ForwardHealth Portal and Drug Carve-Out Training for Partnership MCOs

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November 2019

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Agenda

- Portal Overview
- Public Area of the ForwardHealth Portal
- Policy and Communication
- User Guides
- Email Subscriptions
- ForwardHealth Updates
- ForwardHealth Online Handbook

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Agenda (Cont.)

- Portal Claim Submission
- Provider-Specific Resources
- Pharmacy-Specific Resources
- Drug Search Tool
- Pharmacy Extract Report
- Provider Resources
- Member Resources

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Portal Overview

The ForwardHealth Portal allows providers to exchange electronic transactions through a secure entry point 24 hours a day, seven days a week.

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Portal Overview (Cont.)

The Portal offers providers an efficient means of:

- Verifying member enrollment information.
- Submitting electronic claims and adjustments and receiving real-time responses.
- Checking the status and reviewing the history of previously submitted claims.
- Submitting, amending, and correcting prior authorizations (PAs).
- Accessing up-to-date policy and billing information via the ForwardHealth Online Handbook.

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Portal Overview (Cont.)

Technical Aspects

- The Portal is accessible through most web browsers at www.forwardhealth.wi.gov/.
- The Portal can run on a Windows- or an Apple-based system.
- Providers should have a high-speed internet connection in order to efficiently conduct business with ForwardHealth via the Portal.
- Download speeds are generally not available through a dial-up connection.
- The Portal can be accessed from work or home.

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Portal Overview (Cont.)

The Portal is made up of six distinct areas that contain both public and secure information.

Providers

Managed Care Organization

Partners

Trading Partners

Manufacturer Drug Rebate

Members

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Public Area of the Portal

Managed Care Organization Area Links

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment Data

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Public Area of the Portal (Cont.)

Provider Area Links

- Provider-specific Resources
- Become a Provider
- Fee Schedules
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- ForwardHealth System Generated Claim Adjustments

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Public Area of the Portal (Cont.)

Provider Area Links (Cont.)

- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Care Management Software

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Public Area of the Portal (Cont.)

Provider Area Links (Cont.)

Other helpful links:

- Hot Topics
- Policy and Communication
- Contact

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Policy and Communication

The Policy section contains links to:

- ForwardHealth Updates
- Online Handbook
- Forms

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Policy and Communication (Cont.)

The Communication section contains links to:

- Communications Home
- User Guides
- Trainings
- E-mail Subscription Sign-up

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User Guides

- Public home page: Providers > Portal User Guides
- Secure Portal: Home tab > Provider icon > Portal User Guides

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Email Subscriptions

Registering

- Links are available in multiple places on the Portal.
- **New Subscriber** requires the user's email.
- **Existing Subscribers** allows providers to update information.
- **Available Subscriptions** allows subscribers to select the provider type(s) for the desired notifications.
- Click the Save button at the bottom when finished.

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Updates

- Policy is posted in Updates and incorporated into the Online Handbook.
- Providers who registered for an email subscription will receive an email notification when Updates are published.
- All-provider Updates are sent to all provider types.
- Provider-specific Updates are only sent to the affected provider types.

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Online Handbook

- Is located on the Portal at www.forwardhealth.wi.gov/
- Is accessible on the public and secure areas of the Portal
- Includes specific information for different types of providers, services, and benefits
- Is updated in real-time and contains the current policy
- Incorporates information published in Updates unless specifically noted otherwise in the Update
- Is archived every month as a PDF

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Online Handbook (Cont.)

How to Use

- Select Online Handbooks from the Policy menu.
- Accept the License for Use of Physicians' Current Procedural Terminology, Fourth Edition (CPT) page.
- Use the drop-down menus on the right to:
  - Choose a user type. Provider is automatically selected.
  - Choose a program. Different programs have their own handbooks.
  - Choose a service area. Select the specific provider type here, if applicable.

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Online Handbook (Cont.)

How to Use (Cont.)

- Click a section to open the list.
- Chapters display below the selected section.
- Click a chapter to display the topics for that chapter:
  - Chapter topics may be selected individually.
  - An entire chapter may be selected by clicking All Information.
  - Topics are assigned numbers that can be used for reference.

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Online Handbook (Cont.)

Sections and Chapters

- The Online Handbook for each service area contains some of the same sections and chapters, but they also contain information specific to the individual service areas.
- For example, all Online Handbook service areas contain sections for Claims, Covered and Noncovered Services, Member Information, and Prior Authorization.

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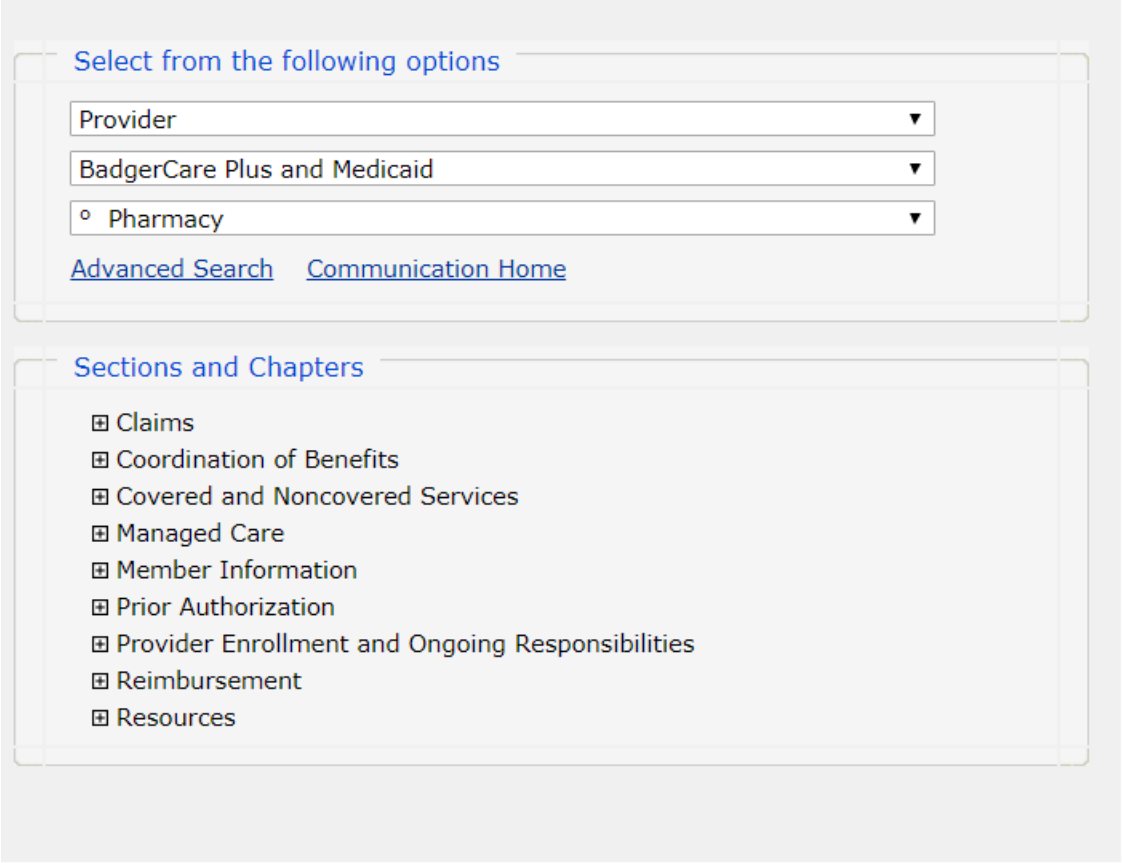

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Online Handbook (Cont.)

Sections and Chapters (Cont.)

- Each section contains chapters that pertain to the section.
- For example, in the Pharmacy's Prior Authorization section there are chapters such as Decisions, Diagnosis-Restricted Drugs, Forms and Attachments, and Grant and Expiration Dates.

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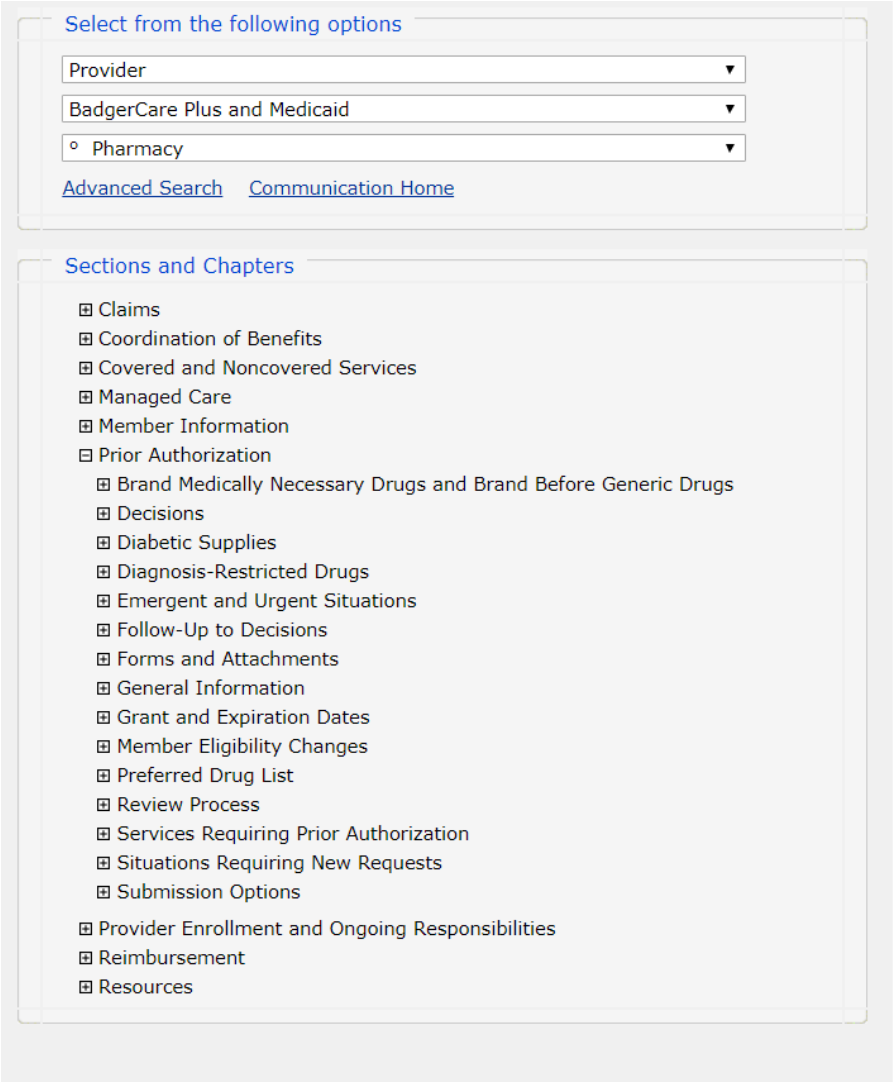

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Online Handbook (Cont.)

Sections and Chapters (Cont.)

- Each chapter contains topics.

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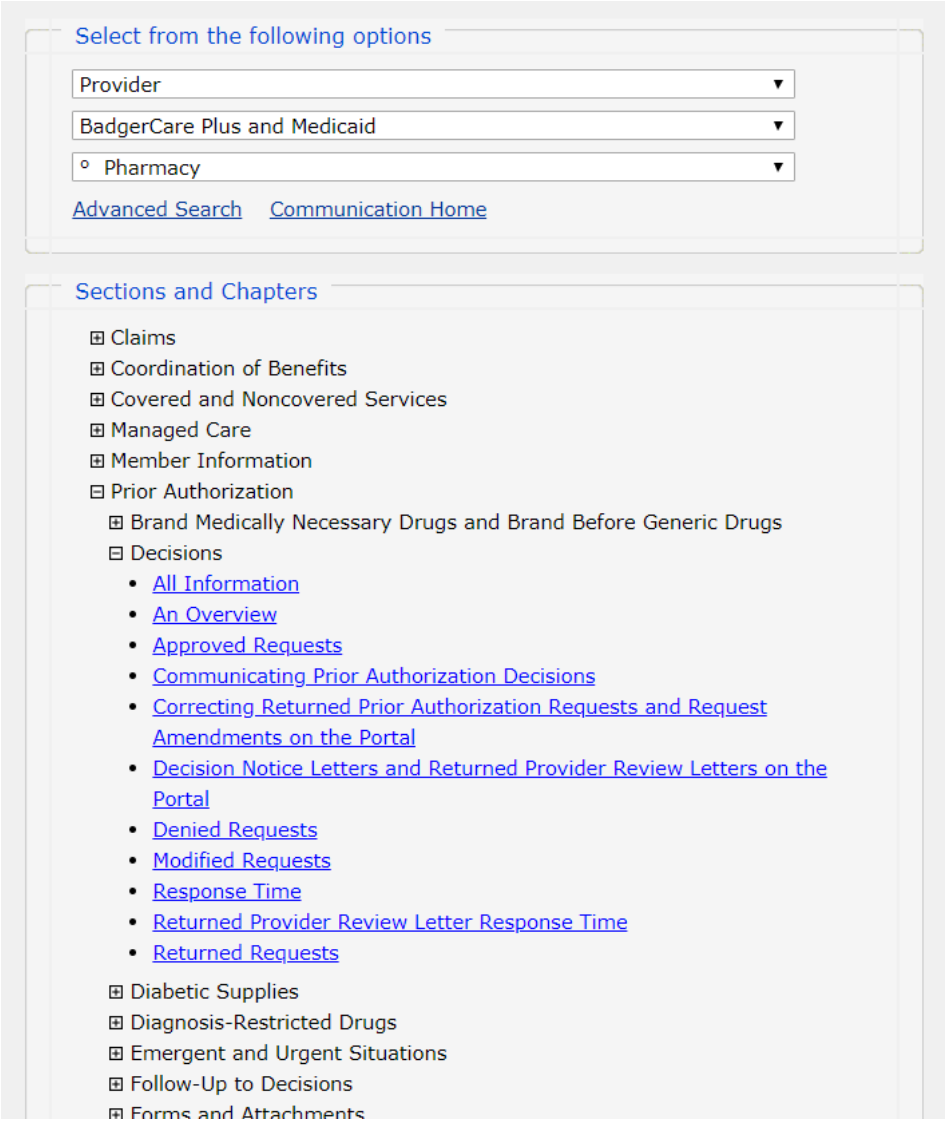

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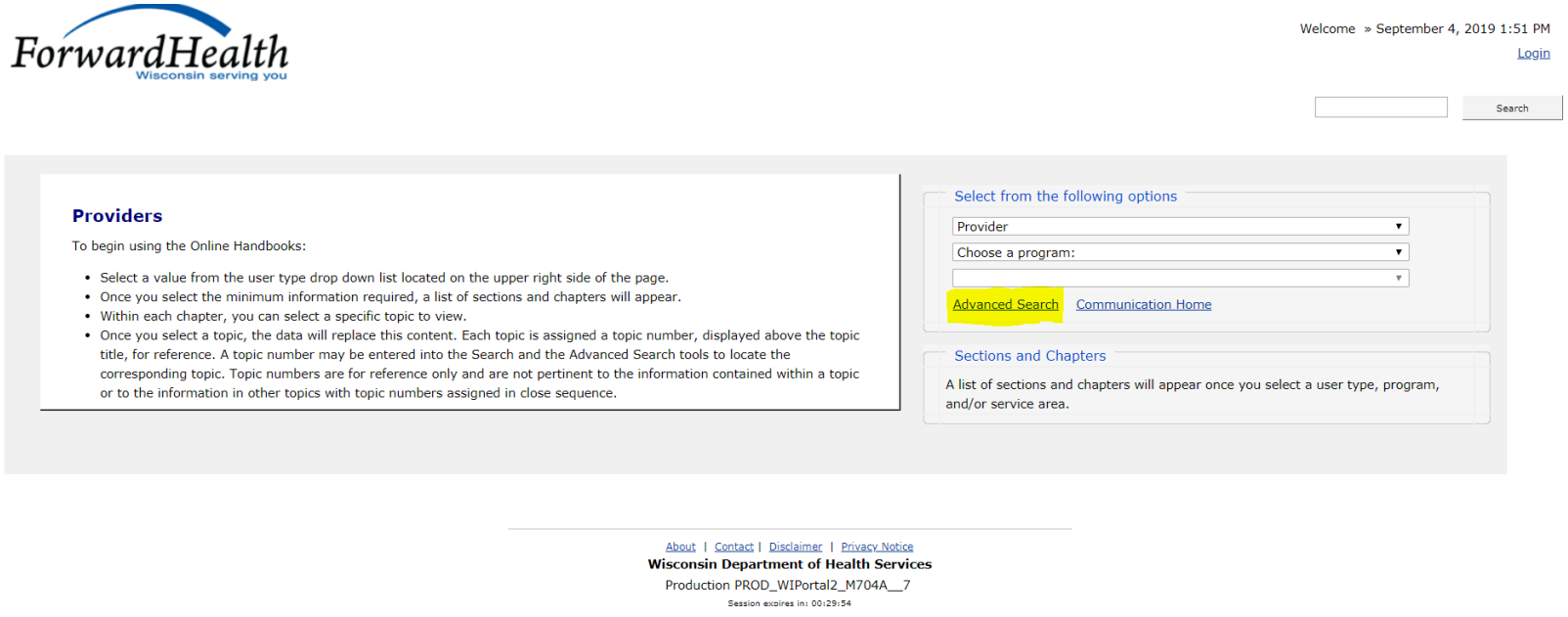
Online Handbook (Cont.)

Advanced Search Function



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Online Handbook (Cont.)

Pharmacy Topics

- Covered and Noncovered Services:
  - Manufacturer Rebate Agreements topic (#1938)
  - Vaccines topic (#12457)

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Online Handbook (Cont.)

Pharmacy Topics (Cont.)

- Prior Authorization:
  - Prior Authorization/Drug Attachment topic (#15937)
  - An Introduction to Brand Medically Necessary (BMN) Drugs and Brand Before Generic (BBG) Drugs topic (#20078)
  - Brand Before Generic Drugs topic (#20077)
  - Brand Medically Necessary Drugs: A Prescriber's Responsibilities topic (#2016)

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Online Handbook (Cont.)

Pharmacy Topics (Cont.)

- Prior Authorization (Cont.)
  - Brand Medically Necessary Drugs: A Pharmacy Provider's Responsibilities (#2017)
  - Diagnosis-Restricted Drugs topic (#15537)
  - A Brief Overview of the Preferred Drug List (PDL) topic (#1999)
  - A Prescriber's Responsibilities for Prior Authorization for Preferred Drug List Drugs topic (#1987)
  - Age-Restricted Drugs topic (#2331)

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Online Handbook (Cont.)

Pharmacy Topics (Cont.)

- Prior Authorization (Cont.)
  - Opioid Monthly Prescription Fill Limit topic (#11097)
  - Over-the-Counter Drugs topic (#1298)
  - Provider-Administered Drugs topic (#5697)
  - Quantity Limits topic (#3407)
  - Drugs with a Three-Month Supply Maximum topic (#1939)

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Portal Claim Submission

- Electronic claim submission is the most efficient method.
- Providers may submit claims using the following electronic options:
  - Portal via Direct Data Entry (DDE)
  - Provider Electronic Solutions software
  - 837 Health Care Claims for Electronic Data Interchange (EDI)
  - National Council for Prescription Drug Programs

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Portal Claim Submission (Cont.)

- The Compound Drug Claim form, F-13073, and Noncompound Drug Claim form, F-13072, are available for DDE.
- Users access the online claim forms via the Claims tab within the Provider Portal account.
- Portal functionality allows providers to submit attachments via the Portal, mail, fax, or electronic upload.

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Portal Claim Submission (Cont.)

- ForwardHealth interChange continuously processes claims.
- All claims, regardless of whether they are submitted on paper or electronically, will appear in the Claims area of the Portal.
- In addition to being able to view claims on the Portal, providers may adjust, copy, and void paid claims and resubmit denied claims.

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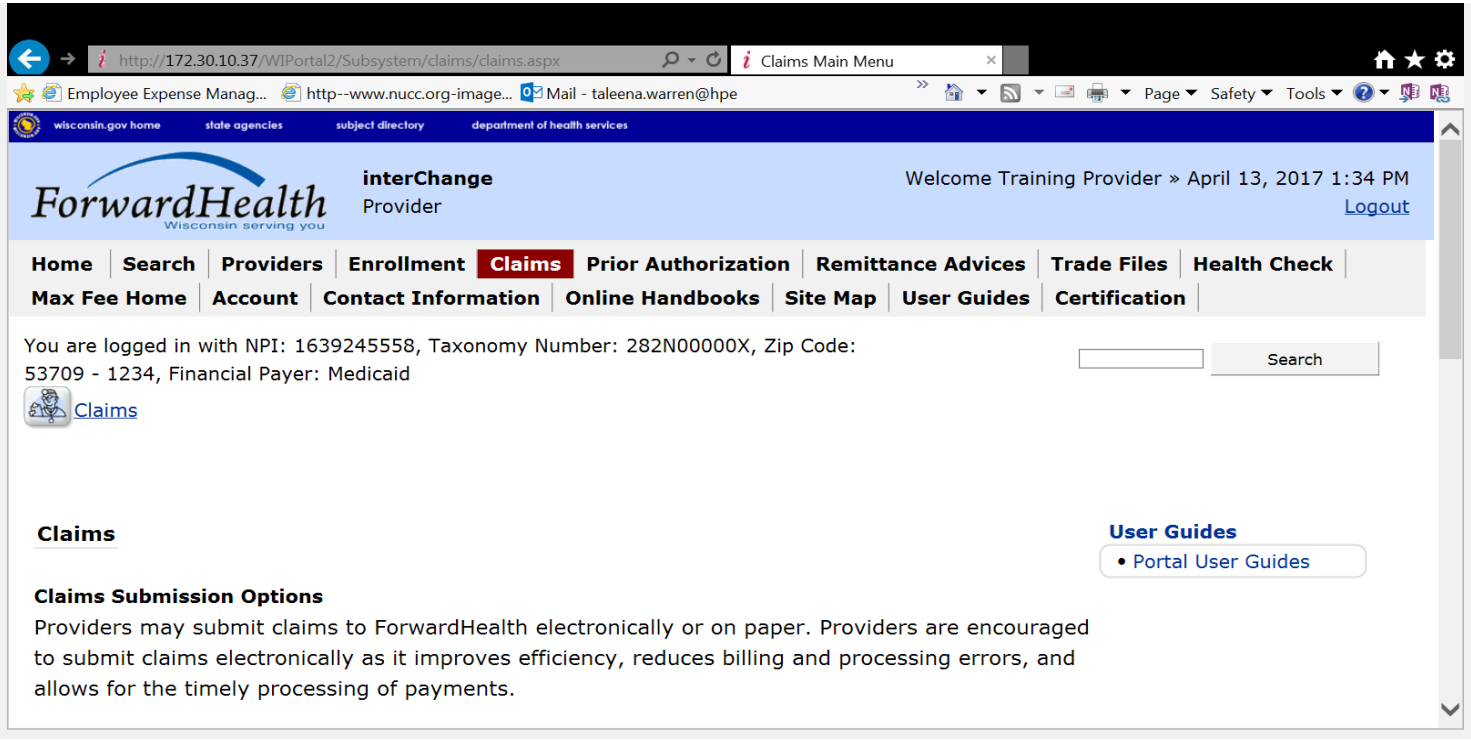
Portal Claim Submission (Cont.)



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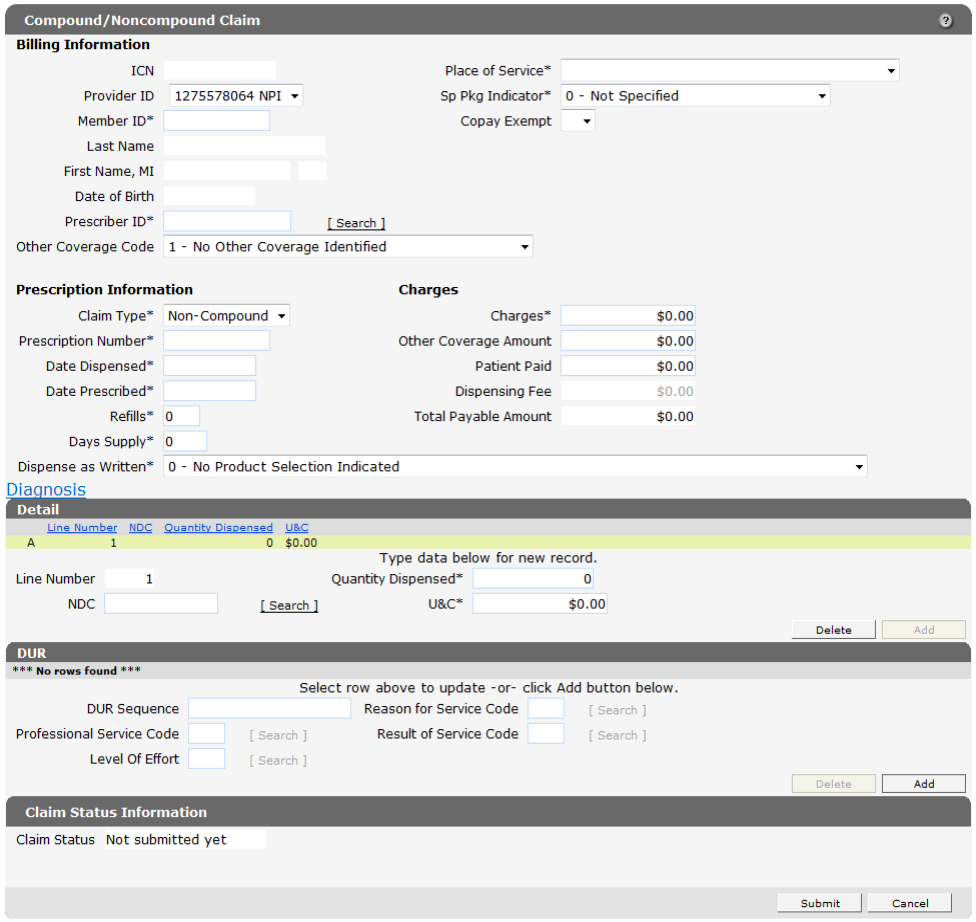
Portal Claim Submission (Cont.)



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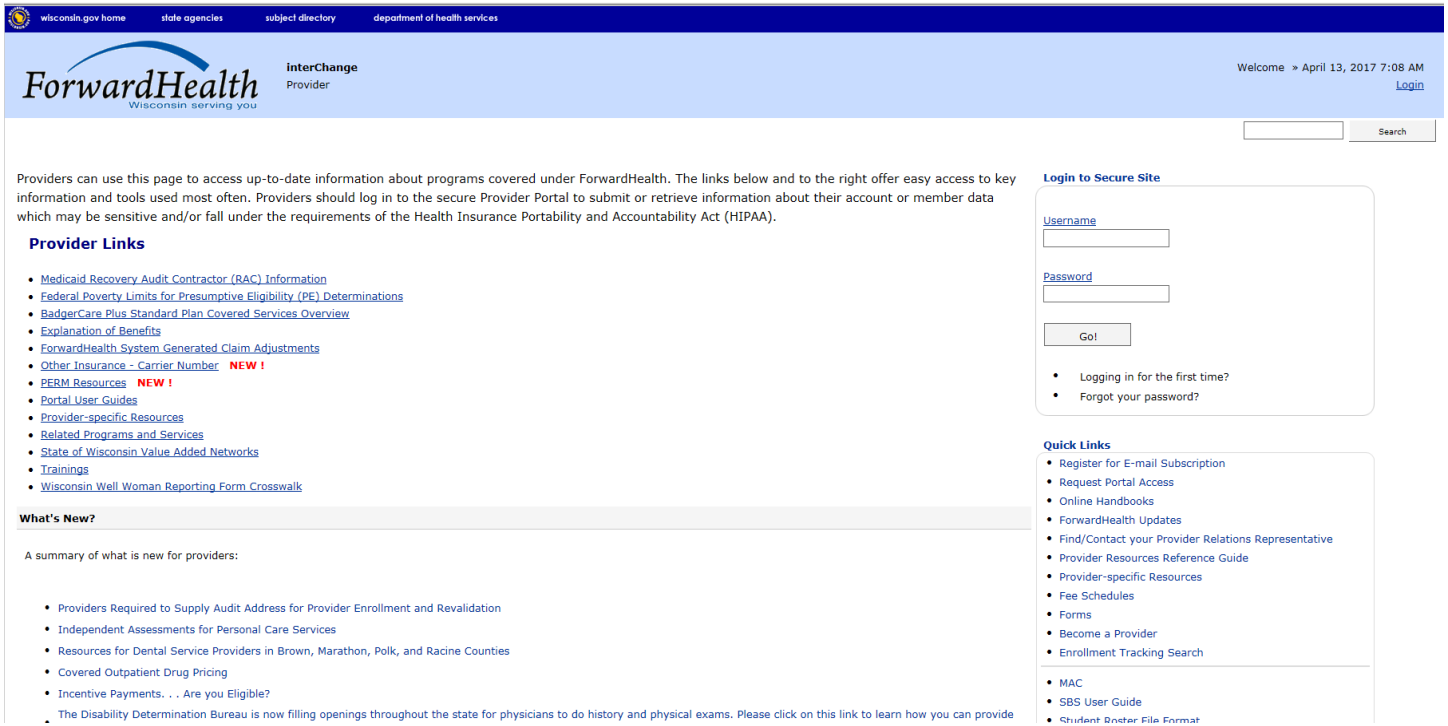
Provider-Specific Resources



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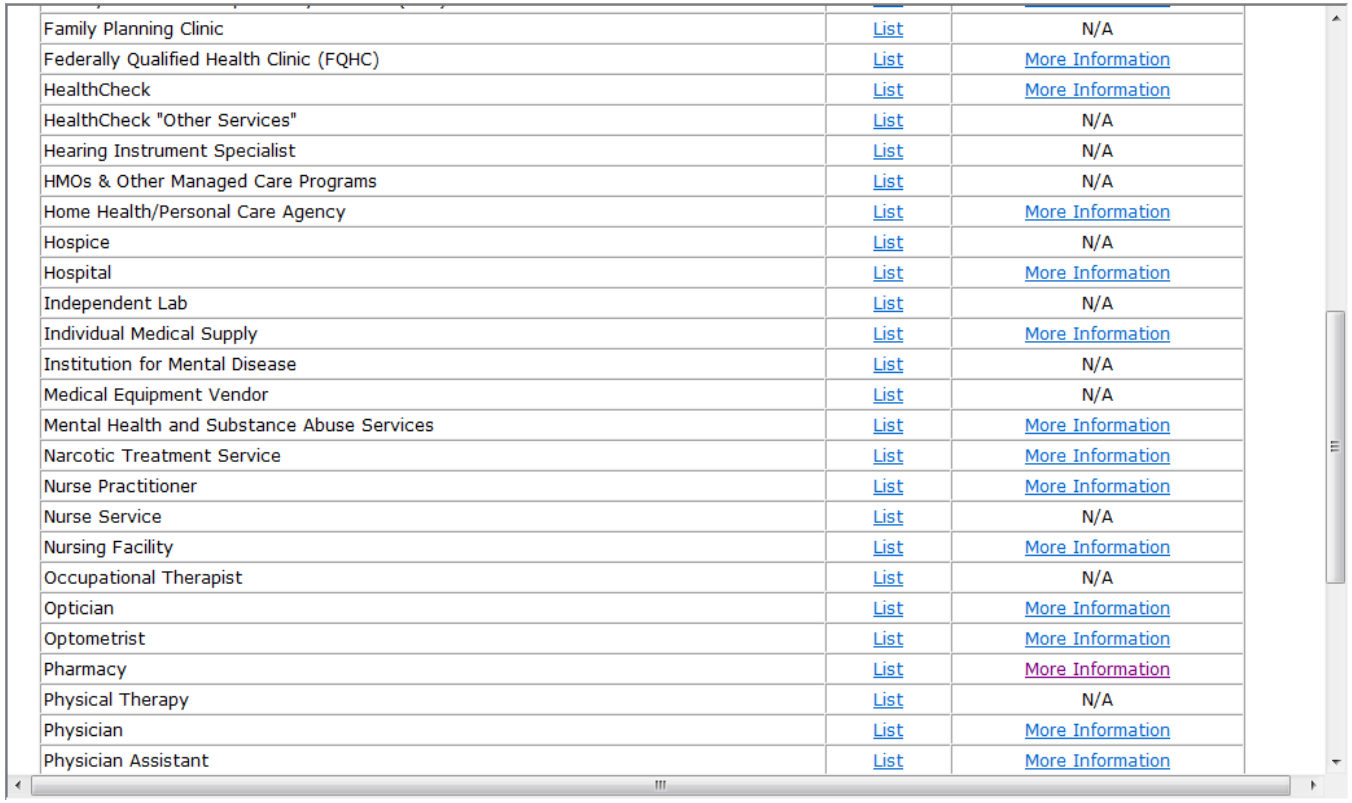
Pharmacy-Specific Resources



Family Planning Clinic	List	N/A
Federally Qualified Health Clinic (FQHC)	List	More Information
HealthCheck	List	More Information
HealthCheck "Other Services"	List	N/A
Hearing Instrument Specialist	List	N/A
HMOs & Other Managed Care Programs	List	N/A
Home Health/Personal Care Agency	List	More Information
Hospice	List	N/A
Hospital	List	More Information
Independent Lab	List	N/A
Individual Medical Supply	List	More Information
Institution for Mental Disease	List	N/A
Medical Equipment Vendor	List	N/A
Mental Health and Substance Abuse Services	List	More Information
Narcotic Treatment Service	List	More Information
Nurse Practitioner	List	More Information
Nurse Service	List	N/A
Nursing Facility	List	More Information
Occupational Therapist	List	N/A
Optician	List	More Information
Optometrist	List	More Information
Pharmacy	List	More Information
Physical Therapy	List	N/A
Physician	List	More Information
Physician Assistant	List	More Information

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Pharmacy-Specific Resources (Cont.)

- The Pharmacy Resources page has many useful links:
  - Preferred Drug List Quick Reference
  - Drug Search Tool
  - Diagnosis Restricted Drugs

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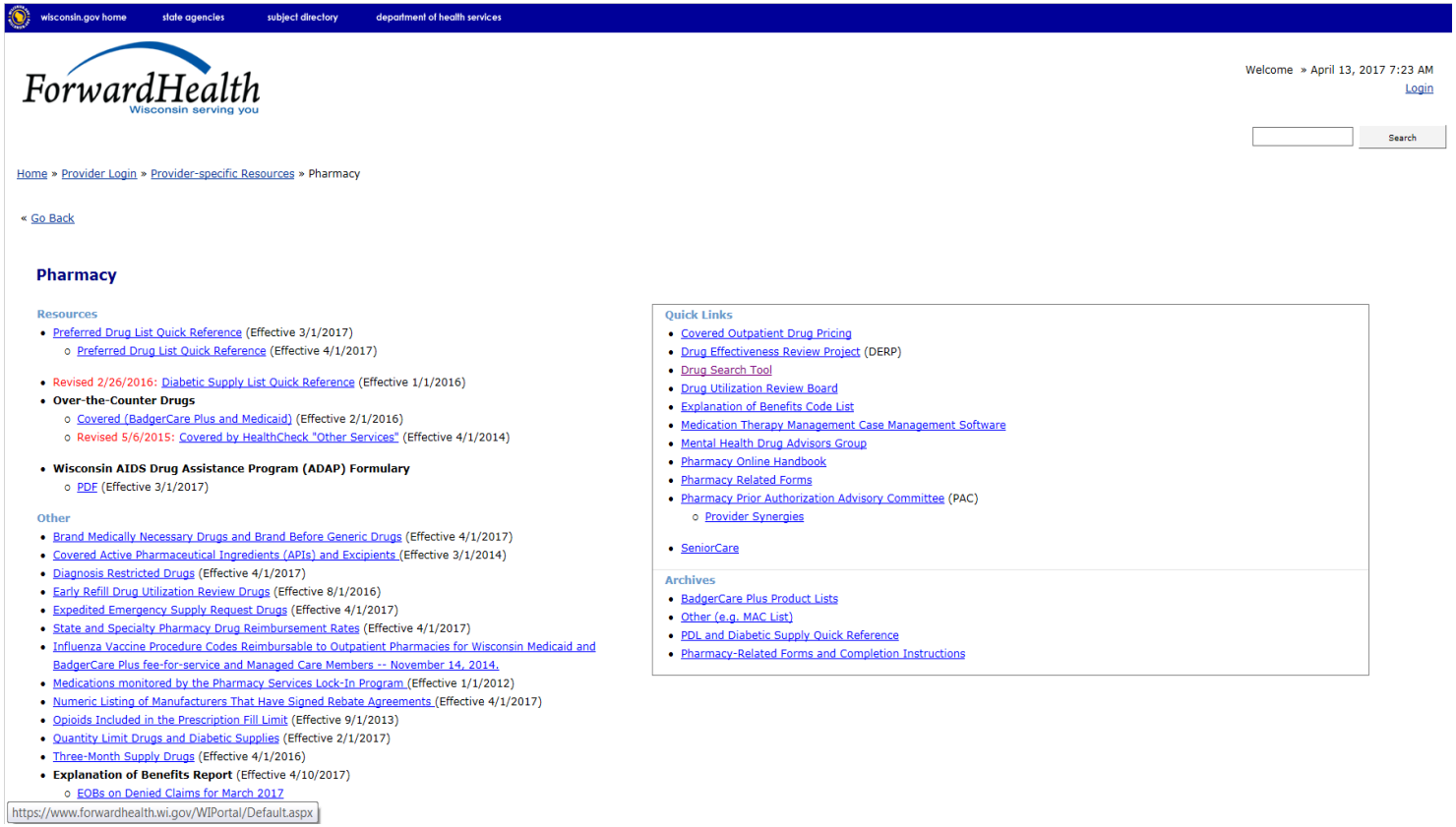

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Drug Search Tool

- The Drug Search Tool link can be located on both the public and secure areas of the Portal on:
  - The Pharmacy Resources page of the Provider area.
  - The Fee Schedules page.

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Drug Search Tool (Cont.)

- The ForwardHealth Drug Search Tool helps users identify and calculate the reimbursement rates of drugs covered by Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Drug Program.
- Covered drugs and reimbursement rate information is updated regularly.

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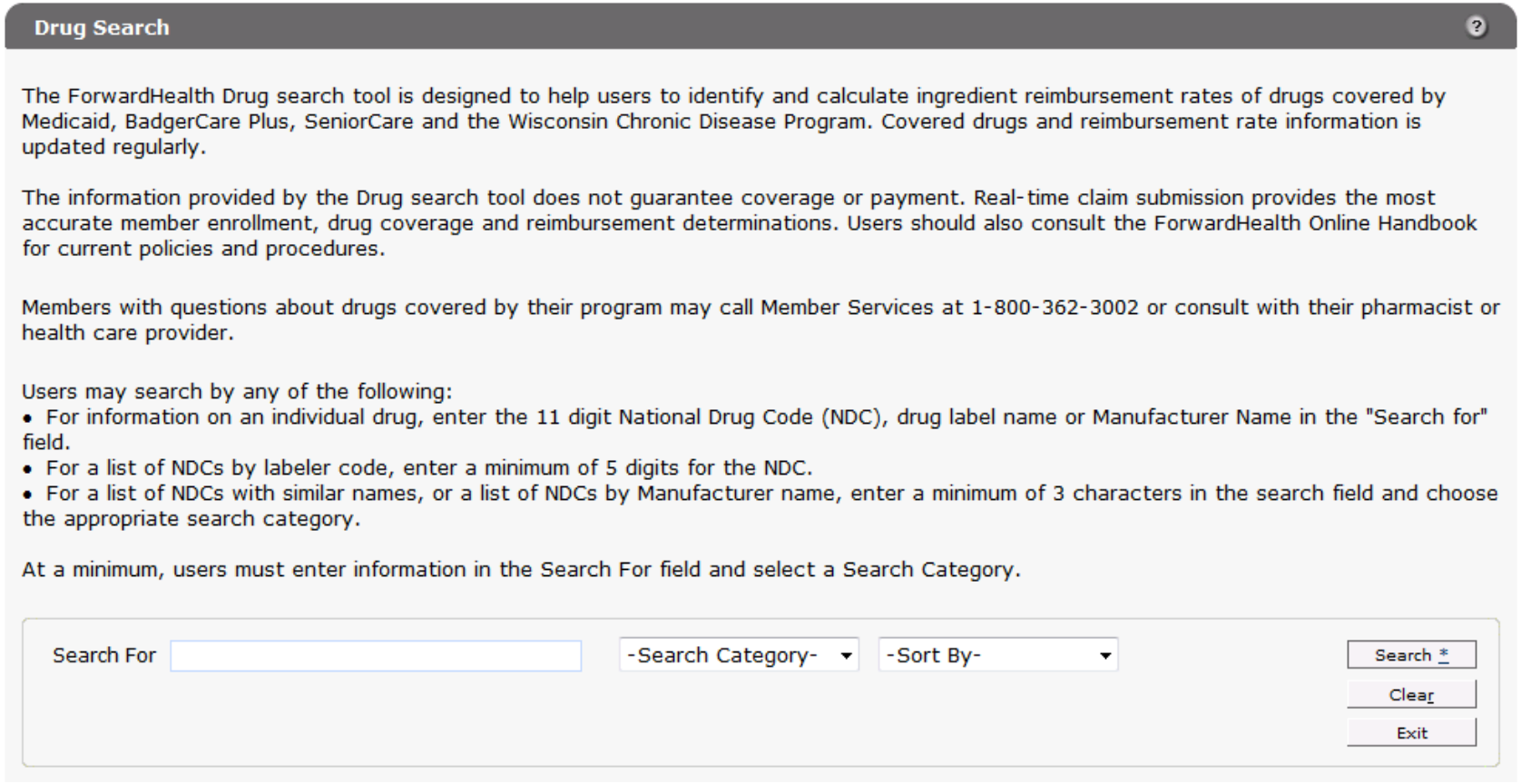

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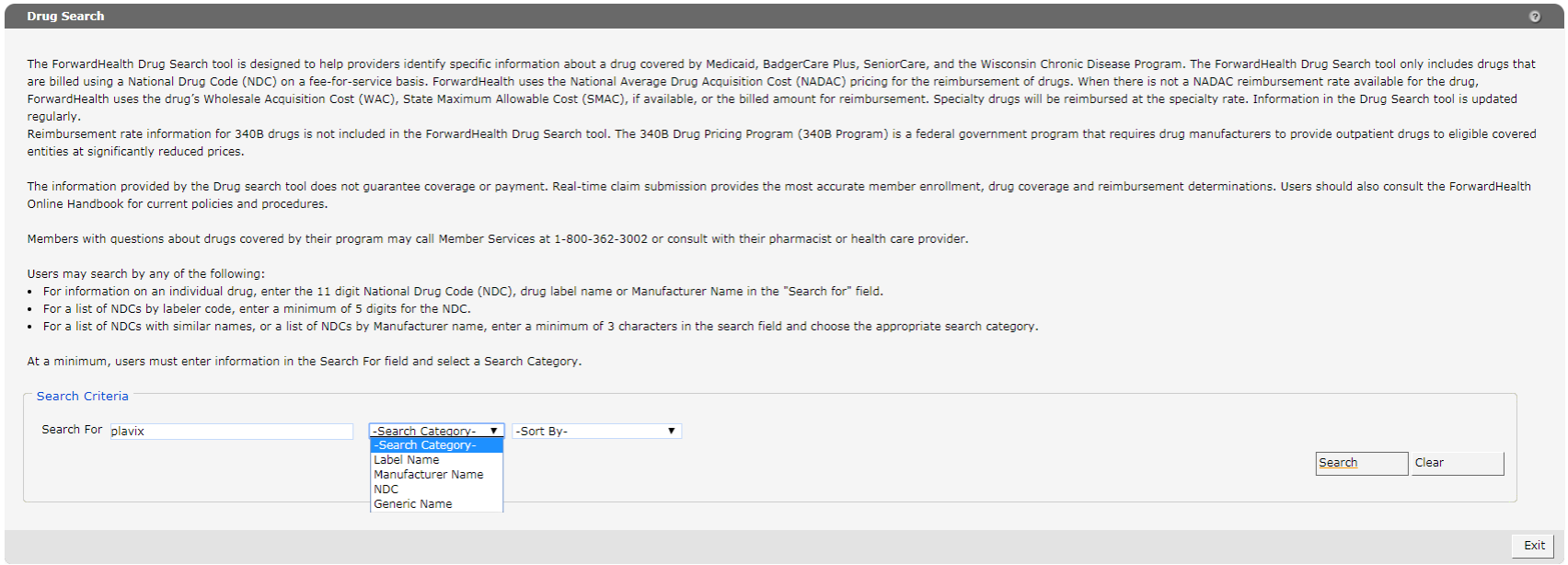
Drug Search Tool (Cont.)



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Drug Search Tool (Cont.)

NDC	Brand/Generic	Label Name	Manufacturer Name	PA Required	Diagnosis Restricted	Quantity Limit	Specialty Drug	Three-Month Supply Drug	OTC
63653117101	Brand	PLAVIX 75 MG TABLET	BMS PRIMARYCARE	Yes	No	No	No	No	No
63653117103	Brand	PLAVIX 75 MG TABLET	BMS PRIMARYCARE	Yes	No	No	No	No	No
63653117105	Brand	PLAVIX 75 MG TABLET	BMS PRIMARYCARE	Yes	No	No	No	No	No
63653117106	Brand	PLAVIX 75 MG TABLET	BMS PRIMARYCARE	Yes	No	No	No	No	No
63653133202	Brand	PLAVIX 300 MG TABLET	BMS PRIMARYCARE	Yes	No	No	No	No	No

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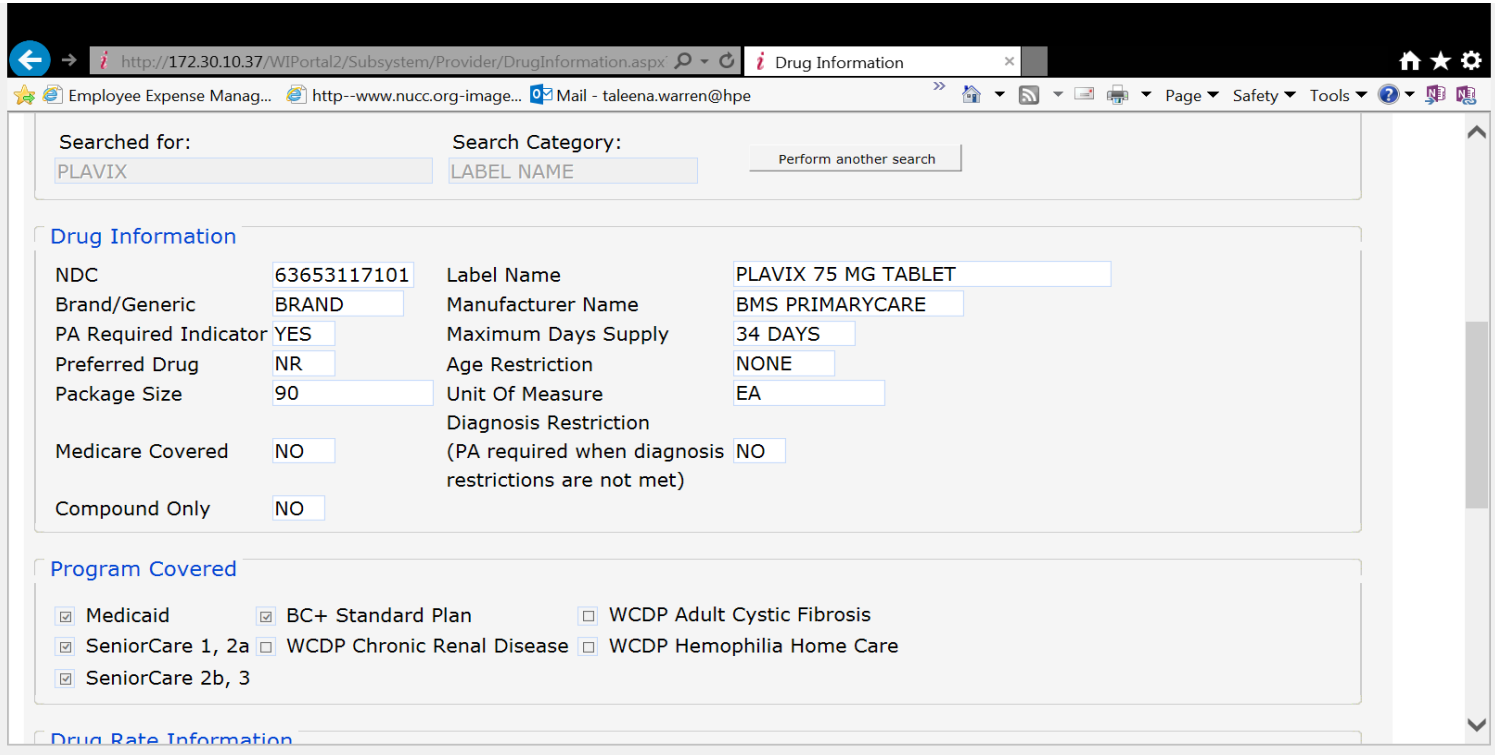
Drug Search Tool (Cont.)



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Pharmacy Extract Report

- Managed care organizations are able to access information for prescriptions processed the day after they were dispensed.
- They will have access to paid claim information as well as denied claim information.
- While the extract is updated daily, this information is also aggregated weekly to allow for additional analytics with the aggregate data.

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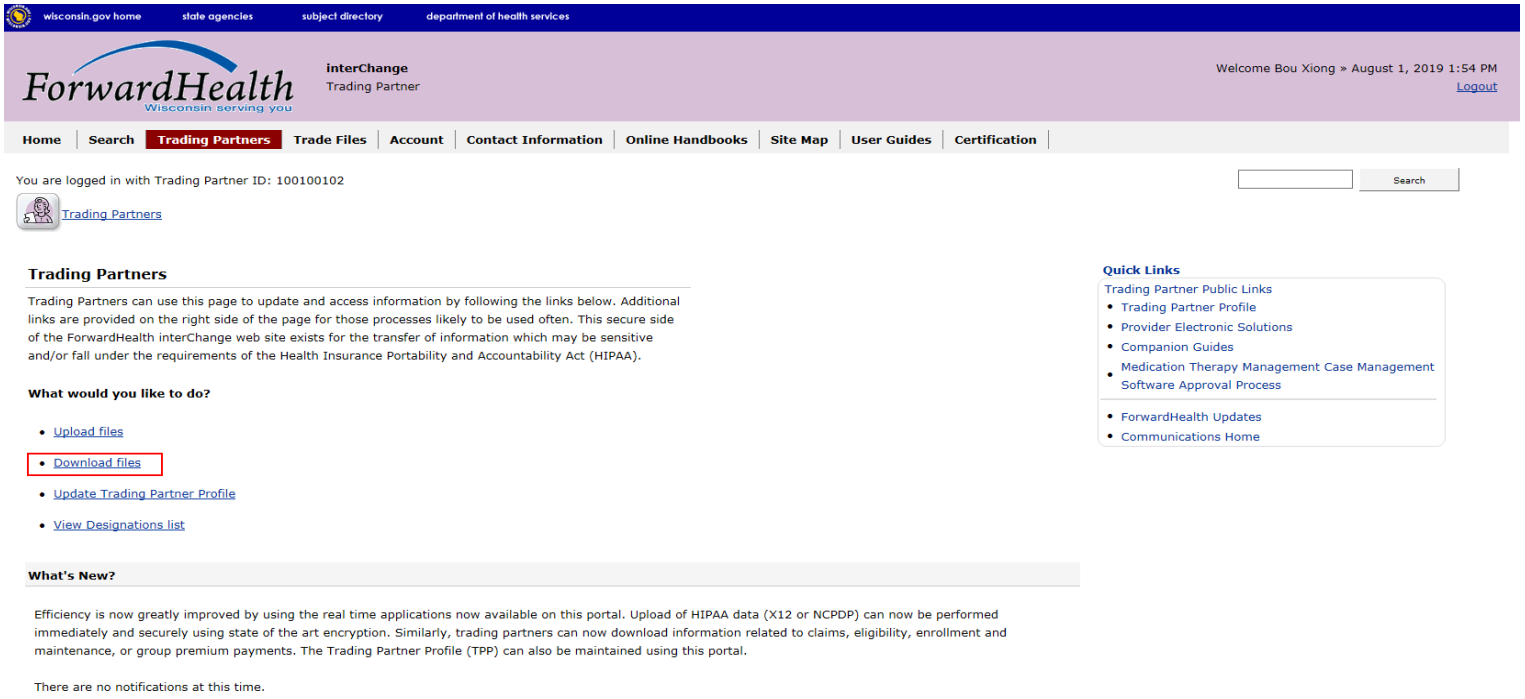
Pharmacy Extract Report (Cont.)



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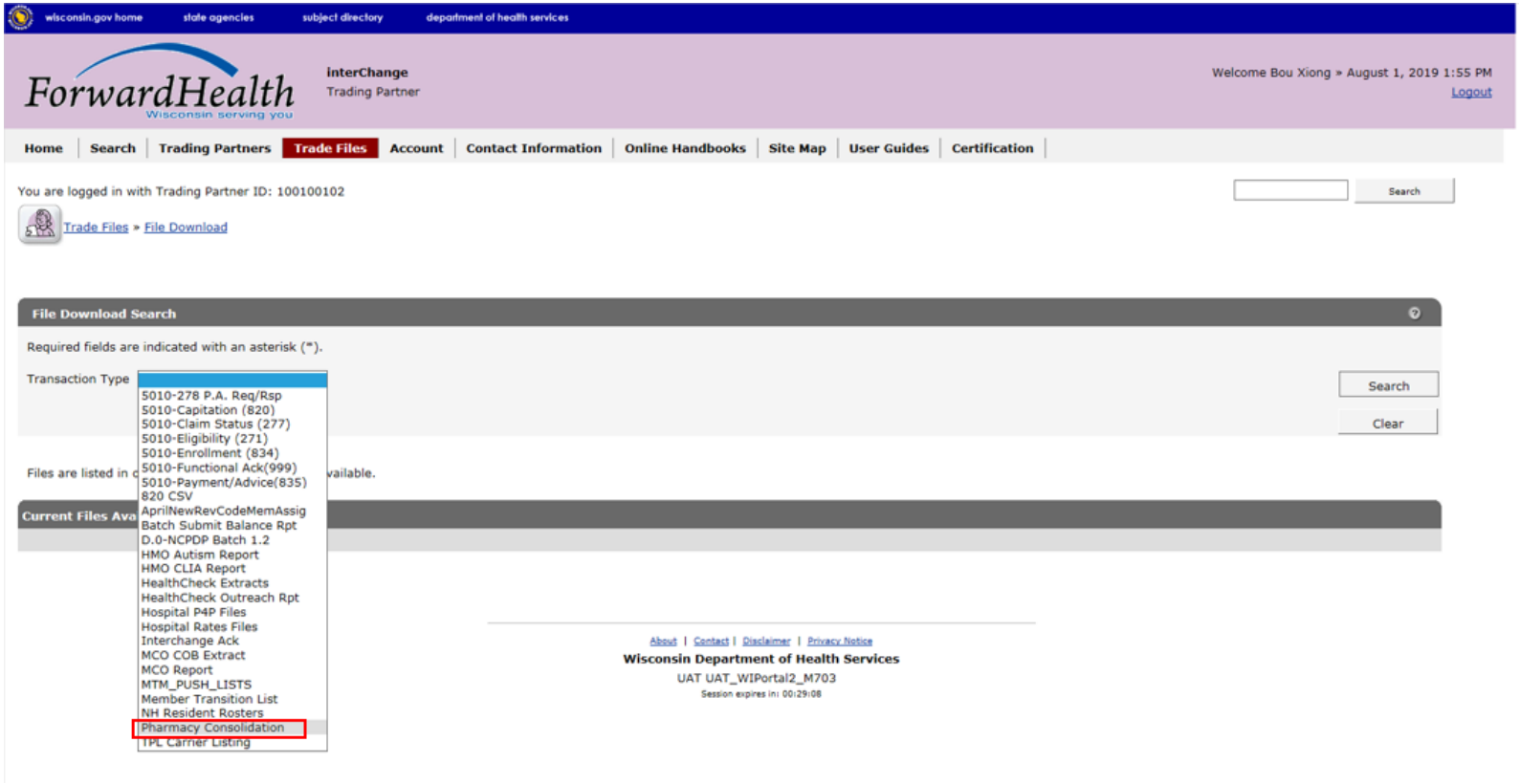
Pharmacy Extract Report (Cont.)



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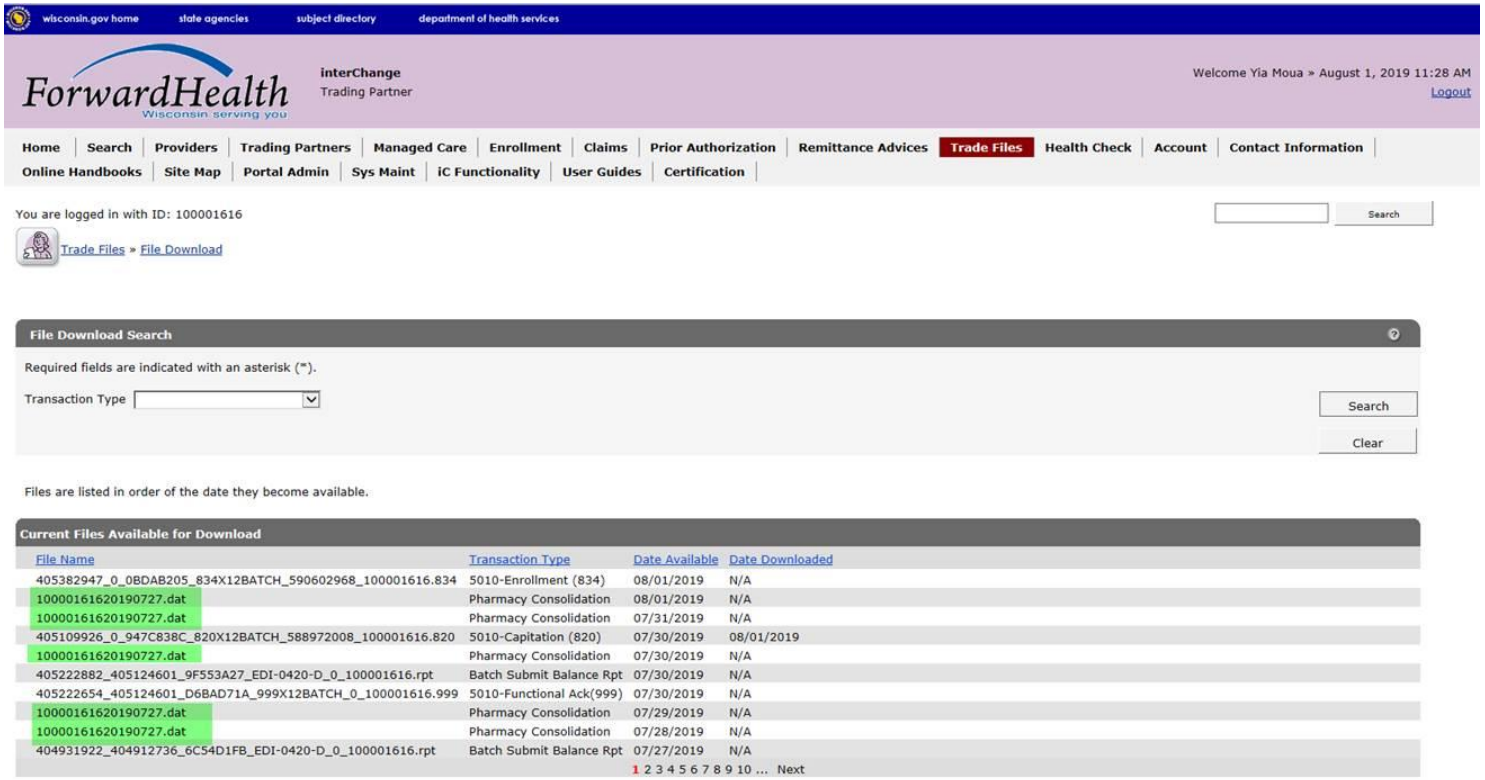
Pharmacy Extract Report (Cont.)



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Pharmacy Extract Report (Cont.)

Pharmacy Claims Data Extract Layout

PHARMACY CLAIMS HEADER RECORD				
Field Name	**Length**	**Positions**	**Data Type**	**Comment**
BIN Number	6	1 – 6	Alpha / Numeric	610499 (Sender ID)
Batch	5	7 – 11	Alpha / Numeric	Format = Julian Date (YYDDD)
Creation Date	8	12 – 19	Alpha / Numeric	Format = Date (CCYYMMDD)

PHARMACY CLAIMS DETAIL RECORD				
Field Name	**Length**	**Positions**	**Data Type**	**Comment/Values**
Member ID	12	1 – 12	Alpha / Numeric	MCI – Master Client Identifier
Member Last Name	20	13 – 32	Alpha / Numeric	Member's last name
Member First Name	15	33 – 47	Alpha / Numeric	Member's first name
Member Middle Initial	1	48	Alpha / Numeric	Member's middle initial
Date of Birth	8	49 – 56	Alpha / Numeric	Member's birth date Format = Date (CCYYMMDD)
Member Gender	1	57	Alpha / Numeric	F (female) M (male)
Fill Date	8	58 – 65	Alpha / Numeric	Date prescription was filled Format = Date (CCYYMMDD)
Claim Status	1	66	Alpha / Numeric	Medicaid fee-for-service status of claim P = Paid Claim or Paid Reversal/Adjustment D = Denied Claim or Denied Reversal/Adjustment

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Pharmacy Extract Report (Cont.)

PHARMACY CLAIMS DETAIL RECORD				
Field Name	**Length**	**Positions**	**Data Type**	**Comment/Values**
Claim Number	13	67 – 79	Alpha / Numeric	Unique number assigned to each claim Format = RRYYJJJBBBSSS RR = Region YY = Year JJJ = Julian date BBB = Batch number SSS = Sequence number
Original Claim Number	13	80 – 92	Alpha / Numeric	Claim number assigned to original claim on reversals.
Prescription Number	**12**	**93 – 104**	**Alpha / Numeric**	**Claim prescription number assigned by the provider**
NDC Code	11	105 – 115	Alpha / Numeric	National Drug Code (NDC)
Drug Name	40	116 – 155	Alpha / Numeric	Label name for NDC
OTC indicator	1	156	Alpha / Numeric	This field identifies whether or not the drug is OTC or Federal Legend. O = OTC F = Federal Legend
Multisource	1	157	Alpha / Numeric	1 = Multiple 2 = Single
DEA Schedule	1	158	Alpha / Numeric	0 = No control 1 = No accepted medical use. Examples:Marijuana, Heroin 2 = Medical Use. High potential for abuse. Examples Oxycodone, Ritalin 3 = Medical Use. Moderate abuse potential Examples: Vicodin, Acet/Codeine 4 = Lower abuse potential. Examples:Lorazepam, zolpidem 5 = Controlled sale by pharmacy only
Diagnosis Code	7	159– 165	Alpha / Numeric	Claim diagnosis code (ICD-9 prior to Fill Date 10/1/2015. On and after Fill Date 10/1/2015 ICD-10)
Dispense as Written (DAW) indicator	1	166	Alpha / Numeric	0 = No product selection indicated 1 = Substitution Not Allowed by Prescriber 2 = Substitution Allowed-Patient Requested Product Dispensed 3 = Substitution Allowed-Pharmacist Selected Product Dispensed 4 = Substitution Allowed-Generic Drug Not in Stock 5 = Substitution Allowed-Brand Drug Dispensed as a Generic 6 = Override 7 = Substitution Not Allowed-Brand Drug Mandated by Law 8 = Substitution Allowed – Generic Drug Not Available in Marketplace 9 = Substitution Allowed By Prescriber But Plan Requests Brand- Patient's Plan Requested Brand Product To Be Dispensed

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Pharmacy Extract Report (Cont.)

PHARMACY CLAIMS DETAIL RECORD				
Field Name	**Length**	**Positions**	**Data Type**	**Comment/Values**
Days Supply	9	167 – 175	Numeric	Number of days
Billed Amount	10	176 – 185	Numeric with 2 implied decimals	Dollar amount billed on claim
Pharmacy Provider ID	15	186 – 200	Alpha / Numeric	10 digit National Provider Identifier (NPI) or 8 digit or 9 digit Medicaid ID
Prescribing Provider ID	15	201 – 215	Alpha / Numeric	10 digit NPI
Refill Code	2	216 – 217	Numeric	00 – New prescription 01-99 – Number of refills
Quantity	10	218 – 227	Numeric with 3 implied decimals	Claim quantity
NCPDP reject codes	20	228 – 247	Alpha / Numeric	Claim rejects – 2 to 3 digit field

PHARMACY CLAIMS TRAILER RECORD				
Field Name	**Length**	**Positions**	**Data Type**	**Comment**
Batch	5	1 – 5	Alpha / Numeric	Format = Julian Date (YYDDD)
Record Count	7	6 – 12	Numeric	Record count plus 2 (header and trailer records)

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Provider Resources

- Portal: www.forwardhealth.wi.gov/
- Provider Services: 800-947-9627 (Press 3 for the Pharmacy line.)
- WiCall: 800-947-3544
- ForwardHealth Portal Helpdesk: 866-908-1363
- EDI Helpdesk: 866-416-4979
- Provider Relations Representatives

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Provider Resources (Cont.)

The Contact link at the bottom of Portal pages provides:

- Contact numbers.
- A link to the current field rep map.

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- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment

Medication Therapy Management Case Management

- Software

Managed Care

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment

Manufacturer Drug Rebate

- CMS Medicaid Drug Rebate Program
- Pharmacy Information
- Related Programs and Services

Providers

Managed Care Organization

Partners

Trading Partners

Manufacturer Drug Rebate

Members

Hot Topics

NEW Important Information Regarding Contracted Hearing Aid Models and Pricing

- BusinessObjects Upgrade to 4.2.5 Training
- Electronic Visit Verification Requirement

Policy and Communication

Policy

- ForwardHealth Updates
- ForwardHealth Update Summaries
- Online Handbooks
- Forms

Communication

- Communications Home
- User Guides
- Trainings
- E-mail Subscription Sign-up

- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request
- Waiver Agencies

Trading Partners

- Trading Partner Profile
- PES
- Companion Guides

Medication Therapy Management Case Management

- Software Approval Process

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Member Resources

- ForwardHealth Member Services: 800-362-3002
- Member Enrollment: https://access.wisconsin.gov/

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Thank You