ForwardHealth

ForwardHealth WEBPortal Introduction Presentation for Department of Juvenile Corrections Child Support SSA Resource Center WIC Subrogation Workers

Presented by
Joan Buntin, EDS-HP

Introduction to ForwardHealth interChange

ForwardHealth brings together many state health care programs with the goal of creating efficiencies for providers and other stakeholders and improving health care outcomes for enrolled members.

- Wisconsin Medicaid
- BadgerCare Plus
- Wisconsin Well Woman (WWWP) Program and WWWP Medicaid.
- SeniorCare.
- Wisconsin Chronic Disease Program (WCDP).
- BadgerCare Plus and Medicaid managed care programs.

Introduction to ForwardHealth interChange

- ForwardHealth interChange is a new system which replaces the Medicaid Management Information System (MMIS) which has been in place since 1977.

- Connectivity to the legacy MMIS is being discontinued with the implementation of ForwardHealth interChange.

- Certifying agencies will access the new system using the ForwardHealth Portal. The portal will provide access to key information that was previously found on EDSNET.

Course Description

- ForwardHealth Portal training:
  - Designed for workers who need to access member information, complete online forms and access reports.

- By the end of the training modules, participants will be able to:
  - Recognize new Member ID cards.
  - Login to the portal.
  - Navigate in the Partner Portal.

- Authorized partners will also be able to:
  - Complete an online Manual Certification form 10110(3070).
  - Complete online enrollment verification.
  - Replace member ID cards online.
  - Locate links to various reporting tools.

Course Modules

- Department of Juvenile Corrections
  - General Portal
  - Member Certification
  - interChange Functionality
  - Member
- Resource Centers
  - General Portal
  - Member
  - Reports and Trade Files
- Child Support
  - General Portal
  - Member
  - Birth Cost reports

Course Modules

- WIC
  - General Portal
  - interChange Functionality
- Subrogation
  - General Portal
  - Member
  - Subrogation Workers
- SSA
  - General Portal
  - Member

Key Terms

- **Member** –
  Replaces the term "Recipient". A Member represents an individual enrolled in any of the ForwardHealth health care programs in iC.
- **Member ID –**
  All members are assigned an ID. This number will replace the old MA ID number. The number is assigned from the Master Client Index (MCI) and will no longer include the SSN.
- **Benefit Plan –**
  Type of plan that lists the benefits covered and is based on the members medical status code. Members may be enrolled in multiple benefit plans concurrently.

Key Terms

- **Enrollment** –
  Replaces the term "eligibility". Enrollment is used anytime a reference is made to a member who is eligible and on the iC system. A member may also be enrolled in a Managed Care program.
- **Fiscal Agent** –
  EDS HP is the fiscal agent for the Wisconsin Medicaid and ForwardHealth Programs.

Member ID Card Changes

- All members enrolled in ForwardHealth will be assigned new ID numbers from the Master Client Index (MCI) database maintained by the Department. These IDs will replace the current MA IDs. The SSN will no longer be included in the Member ID.
- The old MA ID number and new member ID number will be cross referenced so either number can be used for queries and provider billing.
- New member ID cards will be re-issued after implementation of ForwardHealth interChange.
- Once the new ID card is mailed, the old member ID card will remain active for no less than 2 weeks to ensure members have time to receive and begin using the new card.
- An insert or "stuffer" will be included with the new ID card with a detailed explanation of the changes and where to call with questions (Member Services).

ForwardHealth "Stuffer"

ForwardHealth Identification Card

This is a replacement ForwardHealth card with a new member ID number. Your member ID number no longer includes your Social Security number. This makes it easier for you to protect your personal information. This card replaces the card you previously used for health services. Please destroy your old card.

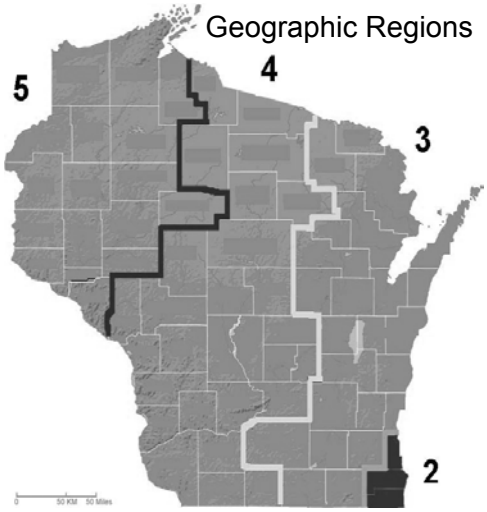
If you are a member of the Wisconsin Chronic Disease Program, this new ID card replaces your paper card. If you are a BadgerCare Plus member, this new card replaces your previous Forward card or ForwardHealth card.

Take your new ForwardHealth ID card to all of your health care appointments so your health care provider can check to see if you are enrolled and what services are covered.

If you have any questions about your new card, **call Member Services at 1-800-362-3002**. Please have your card out when calling because Member Services staff will ask you for your member ID number. Please **do not** contact your local county/tribal agency with questions about this new card.

- The "stuffer" will accompany the new ForwardHealth cards sent to members.
- The "stuffer" gives the member information on the new cards/numbers in English and Spanish.

New Member Card Issue Dates



- Phase 1: Nov. 09, 2008
  - All WWWP, WCDP cards state-wide
  - Members enrolled in the following SSI/BC HMO's:
    - Health Traditions Health Plan
    - Managed Health Services
    - Mercy Care Insurance
    - Unity Health Plan
- Phase 2: Nov. 16, 2008
  - Milwaukee, Racine, Kenosha Counties
- Phase 3: Nov. 23, 2008
- Phase 4: Nov. 30, 2008
- Phase 5: Dec. 7, 2008

New Card Information

- This is an example of the ForwardHealth member ID card that replaces the Forward card.
- Member services phone number is on the back of the card.
- Returned cards will continue to be sent to the fiscal agent (EDS-HP).

New Member Card Information- BadgerRxgold

- BadgerRX gold is a prescription drug discount plan for members enrolled in the BadgerCare Plus Benchmark Plan.
- A child who was previously enrolled in a BadgerCare Plus Benchmark Plan may have this card.
- Customer Service:
  866-809-9382
  8AM-6PM Central Time, M-F

Online Training

- Partners should go to the specific training modules.
- Refer to your Training Guide for features of the portal.
  - Chapter 2 – Getting Started for information on accessing the ForwardHealth Portal account, usernames and passwords.