ForwardHealth has developed this FAQ document to capture important information about personal continuous glucose monitors. This document will be revised when new information becomes available.

**FAQs About Personal Continuous Glucose Monitors**

[**General Information About Continuous Glucose Monitors**](#_General_Information_about)

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[**Prior Authorization (PA) Requirements for Continuous Glucose Monitors**](#_PA_Requirements_for)

# General Information About Continuous Glucose Monitors

**Question:** How do I bill for continuous glucose monitors?

**Answer:** Continuous glucose monitors are billed on a professional claim with Healthcare Common Procedure Coding System procedure codes and the KS or KX modifier.

**Question:** What type of continuous glucose monitors are allowed?

**Answer:** Both adjunctive and non-adjunctive, non-brand specific continuous glucose monitors are allowed.

**Question:** Are continuous glucose monitor trials still required?

**Answer:** Continuous glucose monitor trials are no longer required.

**Question:** What is the life expectancy of a continuous glucose monitor?

**Answer:** Continuous glucose monitors have an expected life of three years, and members can receive one every three years without PA.

**Question:** When would a continuous glucose monitor be dispensed prior to its life expectancy of one to three years?

**Answer:** A continuous glucose monitor would be approved for replacement if it was:

* Lost.
* Stolen.
* Damaged.
* Linked to severe skin reactions.
* Linked to harmful drug interactions.
* Provided to a member who experienced a significant change in their medical condition. Such situations will be evaluated on a case-by-case basis.

**Question:** Is there still a Diabetes Advisory Group?

**Answer:** Yes. Contact Paula McIntyre at paula.mcintyre@dhs.wi.gov.

**Question:** Who can I contact for information about continuous glucose monitors?

**Answer:** You can contact Provider Services at 800-947-9627. Additionally, if you contact Provider Services and they are unable to answer your question, they will direct you to the field rep in your area.

**Question:** How can providers find their ForwardHealth professional field representative?

**Answer:** Use the [Professional Relations Field Representatives Map](https://www.forwardhealth.wi.gov/WIPortal/content/provider/pdf/fieldrepguide.pdf.spage).

# Supplier Information About Continuous Glucose Monitors

**Question:** Who can supply continuous glucose monitors to the members?

**Answer:** Continuous glucose monitors can be supplied by any provider enrolled with Wisconsin Medicaid under a durable medical equipment (DME) contract.

**Question:** If I dispense continuous glucose monitoring equipment and offer this item to members, will I be reimbursed?

**Answer:** Only Medicaid-enrolled DME providers can offer this item and be reimbursed.

**Question:** Where can a list of DME suppliers be found?

**Answer:** Any Medicaid-enrolled DME provider can be found by searching “Medicaid Equipment Vendor” in the [Provider Directory](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx).

**Question:** Will members be able to get testing supplies for continuous glucose monitors at their pharmacies?

**Answer:** Members may still be able to get supplies through their pharmacy. However, that pharmacy would need to be enrolled as a DME provider and submit the appropriate claim.

# Prior Authorization Requirements for Continuous Glucose Monitors

**Question:** When is prior authorization (PA) required for continuous glucose monitors?

**Answer:** PA is required when the:

* Provider is out of state with non-border status.
* Prescription is for a backup device.
* Device is required within three years of having had one dispensed.

**Question:** How do I complete the PA process?

**Answer:** Information about completing the PA process can be found in the [ForwardHealth Provider Portal Prior Authorization User Guide, P-00958 (PDF)](https://www.dhs.wisconsin.gov/publications/p0/p00958.pdf), located on the User Guide page of the ForwardHealth Portal (the Portal).

**Question:** What is the response time for PA?

**Answer:** The average response time is within 20 days. If there’s no reply after 20 days, contact Provider Services at 800-947-9627.

**Question:** What forms are required to submit a PA request for DME?

**Answer:** The Prior Authorization Request Form (PA/RF), F-11018 (05/2013), and the Prior Authorization/Durable Medical Equipment Attachment (PA/DMEA) form, F-11030 (02/2024), are required for PA submission. These forms can be found on the [Forms](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Publications/ForwardHealthCommunications.aspx?panel=Forms) page of the Portal.

**Question:** If PA changes for continuous glucose monitors, where can I find the most up-to-date policy?

**Answer:** TheForwardHealth [Online Handbook](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=32&s=2&c=61&nt=Overlapping+Inpatient+and+Outpatient+Services&adv=Y) contains the most accurate, up-to-date information about PA for continuous glucose monitors.

**Question:** Is the PA process different when it’s submitted as a pharmaceutical and not DME?

**Answer:** Only a DME provider can submit a PA request for coverage under the DME benefit. Continuous glucose monitors are not covered under the pharmacy benefit. If a pharmacy is enrolled as a DME provider, they can submit a PA request for continuous glucose monitors.

**Question:** Which process type should be used?

**Answer:** For dates of service on and after July 1, 2024, ForwardHealth allows providers to request the following two procedure codes under the same process type (132 Disposable Medical Supplies [DMS]) and on the same [PA/RF](https://www.dhs.wisconsin.gov/forms/f1/f11018.pdf):

* E2103 (Non-adjunctive, non-implanted continuous glucose monitor or receiver)
* A4239 (Supply allowance for non-adjunctive, non-implanted continuous glucose monitor [cgm], includes all supplies and accessories, 1 month supply = 1 unit of service)

**Question:** Which codes should a provider use for continuous glucose monitors?

**Answer:** Providers should use the codes from the ForwardHealth Online Handbook Continuous Glucose Monitoring topic #[17897](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=17&s=2&c=61&nt=Continuous+Glucose+Monitoring&adv=Y).