Introduction to the
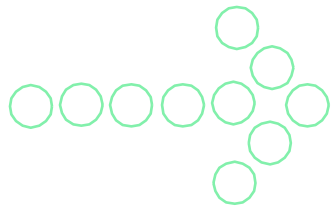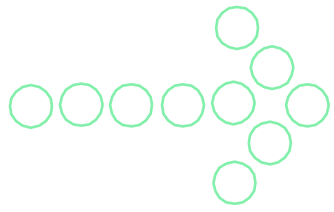# Online Handbook

# Agenda

- Introduction.
- How to Use.
- Sections and Chapters.
- Tools.
- Resources.

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Introduction

The ForwardHealth Online Handbook:

- Is located on the ForwardHealth Portal at www.forwardhealth.wi.gov/.

- Can be accessed from either the public or secure area of the Portal.

- Includes specific information for different types of providers, services and benefits.

- Is updated real-time and contains the current policy.

- Incorporates the information published in ForwardHealth Updates, unless specifically noted otherwise in the update.

- Is archived every month in a PDF format.

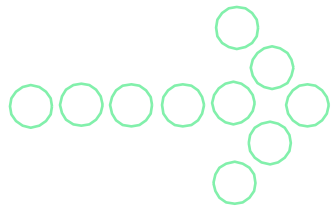*ForwardHealth*
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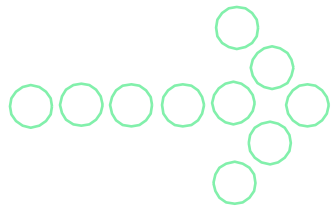
Updates

Updates:

- Policy is posted in ForwardHealth Updates, then incorporated into the Online Handbook.

- Providers who have registered for an e-mail subscription will receive e-mail notification when Updates are published.

- All provider Updates are sent to all provider types, whereas provider-specific Updates are only sent to the affected provider types.

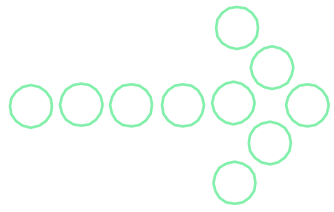*ForwardHealth*
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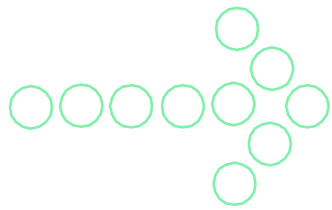
How to Use

- From the Providers menu, select Online Handbooks.
- Use the drop-down menus on the right to select the appropriate program:
  - Provider — automatically selected.
  - Choose a program — different programs have their own handbooks.
  - Choose a service area — select your specific provider type here.
    Note: The service area dropdown may not populate based on the selected program.
- Section and chapter headings will be displayed in alphabetical order.
- Click on a section to open the list; chapters will display below the section selected.
- Many handbooks have the same sections, but chapters may vary based on provider type or benefit/service area.
- Click on a chapter to display the topics for that chapter.
  - Chapter topics may be selected individually by clicking specific topic heading links or as an entire chapter on one screen by clicking All Information.
  - Topics are assigned numbers that can be used for reference.

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Sections and Chapters
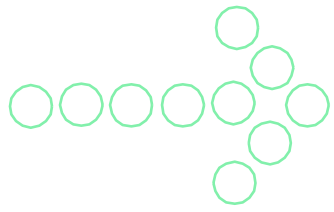
Certification and Ongoing Responsibilities:

- Certification — information on certification process for new providers.

- Documentation — information on records requests/retention.

- Recertification — information on recertification process.

Claims:

- Responses — information on Remittance Advice.
- Submission — claim submission methods and instructions.
- Timely Filing Appeals Requests — information on timely filing policy.
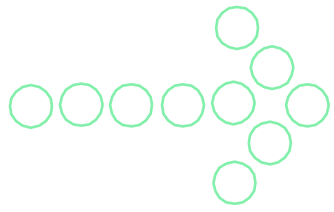
Coordination of Benefits:

- Commercial Health Insurance — policy related to private insurance/HMOs.

- Medicare — policy related to Medicare and Medicare Advantage (Managed Care).

- Provider-Based Billing.

- Reimbursement for Services Provided for Accident Victims.

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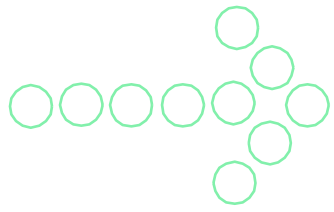
Covered and Noncovered Services:

- Codes — diagnosis codes, Current Procedural Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes, modifiers, revenue codes, etc.

- Covered Services and Requirements — includes information on what is covered for different benefit plans.

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Managed Care:

- Managed Care Information.
- Provider Information.

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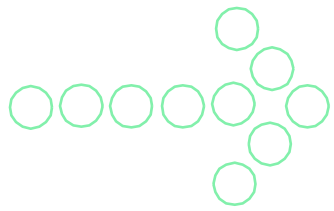
Member Information:

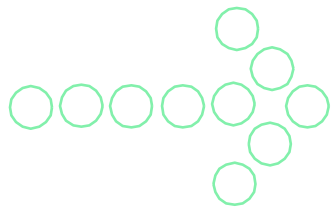- Enrollment Categories — explains the different categories/benefit plans.
- Special Enrollment Circumstances — retroactive enrollment, spenddown.

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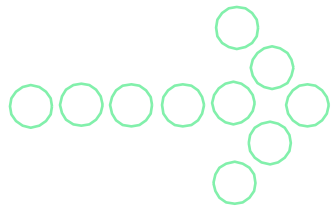
Prior Authorization:

- Forms and Attachments.
- General Information.

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Reimbursement:

- Payer of Last Resort.

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Resources:

- Contact Information — Provider Services and Professional Relations Representatives, suggestions, reference guide.

- Enrollment Verification — different ways to verify the member's eligibility.

- Portal — information about accessing the Portal and its resources.

- Updates — directions to e-mail subscription service.
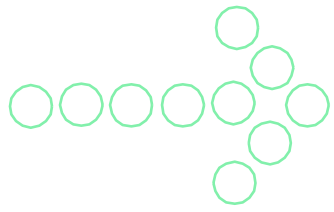
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Tools

Time Effective Policy Links:

- For time-sensitive policy changes.

Advanced Search:

- Enter specific text or topic number to look for specific handbook information.
- May choose to search current handbook only or all handbooks.
- Click "show link" to display file path to topic.

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Tools (Cont.)

Rollover text:

- Text in the Online Handbook that is underlined in red will have rollover text with more information.
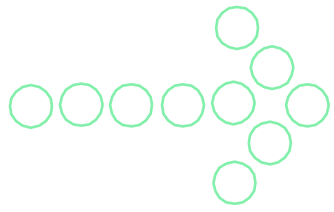
Links:

- The Online Handbook contains links to internal and external information.

- Internal — forms, other parts of handbook.

- External — outside Web sites, such as Centers for Medicare or Medicaid Services (CMS) or Wisconsin Administrative Code.

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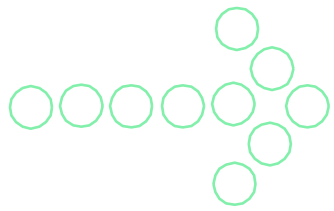
Tools (Cont.)

Registering for E-Mail Subscription:

- Links are available in multiple places on the Portal.

- For a **new subscription,** go to the New Subscriber box on the left, enter and confirm your e-mail address, and click the Register button.

- To **update information for a current subscription,** go to the Existing Subscribers box on the left, enter your e-mail address and click the Load button.

- Go to the right under Available Subscriptions and check the boxes of the provider type(s) for which you'd like notifications.

- Click the Save button at the bottom when finished.

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Resources

- Thank you for viewing our session today.
- For general questions or assistance registering for e-mail subscription, please contact Provider Service by either:
  - Calling (800) 947-9627.
  - Using the Contact link at the bottom of most Portal pages.

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