

# ForwardHealth **UPDATE**

Wisconsin serving you

*Your First Source of ForwardHealth Policy and Program Information*



## PROVIDER ENROLLMENT INFORMATION FOR LICENSED PHARMACISTS

Beginning March 1, 2024, pharmacists can begin enrolling with Wisconsin Medicaid as a provider under [2021 Wisconsin Act 98](#). 2021 Wisconsin Act 98 grants the Wisconsin Department of Health Services (DHS) authority to reimburse licensed pharmacists for services within their scope of practice or for services delegated to them by a physician through a collaborative practice agreement.

This ForwardHealth Update describes how pharmacists enroll with Wisconsin Medicaid. A future Update will cover policy information including covered and noncovered services, claim submission, prior authorization, reimbursement for pharmacists enrolling as providers, and the effective date for when enrolled pharmacists may begin to provide and bill for covered services.

### AFFECTED PROGRAMS

BadgerCare Plus, Medicaid

### TO

Adult Mental Health Day Treatment Providers, Advanced Practice Nurse Prescribers With Psychiatric Specialty, Community Health Centers, Hospital Providers, Intensive In-Home Mental Health and Substance Abuse Treatment Services for Children Providers, Master's-Level Psychotherapists, Nurse Practitioners, Outpatient Mental Health Clinics, Nurses in Independent Practice, Nurse Midwives, Outpatient Substance Abuse Clinics, Pharmacies, Physician Assistants, Physician Clinics, Physicians, Psychologists, Rural Health Clinics, Substance Abuse Counselors, Substance Abuse Day Treatment Providers, Tribal Federally Qualified Health Centers, HMOs and Other Managed Care Programs

The information provided in this ForwardHealth Update is published in accordance with 2021 Wisconsin Act 98.



WISCONSIN DEPARTMENT  
of HEALTH SERVICES

## Provider Enrollment

Beginning March 1, 2024, pharmacists can enroll as an allowable provider with Wisconsin Medicaid to begin the processes necessary to be able to provide covered medical services to Medicaid or BadgerCare Plus members. It is anticipated that enrolled pharmacists will be able to provide and bill for covered services beginning July 1, 2024.

Providers may contact Provider Services at 800-947-9627 with questions about the enrollment process.

### Provider Enrollment Criteria

To be eligible for enrollment as a provider, the provider must be licensed to practice in Wisconsin. Pharmacists must obtain a Wisconsin license before beginning the enrollment process.

### Wisconsin Medicaid Enrollment Process

Provider enrollment in Wisconsin Medicaid is required for reimbursement of services provided to Medicaid or BadgerCare Plus members.

Providers can access more provider enrollment information by going to the [Provider Enrollment Information](#) homepage on the ForwardHealth Portal. The [Information for Specific Provider Types](#) page will provide enrollment information specific to pharmacists.

Existing Medicaid-enrolled providers must apply as a new enrollee if they want to apply for the Pharmacist category. To enroll in Wisconsin Medicaid as a pharmacist, the provider should follow these steps:

1. Access the [Portal](#).
2. Select the Become a Provider link on the left side of the Portal homepage. The Provider Enrollment Information homepage will be displayed.
3. On the upper left side of the Provider Enrollment Information homepage, click [Start or Continue Your Enrollment Application](#).
4. In the To Start a New Medicaid Enrollment box, click [Medicaid/Border Status Provider Enrollment Application](#).
5. Click **Next** after reading the instructions.

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6. Navigate through the enrollment wizard, entering or selecting the applicable information and clicking **Next** to continue.
7. On the Provider Type panel, select **Pharmacist**.
8. Continue through the enrollment wizard panels to completion.

All Medicaid-enrolled providers are required to revalidate their enrollment information every three years to continue their participation with Wisconsin Medicaid.

During the revalidation process, providers update their enrollment information and sign the Wisconsin Medicaid Provider Agreement and Acknowledgement of Terms of Participation.

### Notice of Enrollment Decision

Once a provider starts the application process, they will have 10 days to complete it. If the application is not completed within 10 days, the provider will need to start the application process over. ForwardHealth usually notifies the provider of their enrollment status within 10 business days after receiving the **complete** enrollment application but no longer than 60 days. ForwardHealth will either approve or deny the application. ForwardHealth will enroll the provider if the application is approved. If the enrollment application is denied, ForwardHealth will send a letter to the applicant giving the reasons for the denial.

ForwardHealth will send a welcome letter to new Medicaid-enrolled providers. Included with the letter is a copy of the provider agreement and an attachment. The attachment contains important information such as effective dates and the assigned provider type and specialty. This information is used when conducting business with ForwardHealth.

### Effective Date

The first effective date of a provider's enrollment will be based on the date ForwardHealth receives the complete and correct enrollment application materials. An application is considered complete by ForwardHealth when all required information has been correctly submitted and all supplemental documents have been received.

## QUICK LINKS

- [ForwardHealth Portal](#)
- [Provider Enrollment Information](#) homepage
- [Act 98 Pharmacist as a Provider Project](#) page
- [Trainings](#) page

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The date the applicant submits their online provider enrollment application to ForwardHealth is the earliest effective date possible and will be the effective date if both of the following are true:

- The applicant meets all applicable screening requirements, licensure, certification, authorization, or other credential requirements as a prerequisite for ForwardHealth on the date of submission.
- Supplemental documents required by ForwardHealth that were not submitted as part of the enrollment process are received by ForwardHealth within 30 calendar days of the date the enrollment application was submitted. To avoid a delay of the enrollment effective date, providers are encouraged to upload documents during the enrollment process.

If ForwardHealth receives any applicable supplemental documents more than 30 calendar days after the provider submits the enrollment application, the provider's effective date will be the date all supplemental documents are received by ForwardHealth.

### Establishing a Portal Account

Establishing a Portal Account will allow providers to keep information current with ForwardHealth. A provider may update information, check a member's eligibility, and bill via the Portal. To request Portal access and the necessary PIN, complete the following:

1. Access the [Portal](#) and click the Providers icon.
2. In the Quick Links box on the Providers page, click Request Portal Access. The Request Portal Access page will be displayed.
3. In the NPI Information section, enter the provider's National Provider Identifier (NPI) in the NPI Number field.
4. Click Search. The ForwardHealth Enrollment for Requested NPI section will auto-populate with the provider's information that ForwardHealth has on file. If the NPI is not found, the page will refresh and it will not be populated with the provider's information.
5. Click the appropriate row from the ForwardHealth Enrollment for Requested NPI section. The Selected NPI section will auto-populate with the selected information.
6. Enter the provider's Social Security number (SSN) or Tax Identification Number (TIN) in the SSN or TIN field in the Selected NPI section.
7. Click Submit. If the request is successful, a confirmation page will be displayed.

## CONTACT INFORMATION

Providers may contact Provider Services at 800-947-9627 with questions on the enrollment process.

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After a provider successfully requests Portal access, a letter with a PIN will be mailed to the provider. Access to the Portal is **not** possible without a PIN. The letter will also include a Login ID, which is a provider's NPI. For security purposes, the Login ID only has digits three-six of the NPI or Provider ID. Providers should not share their login information with anyone except appropriate staff. It is recommended that providers change their login information when there are staff changes.

### **Adding Multiple Organizations or Enrollments**

Portal users with an administrative account may add multiple organizations to an existing Portal account. This feature offers the ability to manage multiple organizations—or multiple enrollments—within one Portal account. To do so, providers with multiple organizations or enrollments must switch between different organizations or enrollments as appropriate for each transaction.

Refer to the [ForwardHealth Provider Portal Account User Guide](#) for information on setting up Portal accounts.

### **Collaborative Practice Agreements**

Providers will be required to attest to whether they have any collaborative practice agreements (CPAs) in place during the enrollment process. Providers are required to keep CPAs current and on file and they must be produced upon request.

A CPA is a formal agreement between a pharmacist and a prescriber, such as a physician. It defines certain patient care functions pharmacists can provide under specified conditions and situations.

### **Demographic Maintenance**

Once enrolled, it is the pharmacist's responsibility to update their information, such as addresses and financial information, through the demographic maintenance tool. This would include updating any information related to a CPA if applicable.

Refer to the [ForwardHealth Portal Demographic Maintenance Tool User Guide](#) for information on updating information using the demographic maintenance tool.

## Resources

Providers are encouraged to use the various resources intended to help them succeed in doing business with ForwardHealth.

### Act 98 Pharmacist as a Provider Project Page

Providers can refer to the [Act 98 Pharmacist as a Provider Project](#) page of the Portal for updates and other information related to the project. The page includes general information as well as links to other important information including stakeholder meetings and resources.

## Training

For more information about the enrollment process, providers are invited to view a recorded video training session. The recorded "[Pharmacist as a Provider Enrollment Training](#)," session is available on the [Trainings](#) page of the Portal.

### User Guides and Instruction Sheets

[Portal user guides and instruction sheets](#) give step-by-step instructions on how to work through various functional areas of the Portal.

### Updates and Online Handbook

Updates are the first sources of provider information and announce the latest information on policy and coverage changes.

Changes to policy information are typically included in the [Online Handbook](#) in conjunction with published Updates. Pharmacists are required to follow all existing policies and procedures detailed in the Online Handbook.

### Portal Messaging and Email Subscription

ForwardHealth sends Portal account messaging and email subscription messaging to notify providers of newly released Updates.

Providers who have established a Portal account will automatically receive notifications from ForwardHealth in their Portal Messages inbox.

Providers and other interested parties may also [register](#) to receive email subscription notifications. Refer to the [ForwardHealth Portal Email Subscription User Guide](#) for instructions on how to sign up for email subscriptions.



## TRAINING AVAILABLE

The recorded "[Pharmacist as a Provider Enrollment Training](#)," session is available on the [Trainings](#) page of the Portal.

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## Provider Services

Providers should call Provider Services for answers to enrollment and policy questions. Provider Services is organized to include program-specific and service-specific assistance to providers.

As a supplement to Provider Services, WiCall is an automated voice response system that allows direct access to enrollment information for providers with touch-tone phones. Providers can reach WiCall at 800-947-3544 and press “1” to begin.

## Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both, to DHS upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify the actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

## Information Regarding Managed Care Organizations

Pharmacists must be enrolled in ForwardHealth as a provider in order to contract with Medicaid managed care organizations (MCOs). Enrolled pharmacists will also need to pursue contracts with MCOs and HMOs to be reimbursed for services provided to a member enrolled with an HMO. For information about managed care implementation of the updated policy, contact the appropriate MCO.

## NEVER MISS A MESSAGE

Stay current on policies and procedures by signing up for Portal text messages or email alerts! These alerts let providers know when there is a new secure Portal message. Go to the **Message Center** on the secure Portal and click **Notification Preferences**. Section 12.4 of the [ForwardHealth Provider Portal Account User Guide](#) has detailed instructions.

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The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).