



## GETTING TO KNOW THE WISCONSIN HEALTH ALERT NETWORK

Have you ever wanted to know the latest health alerts for the State of Wisconsin as they happen?

The Wisconsin Department of Health Services (DHS) [Health Alert Network \(HAN\)](#) is exactly what you need to stay up to date on new and developing Wisconsin health emergencies in a fast, efficient, and reliable way.

### What is the Wisconsin Health Alert Network?

HAN is Wisconsin's public health messaging and alerting system for health care providers, public health officials, and first responders.

These communications provide critical information about emerging public health events, treatment and prevention guidelines, and other relevant public health information.

The HAN webpage also archives previous HAN messages that relate to public health events impacting Wisconsin.

The HAN webpage also includes information regarding DHS-issued [public health advisories](#) and [news releases](#). These are

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longer communications with a more in-depth look at a given health alert.

### Sign up today!

To receive all future HAN messages in your inbox, [sign-up](#) to register your email and subscribe for all the latest information.

## FIELD REP SPOTLIGHT: PAMELA



To help you become familiar with helpful ForwardHealth resources, we're shining a light on your professional field representatives. This month we are highlighting Pamela, who represents the East Central territory.

**Areas represented:** Adams, Calumet, Dodge, Fond du Lac, Green Lake, Jefferson, Juneau, Manitowoc, Marathon, Marquette, Ozaukee, Sheboygan, and Washington counties.

### Q&A

#### How long have you been a field rep?

What began in 2008 as a temporary job in Provider Services became my full-time career later that year. By the end of 2012, I was a Provider Services Lead. I transferred to Provider Enrollment in 2015, then officially transitioned to Professional Field Representative in 2022.

#### What led you to become a field rep?

I wanted to become a field rep because this team works together so well. Each person has different health care knowledge, so together we can assist our providers efficiently.

#### What do you like best about your job?

I enjoy researching and finding the answers to our providers' questions. I feel a sense of accomplishment when all the pieces of the puzzle make sense. Wisconsin Medicaid is a continually changing program, where there is something new to learn almost every day. It's so rewarding when new providers understand the process. I really appreciate the commitment to training.

## 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.

**What’s one tip you’d like to give providers?**

I would recommend that providers become familiar with their ForwardHealth provider-specific [Online Handbooks](#). The answers to many questions are found there.

**JANUARY IS CERVICAL HEALTH AWARENESS MONTH**

Human papillomavirus (HPV) is a common infection that can significantly increase a person’s risk of developing head, neck, cervical, vaginal, vulvar, and penile cancers.

To assist you in working to safeguard patient health, we reimburse for HPV vaccination and testing.

The following Current Procedural Terminology codes are used for HPV vaccine and testing.

**HPV Testing Codes**

Code	Manufacturer	Vaccine Name	Description
90651	Merck	Gardasil 9	9VHPV VACCINE 2/3 DOSE IM

**HPV Testing Codes**

Code	Description
87623	HPV LOW-RISK TYPES
87624	HPV HIGH-RISK TYPES
87625	HPV TYPES 16 & 18 ONLY

Refer to the [maximum allowable fee schedule](#) for reimbursement rates.

**Resources**

Here are three helpful resources about HPV:

- Wisconsin DHS [Human Papilloma Virus \(HPV\)](#) fact sheet (English, Hmong, Somali, and Spanish)
- Centers for Disease Control and Prevention (CDC) [Top 10 Tips for HPV Vaccination Success](#) fact sheet
- CDC’s [Talking to Parents about HPV Vaccines](#) guide (July 2019)

## CLAIM STATUS TERMS

We use several terms to help providers track the status of their claims. Here's how it works:

1. Use the claim search function on your secure ForwardHealth Provider Portal account to check the status of your claim.
2. Refer to the descriptions below to understand your claim status.

**Pay status:** We paid the claim and require no further action from you. However, you may void, adjust, or copy a claim in paid status.

**Deny status:** We denied the claim, but you can make corrections and resubmit the claim.

**Suspend status:** We need further review before we can make a decision on the claim. You cannot change it until a decision is made.

**Adjusted claims:** Either we changed the claim or you did. The Adjustment Information panel shows the paid amount and net difference from the original claim. The adjusted claim has a new internal control number (ICN). You may void, adjust, or copy the adjusted claim with the new ICN.

For more information, you can refer to the [ForwardHealth Portal Claim Status Information Instruction Sheet, P-00969A](#), on the Portal.

## POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

<a href="#">2024-53</a>	Coverage Policy for IV Ketamine Infusion Therapy for Major Depressive Disorder With or Without Suicidality
<a href="#">2024-52</a>	January 2025 Preferred Drug List Changes and Other Pharmacy Policy Changes
<a href="#">2024-51</a>	Screenings and Medical Services for Youths Leaving Public State Prisons or Correctional Facilities
<a href="#">2024-50</a>	Changes to Collaborative Practice Agreement Requirements for Medicaid-Enrolled Pharmacists
<a href="#">2024-49</a>	Complex Rehabilitation Technology Reimbursement Rates
<a href="#">2024-48</a>	New Wisconsin Medicaid in Lieu of Service: Medically Tailored Meals

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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](http://www.forwardhealth.wi.gov).



WISCONSIN DEPARTMENT  
of HEALTH SERVICES