



FIELD REP SPOTLIGHT: DEANNA



In previous issues, we've shared with you how professional field representatives serve you. Now, we'd like you to get to know your field reps—beginning with Deanna!

Areas represented: Dane and Milwaukee counties, Prenatal Care Coordination/ Child Care Coordination statewide

Q&A

How long have you been a field rep?

I have been a field rep for a year and a half now. I started working with Wisconsin Medicaid in 1999. I started as an agent in the call center. I worked my way up in the call center to the positions of unit leader, trainer, and supervisor. I enjoyed working with members and providers in the call center.

What led you to become a field rep?

I had always admired the field reps. Their knowledge of Medicaid is immense. I was personally ready for a change. I wanted to use my acquired Medicaid knowledge to help people.

IN THIS ISSUE

[Field Rep Spotlight:
Deanna](#)

[Keep Your Information
Current With the
Demographic
Maintenance Tool](#)

[Provider User Guides and
Instruction Sheets](#)

[Policy Communications](#)

What do you like best about your job?

I like being able to help providers with their issues. I have found it very satisfying to be able to see a request out all the way to completion. In addition, working with the other field reps is wonderful; they are all so helpful to each other.

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

One of my favorite memories as a field rep is attending the Fulfilling the Promise Conference in March of 2024. It was great to meet and see providers in person.

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

Be sure to take good notes, including dates and signatures.

KEEP YOUR INFORMATION CURRENT WITH THE DEMOGRAPHIC MAINTENANCE TOOL

The [demographic maintenance tool](#) is an essential part of keeping your ForwardHealth Portal (the Portal) account as current as possible. It provides a secure environment to update your required provider information.

What the demographic maintenance tool can do

The tool allows you to update and maintain your:

- Individual information.
- Audit, mailing, prior authorization, and practice addresses.
- Financial information.
- License information.
- Medicare information.

You can also upload enrollment-related supporting documents through the tool, including licenses and certifications. The tool accepts JPEG and PDF files.

It's important to access this tool and update your account as soon as your address or other information changes **as it can take up to 10 business days for ForwardHealth to verify any changes you make.**

If changes cannot be verified within 10 business days, ForwardHealth will notify you by mail.

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.

Finding the demographic maintenance tool

The demographic maintenance tool is only available for administrative or clerk accounts that have been assigned the demographic maintenance role.

To update your information, simply log in to your secure ForwardHealth Provider Portal account, then select the Demographic Maintenance link on the right side of the Provider homepage.

For more information about the demographic maintenance tool, refer to the [ForwardHealth Portal Demographic Maintenance Tool User Guide](#).

PROVIDER USER GUIDES AND INSTRUCTION SHEETS

Did you know we have more than 30 user guides and instruction sheets on the Portal?

What are they?

ForwardHealth user guides and instruction sheets provide step-by-step instructions with screenshots to help you use Portal functions:

- User guides include multiple chapters with instructions for performing major tasks on the Portal. Examples of such tasks include submitting prior authorization requests, updating demographic maintenance information, and submitting claims.
- Instruction sheets are shorter, often one-page documents that cover tasks like searching for a claim, copying a claim, or uploading claim attachments.

Where can I find them?

All provider user guides and instruction sheets are available on the [User Guides](#) page of the Portal. To find the page, scroll down to the Policy and Communication section in the middle of the Portal homepage, then click the **User Guides** link from the bulleted list. Most of the user guides and instruction sheets are located under the General Portal Functionality and Provider Portal Claims Functionality topic areas on the page.

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2024-47	Hospice Reimbursement Rate Changes
2024-46	New Risk Level Classification and Screening Requirements for Nursing Home Providers
2024-45	New Risk Level Classification and Screening Requirements for Hospice Providers
2024-44	Changes to Member Enrollment During Incarceration
2024-43	ForwardHealth Reimburses New Vaccine Procedure Codes
2024-42	New Policy on Restraints
2024-41	Coverage of Pediatric Hospital Beds and Cribs
2024-40	Removing In-Home Restriction for Personal Care and Updating Personal Care Screening Tool

PAGE 4 | DECEMBER 2024

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.



WISCONSIN DEPARTMENT
of HEALTH SERVICES