

Children's Long-Term Support Program and Electronic Data Interchange Guidance

INTRODUCTION

Providers who want to submit claims for services provided to Children's Long-Term Support (CLTS) Program members are required to set up a Trading Partner Profile on the ForwardHealth Portal (the Portal). Allow approximately one week to complete the steps to enroll as a trading partner.

As a trading partner, you can submit claims and adjustment requests, ask about member enrollment or claim status, and ForwardHealth payment advice by exchanging electronic transactions. You will receive the related response files (TA1 interChange Acknowledgement [TA1], 999 Acknowledgement for Health Care Insurance [999]) as well as your 835 Health Care Claim Payment/Advice (835) electronic Remittance Advice (RA).

You may exchange the following electronic transactions through the Electronic Data Interchange (EDI):

- 835—The electronic transaction for receiving remittance information.
- 837 Health Care Claim (837)—The electronic transaction for submitting claims and adjustment requests.
- 999—The electronic transaction for reporting whether a transaction is accepted or rejected.
- TA1—The electronic transaction for reporting a transaction that is rejected for interChange-level errors.

GETTING STARTED

Follow these steps to set up your Trading Partner Profile on the Portal so you can submit claims for CLTS services.

1. Enroll as a trading partner in the Portal Production environment

- A. Check to make sure you are in the Portal Production environment by scrolling to the bottom of the Portal [homepage](#). You should see Production PROD and some numbers.
- B. Click [Trading Partner Profile](#) from the Trading Partners quick links box.
Note: The links for trading partner profiles for Managed Care Organization and Provider Electronic Solutions (PES) do not apply to the CLTS Program, so you can ignore them.
- C. Click Submit online to enroll as a trading partner.



Trading Partner Public Links

- Trading Partner Profile
- Provider Electronic Solutions
- Companion Guides
- Medication Therapy Management Case
- Management Software Approval Process

ForwardHealth Updates
Communications Home

Trading Partner Profile and Testing Packet

Testing packets for ForwardHealth trading partners. All trading partners must complete authorization testing before submitting production transactions to ForwardHealth.

- Submit [online](#).
- Trading Partner Profile [Testing Packet](#) for ASC X12 transactions

- D. Download the [Trading Partner Testing Packet](#) for information about your role as a trading partner. You will use the packet again in the Test your 837 connectivity step.

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2. Receive your PIN letter for your Trading Partner Profile

After you enroll as a trading partner, ForwardHealth will send you a PIN letter in the mail.

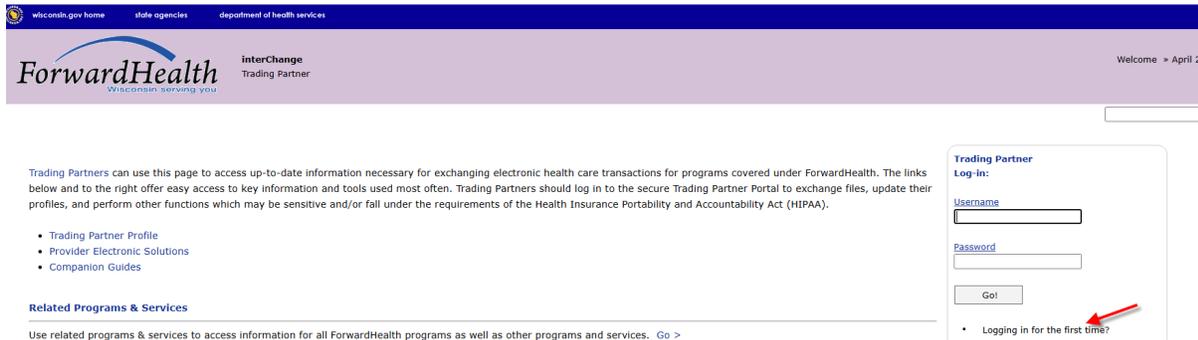
3. Use the PIN to log in to the Portal as a trading partner

- A. Click the [Trading Partners](#) link on the Portal.



[Trading Partners](#)

- B. Click Logging in for the first time? and follow the prompts. You will use the PIN from the ForwardHealth letter you received.



Trading Partners can use this page to access up-to-date information necessary for exchanging electronic health care transactions for programs covered under ForwardHealth. The links below and to the right offer easy access to key information and tools used most often. Trading Partners should log in to the secure Trading Partner Portal to exchange files, update their profiles, and perform other functions which may be sensitive and/or fall under the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

- Trading Partner Profile
- Provider Electronic Solutions
- Companion Guides

Related Programs & Services

Use related programs & services to access information for all ForwardHealth programs as well as other programs and services. [Go >](#)

Trading Partner Log-in:

Username

Password

- [Logging in for the first time?](#)

4. Test your 837 connectivity

Complete the steps on second and third pages of the [Trading Partner Testing Packet](#) to submit test claims and practice using the EDI.

5. Optional: Complete the process to receive 835s (electronic RAs)

You may choose to receive RAs electronically for 837 claims.

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Trading Partner 835 Designation

- [Form](#) and [Instructions](#).

CHILDREN'S LONG-TERM SUPPORT-SPECIFIC RESOURCES

You can find these ForwardHealth companion guides on the Portal:

- [837 Health Care Claim: Professional \(837P\)](#)
- [837 Health Care Claim: Institutional \(837I\)](#)

FREQUENTLY ASKED QUESTIONS

Question 1: What is the payer ID for CLTS?

Answer: The payer ID for CLTS is **WISC_TXIX**.



Question 2: Where do I enter prior authorization (PA) information on an 837 transaction?

Answer: Enter PA information on an 837 transaction at the 2300 level only in the REF segment with the qualifier G1.

Question 3: How do I adjust a claim previously paid by WPS?

Answer: You should submit a claim adjustment request with the WPS ICN (claim number) on the 837 transaction at the 2300 level in the REF segment with a qualifier of F8.