



NEED HELP NAVIGATING FORWARDHEALTH?

Professional field representatives are here to guide you

If you've got a complicated billing or claims question, the professional field representatives (also known as field reps) are here to help.

Know a member with a question? Members can call Member Services at 800-362-3002. The following information is for providers only!

What's the difference between Provider Services and field reps?

The Provider Services Call Center is your first stop for answers to questions about general enrollment, policy, or billing. You can call Provider Services at 800-947-9627.

If you need help with a more complex billing or claims issue, you can reach out to your [assigned field rep \(PDF\)](#).

Dos and don'ts when emailing your assigned field rep

Do:

- Include the name **and** National Provider Identifier of the provider or facility you're asking the question for.

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- Include a contact name and a direct phone number where the field rep can reach you.
- Include a brief summary of the issue you need help with.
- Include the county and city where the services were provided.
- Include the prior authorization (PA) number if you need help with a PA request. It's **not** a Health Insurance Portability and Accountability Act of 1996 (HIPAA) violation to include this number.
- Include the most recent internal control number if you need help with a specific claim. It's **not** a HIPAA violation to include this number.

Don't:

- Include a member's name or date of birth (including these would violate HIPAA requirements).
- Email encrypted messages. Field reps can't open them.

Follow these tips to make sure your field rep can open your email and help answer your questions.

BEST IN CLASS: A HEALTH CHECKLIST FOR YOUR CHILD

Before the first school bell even rings, make sure that your child's health and well-being get an A+.

Plan for the new school year

- ✓ **Be ready if your child needs to stay home.** If your child is sick, they shouldn't go to school or have contact with people outside their home.
- ✓ **Make an action plan for your child's health at school.** If your child has health issues like asthma or diabetes, tell their school and make sure they know who to tell if they don't feel well.

Stop illness before it starts

- ✓ **Make sure your child is up to date on regular childhood shots.** Get your child the flu shot, and talk to their doctor about what other shots are right for them.
- ✓ **Teach your child to wash their hands.** Clean hands can stop the spread of germs in and out of the classroom.

Support mental health

- ✓ **Talk with your child about their mental health.** Let them know they can talk to you about their feelings.

ADULT LONG-TERM CARE TRAININGS

Adult long-term care (LTC) provider enrollment trainings are coming soon! Remember to [sign up](#) for the **Adult LTC Waiver Provider** email subscription list to get registration links for these trainings.

Trainings will begin later this month over Zoom and will cover how to add adult LTC services to your current enrollment or complete a new enrollment.

The full [training schedule \(PDF\)](#) shows all upcoming dates.

- ✓ **Find out what help is available for your child.** Reach out to their school to find out how to get them support during hard times.
- ✓ **Take steps to support your own mental health.** Make time to meet with friends who help you feel better. Do activities that bring you joy. Taking care of yourself helps make sure you're there to take care of your child.

LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

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

POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

2024-26	Durable Medical Equipment Policy Clarifications for HealthCheck "Other Services"
2024-25	Expanded Prior Authorization for Residential Substance Use Disorder Treatment
LTC 2024-11	Adult Long-Term Care Provider Enrollment: Revalidation and Re-enrollment
2024-24	Electronic Visit Verification Hard Launch for Home Health Care Services and Nurse Supervisory Visit Service Code 99509

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.

