

Electronic Claim Submission Comparison Chart Compound/ Non-Compound Drug Claims

Portal	PES
<ul style="list-style-type: none"> Portal available 24/7 from home or office Safe and secure Real-time claim status No software to download Free and easy to use Fast payment processing 	<ul style="list-style-type: none"> Can build re-useable lists Safe and secure Free to use Fast payment processing

Name	ForwardHealth Portal (www.forwardhealth.wi.gov)	Provider Electronic Solutions (PES) via EDI batch	Point of Sale transaction via third-party Value Added Network (VAN), aka switch vendor
Claim Interface	Website	Software	
Cost	Free	Free	Varies per VAN
Claim Generation Method	Direct data entry	Data entry - create and reuse lists	Varies
Claim Processing Time Average	Real-time adjudication	1-3 hours	Real-time adjudication
Response/Report time Average	3-6 seconds for most claims	Weekly 835 file available for download, Individual claim results available on Portal in 1-3 hours	3-6 seconds for most claims
Claim Editing Options	Paid claims can be copied, edited, and resubmitted as new claims; denied claims can be edited and re-submitted	Saved claims can be copied and changed	Varies
Claim Adjustments	Incorrectly paid claims can be adjusted and processed immediately	Not available via NCPDP format	
Reversals	Claim reversal available; reversal systems searches for the prescription fill date, the prescription number, and the date of service of the claim; if multiple paid ICNs are found with this search, claim reversal does not work and must be dropped to paper		