

Children's Long-Term Support Program Claim Attachments and Instructions

The Wisconsin Department of Health Services and the Children's Long-Term Support (CLTS) Program require providers to add attachments to claims with certain service codes. When providers submit claims using these codes, they must attach an itemized invoice with a description of the item or supply being purchased. Service codes that require an itemized invoice are:

- A9999 (Miscellaneous DME supply or accessory, not otherwise specified)
- E1399 (Durable medical equipment, miscellaneous)
- T5999 (Supply, not otherwise specified)



There are two steps to adding an attachment to a claim.

1. Complete a claim form on the ForwardHealth Portal (the Portal) or an 837 Health Care Claim, indicate you'll be adding an attachment, and submit the claim. Claims that do not include the required attachment(s) will suspend for seven days before being denied.
2. Add the attachment to the suspended claim within seven days.



Step 1: How to start a claim for a service that requires an attachment

On the Portal

When submitting a claim for one of the codes listed above, fill out the Claim panel, then follow these steps to attach the required documentation:

1. Click on the Attachments panel.
2. Click **Add**. A row will be added to the Attachments panel, and the Description field will activate.
3. Enter a description of the attachment being submitted. For example, if you are attaching an invoice, type "Invoice" in the space provided. Click **Submit**.

Now the claim will suspend until you complete the steps to add an attachment to a suspended claim. You should copy or write down the internal control number (ICN) to make adding the attachment easier.

Refer to these user guides for screenshots with the step-by-step instructions to attach documentation to claims:

- ForwardHealth Portal Uploading Claim Attachments Instruction Sheet (dhs.wi.gov/publications/p00969f.pdf)
- ForwardHealth Provider Portal Institutional Claims User Guide (dhs.wi.gov/publications/p0/p00970.pdf)
- ForwardHealth Provider Portal Professional Claims User Guide (dhs.wi.gov/publications/p0/p00970a.pdf)

Using an 837 Health Care Claim

When you submit an 837 with one of the codes above, you must indicate that you need to attach a document via the PWK segment with a qualifier of BM in the PWK02. Once the claim is submitted, you can search for the claim and upload the attachment on the Portal following **Step 2: How to add an attachment to a suspended claim**.

Refer to the companion guides (forwardhealth.wi.gov/WIPortal/Subsystem/Account/StaticHTML.aspx?srcUrl=CompanionDocuments.htm) for how to use the PWK segment in 837 transactions.



Step 2: How to add an attachment to a suspended claim

Now that you have submitted a claim that needs an attachment, follow these steps to add the attachment to the suspended claim.

1. Click on the Claims tab at the top of the secure Provider page. The Claims page will display.
2. Click **Upload Claim Attachments**. The Claim Attachment Search panel will display.
3. In the Search By Claim Internal Control Number (ICN) section, enter the ICN of the claim you need to add an attachment to. Click **Search**.
4. When you see the claim's information appear in the search results, click **Next**. The Upload Claim Attachment File panel will display.
5. In the Upload File section, click **Browse** to find the file that you need to attach to the claim on your computer or network. Click **Open**. The file path for the attachment will appear on the screen in the Upload File section.
6. Click **Upload**. You may repeat these steps for as many documents as needed.
7. Once all files have been uploaded, click **Exit**. The Claims page will display.

This completes the steps for adding attachments to your claim. ForwardHealth will now process the claim.

Questions?

Reach out to the CLTS Operations Team at 844-942-5870 or cltsoperations@gainwelltechnologies.com.