

ForwardHealth is using this frequently asked questions (FAQ) document to capture questions and answers regarding the Manufacturer Drug Rebate area of the Portal. This document will be revised as new information becomes available. Questions and answers are dated to help identify recent additions and/or updates. Manufacturers are encouraged to check this document frequently for new information.

Date: June 18, 2018

Question: What internet browsers are supported?

Answer: Supported browsers include Microsoft Internet Explorer v. 6.0 or higher, Firefox v. 1.5 or higher, and Safari.

Date: June 18, 2018

Question: What drug rebate payment options are available for manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal?

Answer: Payments may be made by Automated Clearing House (ACH) payments from your bank to the bank used by the Wisconsin Department of Health Services (U.S. Bank) or through an online payment screen hosted by U.S. Bank.

Date: June 18, 2018

Question: Can manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal submit drug rebate payments by check?

Answer: No, drug rebate payments by check are not accepted from manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal.

Date: May 29, 2019

Question: How are Reconciliation of State Invoice (ROSI) and Prior Quarter Adjustment Statement (PQAS) associated with drug rebate payments submitted?

Answer: ROSI and PQAS files are submitted electronically in .txt, .xls, or.xlsx format utilizing the Centers for Medicare & Medicaid Services (CMS) 304 and 304a file formats. *Note:* Only text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions are accepted.

Date: June 18, 2018

Question: What are the file layouts for the CMS-304 and CMS-304a ROSI and PQAS file formats utilized on the Portal?

Answer: Refer to Section 20 Attachment C: Reconciliation of State Invoices (CMS-304) Electronic Record Format and Labeler Data Definitions and Section 21 Attachment D: Prior Quarter Adjustment Statements (CMS-304a) Electronic Record Format and Labeler Data Definitions of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

Date: May 29, 2019

Question: Can PDF versions of ROSI or PQAS files associated with drug rebate payments be submitted on the Portal?

Answer: No, PDF versions of ROSI and PQAS files are not accepted to support drug rebate payments submitted by manufacturers enrolled in the Manufacturer Drug Rebate area of the Portal. ROSI and PQAS files must be submitted electronically in .txt, .xls, or.xlsx format utilizing the Centers for Medicare & Medicaid Services (CMS) 304 and 304a file formats. *Note:* Only text files with a .txt file extension or Microsoft® Excel files with either Excel 97-2003 Workbook (*.xls) or Excel Workbook (*.xlsx) file extensions are accepted.

FAQ About Manufacturer Drug Rebate Area of the ForwardHealth Portal

Created: June 18, 2018

Revised: May 29, 2019

Date: June 18, 2018

Question: How do I determine if my vendor/product is able to create electronic ROSIs/PQAS in the CMS-304 and CMS-304a formats for submission?

Answer: Consult with your company's information technology (IT) staff and/or the people most knowledgeable about the product you use. If your company's IT staff cannot address this, you could submit your question to the help desk for your company's vendor.

Date: June 18, 2018

Question: If my vendor/product is unable to create electronic ROSIs/PQAS in the CMS-304 and CMS-304a formats, what are my options?

Answer: The Portal allows a manufacturer to create ROSI and/or PQAS files for submission utilizing downloadable Excel templates. Refer to Section 14 Submitting Reconciliation of State (ROSI) and Prior Quarter Adjustment Statements (PQAS) of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding creating electronic ROSI or PQAS files for submission using our downloadable Excel templates.

Date: June 18, 2018

Question: Who can access the secure area of Portal?

Answer: Personnel who have been granted account access may use the secure Manufacturer Drug Rebate area of the Portal. Refer to Section 3 Set Up an Account of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding setting up secure Portal accounts.

Date: June 18, 2018

Question: If I have multiple labeler codes, do I need to have multiple user IDs and passwords?

Answer: Each Account Administrator will enroll all labeler codes associated with the account and have access to all functionality for these labeler codes under one user name and password. The Account Administrator may choose to add additional users with varying levels of access who will also have their own user IDs and passwords. Refer to Section 3 Set Up an Account of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding Portal account user names and passwords.

Date: June 18, 2018

Question: What do you mean by Parent and Child Labeler?

Answer: One drug manufacturer can be associated with multiple labeler codes; the manufacturer entity known as the "parent" is assigned the single administrative Portal account for its associated labeler codes, known as "children." Refer to Section 3.1 Account Types of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information regarding setting up Portal accounts for multiple labeler codes.

Date: June 18, 2018

Question: How do I access a readable version of my drug rebate invoices?

Answer: On the secure home page of the Manufacturer Drug Rebate area of the Portal, click Labeler Notification/Letters. Select Letter Type (Original Invoices with Cover Letter), desired Labeler Code and fill out the Begin Date and End Date fields. Click View Letters. The OnBase viewer will be displayed. Click the notification associated with the invoice to be viewed. The selected notification will be displayed in the viewer. Refer to Section 15 Retrieving Notifications and Letters of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

FAQ About Manufacturer Drug Rebate Area of the ForwardHealth Portal

Created: June 18, 2018

Revised: May 29, 2019

Date: November 5, 2018

Question: What is the file format for downloadable invoices?

Answer: The Download Invoices function allows users to download text or PDF versions of invoices that were produced in the last 30 days.

Date: June 18, 2018

Question: How do I know if my drug rebate payment has been received?

Answer: A labeler can check the status of drug rebate payments on the Payment Activity Search panel within the secure area of the Manufacturer Drug Rebate area of the Portal. Fill out the fields in the Search Criteria section of the panel and click Search. The Status column under Search Results will display the status of the payment. Refer to Section 13 Searching for Payment Activity of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

Date: June 18, 2018

Question: Why is supporting documentation required for certain Adjustment/Dispute codes?

Answer: There are certain Adjustment/Dispute codes that CMS requires to be submitted in conjunction with other codes or supporting documentation. Labelers must provide evidence behind their reasoning for submitting certain Adjustment/Dispute codes. Supporting documentation can be sent as an attachment to a message submitted via Contact a Drug Rebate Analyst. Refer to Section 16 Contacting a Drug Rebate Analyst and Section 19 Attachment B: Adjustment and/or Dispute Codes for Reconciliation of State Invoices (ROSI) and/ or Prior Quarter Adjustment Statements (PQAS) of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) for more information.

Date: September 4, 2018

Question: Which drug rebate programs and invoice types are associated with the Manufacturer Drug Rebate area of the Portal?

Answer: Chapter 11 of the [ForwardHealth Portal Manufacturer Drug Rebate User Guide](#) includes descriptions of the drug rebate programs and invoice types that are available on the Manufacturer Drug Rebate area of the Portal.

Note: Rebate processes associated with claim utilization under the Wisconsin AIDS Drug Assistance Program (ADAP) and the Preferred Drug List (PDL) for blood glucose meters and blood glucose testing strips are not available in the Manufacturer Drug Rebate Area of the Portal; manufacturers should continue to use existing rebate processes for these programs.