



TIPS TO REDUCE CLERICAL ERRORS ON PRIOR AUTHORIZATION REQUESTS

Having a prior authorization (PA) request returned due to a clerical error can be frustrating and time consuming. However, these types of returns can be avoided. Here are some tips that should help your PA requests process more smoothly.

Get it right the first time!

For us to approve PA requests, you must accurately complete all of the necessary fields on the Prior Authorization Request Form (PA/RF), F-11018 (05/2013). This will ensure faster processing for you and timely access to treatment for members.

Make sure you properly fill out these fields on the PA/RF before submitting the PA request:

- The process type
- The member's full name (as it appears on the ForwardHealth Portal [the Portal])
- The member's 10-digit member ID number
- The billing provider's name and address
- The place of service code(s)

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For pharmacy-related PA requests, be sure to also correctly indicate these on the PA/RF:

- The 11-digit National Drug Code and a corresponding service code description (name of the medication)
- A valid diagnosis, including a written diagnosis description

Submit your PA requests through the ForwardHealth Portal

The Portal is the fastest and most reliable way to submit PA requests. If the Portal is not an option, you may submit PA requests by fax or mail.

It may take us up to five business days to process PA requests and for them to be viewable on the Portal. Please don't send duplicate PA requests by fax or mail because that can further delay processing and the member's treatment.

FIELD REP SPOTLIGHT: ROXANNE



We are excited to highlight one of your professional field representatives to help you become familiar with helpful ForwardHealth resources. This month, we are featuring RoxAnne, who represents southern Wisconsin and the Wisconsin Well Woman Program (WWWP).

Areas represented: Grant, Green, Iowa, Kenosha, Lafayette, Racine, Rock, Waukesha, and Walworth counties, and WWWP.

Q&A

How long have you been a field rep?

I first started in the Provider Services Call Center as a call center agent and have been with ForwardHealth for six years. In 2020, I became the call center agent for WWWP and Wisconsin Chronic Disease Program providers. I became a field rep in June 2024.

PRIOR AUTHORIZATION FORMS: ALWAYS USE THE MOST RECENT VERSION!

Get one step closer to an approved PA by using the **most recent version** of the form you need. Bookmark the [Forms](#) page on your browser and start there when you need a PA. Submit the forms posted there to help avoid unnecessary delays.

What led you to become a field rep?

While I was working in the call center, I always wanted to take the extra step and help the providers resolve their issues. I spoke with my former supervisor in the call center, Deanna, and co-worker Kaila, and they told me how I could make a big difference. I decided to follow their lead, and I am very happy I did!

What do you like best about your job?

I enjoy being able to help problem-solve providers' issues and provide a positive resolution for them. We field reps work together as a team, too, as we all have different knowledge that is needed to help answer the questions providers ask us.

What's one of your favorite memories from your job?

One of my favorite memories is attending the Wisconsin Professional Homecare Providers Conference in October. It was a wonderful experience meeting providers face-to-face and learning more about their jobs.

What's one tip you'd like to give providers?

Check your [ForwardHealth Online Handbook](#) first. It has a wealth of information, and the majority of your questions can be answered there.

What's the best tool available in the Portal?

The [Portal User Guides](#), Online Handbook, and list of [ForwardHealth Updates](#) are some of the best tools available on the Portal. Documentation is very key, so make sure to always clearly record the date of service in your notes, including what you did for services that day.

Is there anything more you'd like to share?

Outside of work life, I enjoy listening to music, being outdoors, going camping, and helping my family out.

SIGN UP FOR FORWARDHEALTH EMAILS

Did you know there's an easy way to keep current with the latest news from ForwardHealth? By subscribing to our emails, you can get messages about urgent Alerts, Updates, new trainings, helpful resources, and more—sent straight to your inbox.

LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

Check out the [Assigned Professional Field Representatives by County map \(PDF\)](#)!

Field representatives are ready to handle your complex billing or claims questions in the order they get them, usually within a couple of business days.

To sign up:

1. Go to the [E-mail Subscription Sign-up](#) page.
2. Enter your email into both fields in the New Subscriber box. (Entering it twice makes sure that we get the right email address with no typos!) Click Register.
3. On the next page, you'll pick what you want to get emails about.

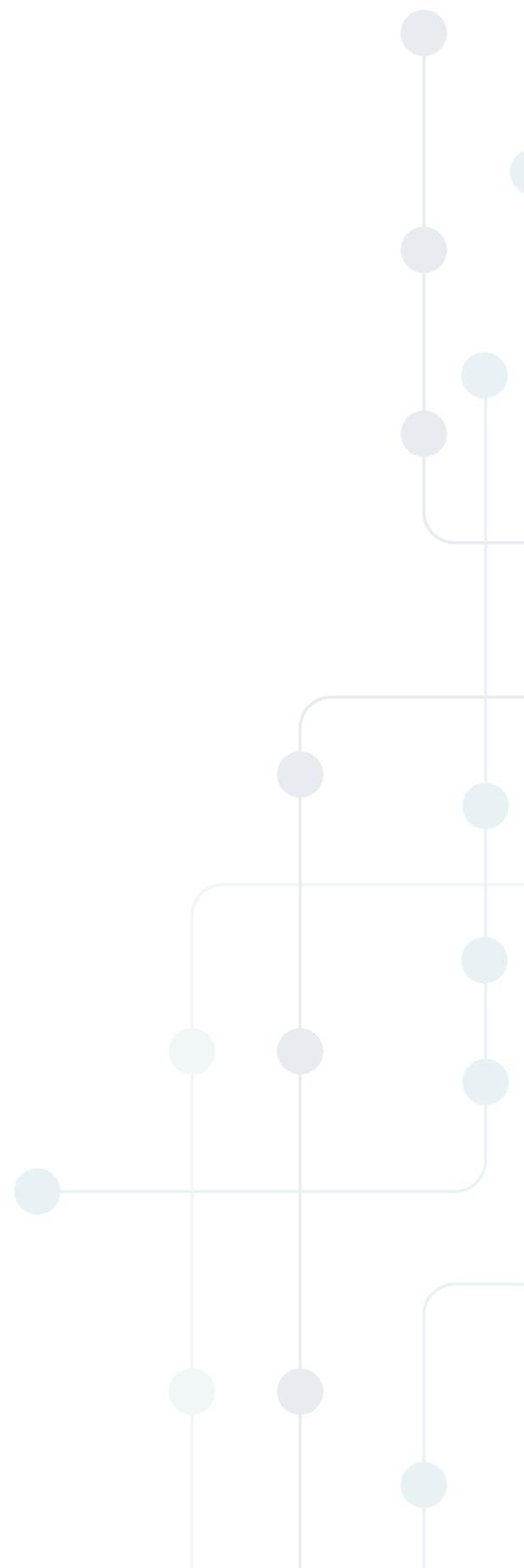
Pro tip: Some service areas are collapsed under broader categories—for example, the Nurses in Independent Practice area is under **BadgerCare Plus and Medicaid**. To expand a category, click on the bold words or plus sign next to it.

Click the boxes next to all of the areas you want to get emails for.

4. Scroll all the way to the bottom of the page, and click Save. All done!

Remember to check your inbox regularly so you never miss a message.

If you're already signed up for some emails but want to add or remove an area from your subscriptions, you can do that on this page, too, by using the Existing Subscribers and Unsubscribe boxes. For more detailed instructions, including screenshots, see the [ForwardHealth Portal Email Subscription User Guide \(PDF\)](#).



POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2025-06	Updated Coverage Policy for Outpatient Services Provided to Members Receiving Inpatient Services at a Different Hospital
2025-05	CPT and HCPCS Procedure Code Changes Effective January 1, 2025

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CONNECT

ForwardHealth Connect is published monthly by the Division of Medicaid Services within the Wisconsin Department of Health Services. The newsletter contains valuable information and reminders for ForwardHealth providers. For policy information, refer to the [ForwardHealth Online Handbook](#).

For questions, call Provider Services at 800-947-9627 or visit www.forwardhealth.wi.gov.