated Clearing House (ACH) payments from your bank to the bank used by the Wisconsin Department of Health Services (U.S. Bank) or through an online payment screen hosted by U.S. Bank.

Date: June 18, 2018
Question: Can manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal submit drug rebate payments by check?
Answer: No, drug rebate payments by check are not accepted from manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal.

Date: May 26, 2021
Question: How are Reconciliation of State Invoice (ROSI) and Prior Quarter Adjustment Statement (PQAS) associated with drug rebate payments submitted?
Answer: ROSI and PQAS files are submitted electronically in .txt, .xls, or.xlsx format utilizing the Centers for Medicare & Medicaid Services (CMS) 304 and 304a file formats. *Note:* Only text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions are accepted. The Wisconsin Department of Health Services does not accept drug rebate program-related files in .csv format.

Date: May 26, 2021
Question: What are the file layouts for the CMS-304 and CMS-304a ROSI and PQAS file formats utilized on the Portal?
Answer: Refer to the Electronic Reconciliation of State Invoice (Form CMS-304) Electronic Record Format and Labeler Data Definitions Attachment and the Prior Quarter Adjustment Statement (Form CMS- 304a) Electronic File Format and Labeler Data Definitions Attachment of the ForwardHealth Portal Manufacturer Drug Rebate User Guide for more information.

Date: May 26, 2021
Question: Can PDF versions of ROSI or PQAS files associated with drug rebate payments be submitted on the Portal?
Answer: No, PDF versions of ROSI and PQAS files are not accepted to support drug rebate payments submitted by manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal. ROSI and PQAS files must be submitted electronically in .txt, .xls, or.xlsx format utilizing the Centers for Medicare & Medicaid Services (CMS) 304 and 304a file formats. *Note:* Only text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions are accepted. The Wisconsin Department of Health Services does not accept drug rebate program-related files in .csv format.

Date: June 18, 2018
Question: How do I determine if my vendor/product is able to create electronic ROSIs/PQAS in the CMS-304 and CMS-304a formats for submission?
Answer: Consult with your company's information technology (IT) staff and/or the people most knowledgeable about the product you use. If your company's IT staff cannot address this, you could submit your question to the help desk for your company's vendor.

Date: May 26, 2021
Question: If my vendor/product is unable to create electronic ROSIs/PQAS in the CMS-304 and CMS-304a formats, what are my options?
Answer: The Portal allows a manufacturer to create ROSI and/or PQAS files for submission utilizing downloadable Excel templates. Refer to the Submitting Reconciliation of State Invoices (ROSI) and Prior Quarter Adjustment Statements (PQAS) Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding creating electronic ROSI or PQAS files for submission using our downloadable Excel templates.

Date: June 18, 2018
Question: Who can access the secure area of Portal?
Answer: Personnel who have been granted account access may use the secure Manufacturer Drug Rebate area of the Portal. Refer to the Set Up an Account Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding setting up secure Portal accounts.

Date: February 1, 2022
Question: If I participate in both the Wisconsin AIDS Drug Assistance Program (ADAP) drug rebate program and the Wisconsin Medicaid drug rebate program, can I establish separate clerks within the secure Manufacturer Drug Rebate area of the Portal for these programs?
Answer: Yes, the Portal Account Administrator or Clerk Administrator can designate separate clerk roles for both programs. Individual clerk roles for each program can be assigned to the same person (allowing access to both programs) or individual clerks can be assigned to roles associated with one of the programs. For more information on setting up roles in the secure Portal, refer to the Clerk Maintenance Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#).

Date: June 18, 2018
Question: If I have multiple labeler codes, do I need to have multiple user IDs and passwords?
Answer: Each Account Administrator will enroll all labeler codes associated with the account and have access to all functionality for these labeler codes under one user name and password. The Account Administrator may choose to add additional users with varying levels of access who will also have their own user IDs and passwords. Refer to the

Set Up an Account Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding Portal account user names and passwords.

Date: June 18, 2018
Question: What do you mean by Parent and Child Labeler?
Answer: One drug manufacturer can be associated with multiple labeler codes; the manufacturer entity known as the "parent" is assigned the single administrative Portal account for its associated labeler codes, known as "children." Refer to the Account Types Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding setting up Portal accounts for multiple labeler codes.

Date: May 26, 2021
Question: How do I access a readable version of my drug rebate invoices?
Answer: On the secure home page of the Manufacturer Drug Rebate area of the Portal, click Labeler Notification/Letters. Select Letter Type (Original Invoices with Cover Letter), desired Labeler Code and fill out the Begin Date and End Date fields. Click View Letters. The OnBase viewer will be displayed. Click the notification associated with the invoice to be viewed. The selected notification will be displayed in the viewer. Refer to the Retrieving Notifications and Letters Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

Date: May 26, 2021
Question: What is the file format for downloadable invoices?
Answer: The Download Invoices function allows users to download text or PDF versions of invoices that were produced in the last 90 days.

Date: May 26, 2021
Question: How do I know if my drug rebate payment has been received?
Answer: A labeler can check the status of drug rebate payments on the Payment Activity Search panel within the secure area of the Manufacturer Drug Rebate area of the Portal. Fill out the fields in the Search Criteria section of the panel and click Search. The Status column under Search Results will display the status of the payment. Refer to the Searching for Payment Activity Chapter of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

Date: May 26, 2021
Question: Why is supporting documentation required for certain Adjustment/Dispute codes?
Answer: There are certain Adjustment/Dispute codes that CMS requires to be submitted in conjunction with other codes or supporting documentation. Labelers must provide evidence behind their reasoning for submitting certain Adjustment/Dispute codes. Supporting documentation can be sent as an attachment to a message submitted via Contact a Drug Rebate Analyst.

Refer to the Contacting a Drug Rebate Analyst Chapter and the Adjustment and/or Dispute Codes for Reconciliation of State Invoices (ROSI) and/ or Prior Quarter Adjustment Statements (PQAS) Attachment of the ForwardHealth Portal Manufacturer Drug Rebate User Guide for more information.

Date: May 26, 2021
Question: Which drug rebate programs and invoice types are associated with the Manufacturer Drug Rebate area of the Portal?
Answer: The Downloading Invoices Chapter of the ForwardHealth Portal Manufacturer Drug Rebate User Guide includes descriptions of the drug rebate programs and invoice types that are available on the Manufacturer Drug Rebate area of the Portal.

Note: Rebate processes associated with claim utilization under the Preferred Drug List (PDL) for blood glucose meters and blood glucose testing strips are not available in the Manufacturer Drug Rebate Area of the Portal; manufacturers should continue to use existing rebate processes for these items.