

Affected Programs: BadgerCare Plus, Medicaid
To: Hospital Providers, HMOs and Other Managed Care Programs

Updated Process for Qualified Hospitals to Make Presumptive Eligibility Determinations for Individuals

On September 28, 2014, ForwardHealth is implementing an updated, streamlined process for qualified hospitals to make presumptive eligibility determinations for individuals for BadgerCare Plus and Family Planning Only Services programs through ACCESS.

Presumptive Eligibility Determination Process

On September 28, 2014, ForwardHealth will implement an updated, streamlined process for qualified hospitals to make presumptive eligibility (PE) determinations for individuals in the Web-based Express Enrollment (EE) application tool in ACCESS (sometimes referred to as ACCESS for Providers and Partners) at ACCESS.wisconsin.gov/.

The temporary application process for qualified hospitals announced in the February 2014 *ForwardHealth Update* (2014-10), titled “Effective April 1, 2014, Qualified Hospitals Allowed to Make Presumptive Eligibility Determinations,” will end October 15, 2014, at 11:59 p.m. This *Update* includes information on what is changing for qualified hospitals, what will remain the same, and what training opportunities are available this fall.

For more detailed information on using ACCESS to make PE determinations for individuals, hospitals may refer to Chapter 12 of the ACCESS Handbook on the Department of Health Services (DHS) Web site at

www.embandbooks.wisconsin.gov/ab/ab.htm. ForwardHealth will notify hospitals via Portal and e-mail messaging once the updated handbook chapter is available, which is scheduled for early September. The ACCESS Handbook will replace the Presumptive Eligibility User Guide currently found on the ForwardHealth Portal.

Note: State and federal laws allow qualified hospitals to temporarily enroll children, pregnant women and certain adults in BadgerCare Plus and to temporarily enroll individuals applying for Family Planning Only Services when these individuals are determined to be “presumptively eligible” based on preliminary information about family size and income. In Wisconsin, the process of making PE determinations and temporarily enrolling individuals in these programs is known as Express Enrollment.

Changes to the Presumptive Eligibility Determination Process

ForwardHealth is improving the PE determination process to include the following enhancements:

- New Web-based tool. The updated PE determination process will now be completed in one tool in ACCESS. Qualified hospitals will no longer start the application process using the “Am I Eligible” process in ACCESS that took them to the hospital’s secure Portal page to complete the PE application.

- Up to 18 individuals are allowed per application for BadgerCare Plus only. Qualified hospitals may submit up to 18 members of the same household on a single EE for BadgerCare Plus application, regardless of eligible population type.
- Printable eligibility notice and temporary PE card. Once an individual is determined eligible, the hospital will be able to print out an eligibility notice that includes a temporary identification card for the eligible member(s). The temporary card can be presented to a health care provider or pharmacy to show that the member is temporarily enrolled.
- Pre-population of certain information. The EE eligibility notice will include an EE application number that can be entered into the online ACCESS Apply for Benefits application at ACCESS.wisconsin.gov/, so that certain information from the online EE application will be pre-populated into the application for ongoing BadgerCare Plus or Family Planning Only Services coverage.
- Elimination of copy retention. Qualified hospitals will no longer need to retain copies of documents related to PE determination because this information will be available through ACCESS. After submitting the PE determination through ACCESS, the qualified hospital must print the application summary and the eligibility notice to give to the applicant.
- New search functions. Qualified hospitals will be able to search to determine whether or not EE applications were linked to a full BadgerCare Plus or Family Planning Only Services application.

Refer to the ACCESS handbook for details on all enhancements to the PE determination process.

Policy That Remains the Same Regarding the Presumptive Eligibility Determination Process

Qualified hospitals should note that the policy outlined in the list below will remain the same, as published in *Update 2014-10*. Refer to either the inpatient hospital or outpatient hospital service areas of the ForwardHealth Online

Handbook at www.forwardhealth.wi.gov/ for more information about the following:

- The eligible populations for which qualified hospitals can make PE determinations.
- Presumptive eligibility periods.
- Limits to the number of PE periods.
- Covered services for all populations.
- Performance reviews and reasons for disqualification.

Qualified hospitals are reminded that backdating PE is not allowed. The eligibility effective date is the date the PE application is submitted. Refer to the Online Handbook for complete information regarding the eligibility period.

Log-in Information for ACCESS for Existing Qualified Hospitals

Effective September 13, 2014, qualified hospitals will need to submit the name and e-mail address of their Security Administrator using the Express Enrollment Change Request form located in the Quick Links box on the right side of the Provider home page of the Portal. This additional information is needed as part of the process for allowing existing qualified hospitals to make PE determinations using the new Web-based EE application tool in ACCESS.

On September 28, 2014, an e-mail that includes a one-time-use personal identification number (PIN), will be sent to the qualified hospital's Security Administrator. Once the Security Administrator receives the PIN, he or she is able to log in and set up administrative rights for individuals in the agency to begin using the Web-based EE application tool in ACCESS.

Hospitals Newly Enrolling as Qualified Hospitals

Medicaid-enrolled hospitals interested in submitting EE determinations for all eligible populations may access the online provider enrollment application via their secure provider account on the Portal. Hospitals that enroll prior to September 13, 2014, will be required to provide the name and e-mail address of their Security Administrator, as

outlined above. The link to the Express Enrollment for Adults application is located in the Quick Links box on the right side of the secure Provider home page of the Portal. The enrollment process is brief and there is no application fee to enroll. Hospitals that enroll as qualified hospitals are automatically qualified to make EE determinations for children, pregnant women, childless adults, and individuals applying for Family Planning Only Services.

ForwardHealth will notify hospitals in writing whether their application is approved or denied. When an application is approved, ForwardHealth sends the hospital two communications:

- The approval letter includes a provider number that identifies the hospital as qualified to use the EE tool.
- An e-mail sent to the hospital's Security Administrator that includes a one-time-use PIN. Once the Security Administrator receives the PIN, he or she is able to log in and set up administrative rights for individuals in the agency to begin using the Express Enrollment application on the ACCESS Web site. The hospital also receives information about where to find instructional materials and information needed to begin using EE.

Training Opportunities

Hospitals will be responsible for ensuring that their staff receives training and understands the PE process prior to conducting determinations. Training sessions explaining how to use ACCESS for Partners and Providers to make PE determinations will be offered in the following ways:

- On-site at various locations around the state.
- Live Webcast.

Hospital staff are required to attend either an on-site training or watch the Webcast.

Regional Training Sessions

ForwardHealth has scheduled regional training sessions for qualified hospitals to explain how to use ACCESS to make PE determinations. Refer to the Attachment of this *Update* for a list of specific training session locations, dates, times, and registration links. Registration is required prior to

attending the in-person training sessions. To register online, hospitals should refer to the Trainings page of the Portal. Registrants will receive a training session confirmation number that they should keep for their records. There is no fee for hospitals to attend these trainings.

Training Session Webcast

ForwardHealth will provide training on using ACCESS to make PE determination via a live Webcast scheduled for 10:30 a.m. Central Standard Time on October 2, 2014. Qualified hospitals can access the live Webcast on the DHS Web site at dhs.wi.gov/forwardhealth/expressenrollment.htm.

Registration is not required for the Webcast.

For those who are unable to participate in the live session, a recording of the Webcast and the training presentation handout will be made available on the Trainings page of the Providers area of the Portal. The Webcast is intended for hospitals who qualify to make PE determinations for eligible populations.

Online Training Environment

Qualified hospitals will also have the opportunity to learn how to use ACCESS to make PE determinations via an online training environment, which will be available beginning on September 28, 2014. The online training environment will allow qualified hospitals to practice navigating the EE tool in ACCESS to make PE determinations.

There will be different mock-locations within the training environment for the different types of qualified entities that can make PE determinations (i.e., providers, partners, hospitals). Qualified hospitals should ensure that they select the appropriate mock-location for the type of qualified entity that they are so the training environment accurately reflects the applicants for whom they may make PE determinations.

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 Health Care Access and Accountability, 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, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

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This *Update* was issued on September 9, 2014, and information contained in this *Update* was incorporated into the Online Handbook on November 6, 2014.

ATTACHMENT

Express Enrollment for Qualified Hospitals 2014 Training Sessions Schedule

Qualified hospitals may choose from the following trainings to learn how to use the Web-based Express Enrollment application tool in ACCESS to make presumptive eligibility determinations. Links to the training registration for each training site are included in the table below. In addition to the in-person training sessions, ForwardHealth will provide training on using ACCESS to make PE determinations via a live Webcast scheduled for 10:30 a.m. Central Standard Time on October 2, 2014. Qualified hospitals can access the live Webcast on the Department of Health Services Web site at dhs.wi.gov/forwardhealth/expressenrollment.htm.

Location	Date/Time
Holiday Inn South 4751 Owen Ayres Ct Eau Claire WI 54701 <i>ee-eau-claire.eventbrite.com/</i>	September 15, 2014 Check-in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 4:00 p.m.
Rural Wisconsin Health Cooperative 880 Independence Ln Sauk City WI 53583 <i>ee-sauk-city.eventbrite.com/</i>	September 17, 2014 Check-in — 9:30 a.m. to 10:00 a.m. Training — 10:00 a.m. to 12:30 p.m.
Holiday Inn 150 S Nicolet Rd Appleton WI 54914 <i>ee-appleton.eventbrite.com/</i>	September 22, 2014 Check-in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 4:00 p.m.
Wheaton Franciscan Healthcare 201 N Mayfair Rd Wauwatosa WI 53226 <i>ee-mke.eventbrite.com/</i>	September 22, 2014 Check-in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 4:00 p.m.
Howard Johnson Inn 2101 N Mountain Rd Wausau WI 54401 <i>ee-wausau.eventbrite.com</i>	September 25, 2014 Check-in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 4:00 p.m.