

ForwardHealth **UPDATE**

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FORWARDHEALTH ACCEPTS ADDITIONAL FORMATS FOR DIGITAL SCANS OF ORTHODONTIC MODELS

Beginning September 10, 2026, ForwardHealth accepts additional formats for digital scans submitted with a prior authorization (PA) request through the ForwardHealth Portal (the Portal). Providers can now upload digital scans of orthodontic models in the new .dcm, .stl, and .ply file formats. Providers may also continue to upload files in the current .3dm format.

The new file formats for digital scans of orthodontic models:

- Allow providers to submit digital scans with a PA request instead of mailing models separately.
- Increase timeliness of processing PA requests.
- Reduce the risk of protected health information being lost or sent to the wrong person through the mail.

AFFECTED PROGRAMS

BadgerCare Plus, Medicaid

TO

Community Health Centers, Dentists, Tribal Federally Qualified Health Centers, HMOs and Other Managed Care Programs

QUICK LINKS

- [ForwardHealth Online Handbook](#)
- [An Overview topic #2905](#)
- [Severe Malocclusion Prior Authorization topic #23883](#)
- [Clinical Review topic #451](#)
- [ForwardHealth Provider Portal Prior Authorization User Guide \(PDF\)](#)

The information provided in this ForwardHealth Update is published in accordance with CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F).



Previously, providers were limited to uploading .3dm files due to software constraints. ForwardHealth upgraded its platform to accept additional file types. Providers may still choose to mail physical orthodontic models. However, ForwardHealth encourages providers to upload files on the Portal for faster and easier PA submissions.

All other PA documentation requirements for providers remain the same. Refer to these ForwardHealth Online Handbook topics for more information:

- An Overview topic [#2905](#) (for orthodontic services)
- Severe Malocclusion Prior Authorization topic [#23883](#)
- Clinical Review topic [#451](#)

For forms and clinical documentation for PA requirements for process types 124 (Dental) and 125 (Orthodontics), refer to the Attachment to ForwardHealth Update [2026-19](#), “Prior Authorization Process Improvements: Revising the Prior Authorization Portal Submission Process.”

Refer to the Upload Documents for a Prior Authorization chapter of the [ForwardHealth Provider Portal Prior Authorization User Guide \(PDF\)](#) for information about acceptable file formats and uploading documents on the Portal.

Documentation Retention

As a reminder, providers must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both, to the Wisconsin Department of Health Services (DHS) upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify the actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

Information Regarding Managed Care Organizations

This Update applies to dental and orthodontic services that members receive on a fee-for-service basis and through BadgerCare Plus, Medicaid SSI, and other managed care programs. For information about managed care implementation of the updated policy, contact the appropriate managed care organization (MCO). MCOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

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The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin HIV Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

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