



FORWARDHEALTH UPDATE SURVEY REMINDER

Complete the [ForwardHealth Update survey](#) to make your voice heard!

About the survey

We created the Update survey in June to find out how we can make these important provider Updates more helpful to you.

If you have any feedback or suggested improvements, this is the perfect way to share them. The survey is only five questions and is open until August 16.

RESTORED CONNECTION TO CHANGE HEALTHCARE

Change Healthcare had a network service break that started in February 2024 due to a cybersecurity breach. This affected all states across the country. We acted quickly to protect member and provider information by taking down our connection to Change Healthcare. Since this event, we've reconnected with Change Healthcare for point-of-sale claims, batch X12 electronic transactions, and Safe Harbor transactions. We have appreciated

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your patience while we've been getting back to normal operations!

QUICK LINK

[ForwardHealth Updates](#) page

GET READY FOR ADULT LONG-TERM CARE PROVIDER ENROLLMENT

Starting September 2024, we will require providers of home and community-based services (HCBS) for adults to enroll with Wisconsin Medicaid through the ForwardHealth Portal. So, the time is right to learn about the enrollment process! We have many resources to help you.

Not sure if this applies to you? It does if you deliver HCBS under one of Wisconsin's adult long-term care (LTC) waiver programs:

- Family Care
- Family Care Partnership
- Program of All-Inclusive Care for the Elderly (PACE)
- IRIS (Include, Respect, I Self-Direct)

Attend a live training session

We will host a bunch of live trainings about the enrollment process on Zoom from September 2024 to March 2025. Our [training schedule \(PDF\)](#) tells you which group of training sessions best applies to you based on the services you provide. Sessions within a training group are the same. Mark your calendar today!

How to sign up

We will email the registration links for the training sessions. [Sign up](#) for the **Adult LTC Waiver Provider** email subscription to make sure you get those emails.

Read our policy communications

[Adult Long-Term Care Updates](#) are a vital resource for announcing policy information. You can bookmark the page in your web browser for quick access.

Ask us anything...

...about LTC provider enrollment. Email your questions to LTCProviderEnrollment@wisconsin.gov. We'd love to answer your questions.

Check out other handy resources

We have a webpage just for adult LTC provider enrollment info: [New Provider Enrollment System for Adult Long-Term Care](#).

In addition to links to resources we've already mentioned here, you'll find a [Q&A \(PDF\)](#) that we'll update over time.

HOT TOPICS AND WHAT'S NEW?

Your time is valuable. We want to help you save more of it.

We post "Hot Topics" and "What's New?" on the Portal. Hot Topics and What's New are short announcements that contain important information that may be urgent. We sometimes also send this information through Portal messaging and email subscriptions.

Hot Topics

[Hot Topics](#) announce important, time-sensitive information that apply to many different Portal users. Scroll to the bottom of the Portal homepage, and you'll see the Hot Topics menu.

They address current health care topics, who's impacted, and what you might need to do.

Examples of Hot Topics:

- Updates to required documentation
- Time-sensitive announcements
- Portal account help

What's New?

What's New? are announcements that apply to your role. In the center of the Portal homepage, you'll see tiles with images that show a program type or role. Choose the tile that best applies to you. Scroll to the bottom of that page, and on the left side you'll see the What's New? menu.

What's New? announcements are found on these Portal pages:

- [Providers](#)
- [Acute and Primary Managed Care](#)
- [Adult Long-Term Care Programs](#)
- [Trading Partners](#)

PRIOR AUTHORIZATION FORMS: ALWAYS USE THE MOST RECENT VERSION!

Get one step closer to an approved prior authorization (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.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2024-23	New Procedure Code for Facility Services for Dental Rehabilitation Cases in an Ambulatory Surgical Center
2024-22	Policy Clarifications for Qualified Treatment Trainees
2024-21	Reimbursement Rate Changes and Provider Travel Policy Clarification for In-Home Mental Health and Substance Abuse Treatment Services for Children
2024-20	Over-the-Counter Drug Coverage and Policy Clarifications for HealthCheck "Other Services"
LTC 2024-10	Adult Long-Term Care Provider Enrollment: Termination Policies
LTC 2024-09	Adult Long-Term Care Provider Enrollment: Obtaining Support for ForwardHealth Portal Tasks
2024-19	Process Change for Prior Authorization Requests for Continuous Glucose Monitors or Receivers and Supplies

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.

