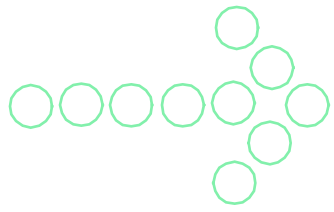


Nursing Home Rate Communications Training

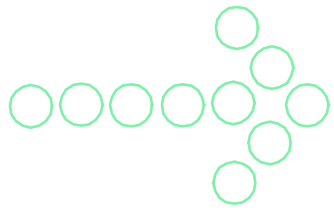
Provider Relations Representatives — Jude Benish/Cindy Drury

April 1, 2011



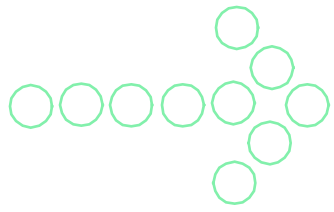
Purpose of Training

Discuss changes in Nursing Home Rate Communications for providers effective April 1, 2011.



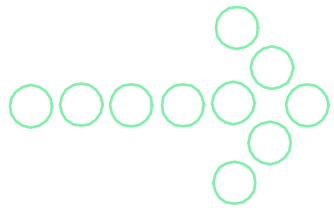
Changes Effective April 1, 2011

- ForwardHealth will no longer print/mail rate letters.
- Rates will be available for viewing and downloading from the secure Provider page of the ForwardHealth Portal.
- Information available on the ForwardHealth Portal will be the same information contained in current printed rate letters and attachments, including information regarding appeals.



Assigning Portal Roles

- Specific nursing home rate information will be available to providers/staff who are authorized to have access to that information.
- Portal Administrators automatically can perform all roles, even as new roles are added to the Portal. Other staff can be assigned as appropriate.
- Authorized staff can be either the Portal Administrator, Clerk Administrator, or a Clerk assigned the new role of "NH Rate Communications."
- The new role, "NH Rate Commun" will be available at the end of March 2011.
- The new role can be added for staff who are currently authorized Portal access, or a role can be designated to other staff.



Instructions for Assigning Roles (Screen Shot)

- Log in to the secure Provider area of the Portal.
- Click "Account" from the main menu.
- Click "Clerk Maintenance."
- Assign the new role of "NH Rate Commun" to staff who require access to rate information.
- Refer to the Portal Account User Guide for complete instructions. Public Portal Home Page/Provider icon button/References & Tools/Portal User Guides/Account Users.



Clerk Maintenance



Required fields are indicated with an asterisk (*).

User Name	Contact First Name	Contact Last Name
NHCLERK1	test	test

Type changes below.

User Name [Search]

Contact First Name

Contact Last Name

Telephone Number

E-Mail

Clerk Roles

Available Roles

- NH Rate Commun

<

<<

>

>>

Add Selected Item(s)

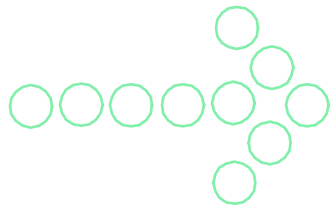
Assigned Roles

- Express Enrollment
- HealthCheck
- Hospice
- Prior Authorization
- Remittance Advice
- Trade Files

Clerk Administrator

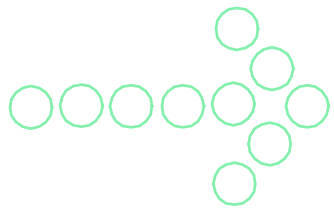
Remove Clerk Add Clerk Reset Password

Submit Cancel



Clerk Maintenance Options

- Add a Clerk.
- Remove a Clerk.
- Add a Role to a Clerk.
- Change Clerk Profiles and Roles.
- Reset a Clerk's password.
- Assign a Clerk Administrator.



Accessing Rate Communications – Secure Account (Screen Shot)

- Once a Clerk's "NH Rate Communications" role is assigned, rate information can be accessed by logging in to the secure Provider area of the Portal.
- From the home page, go to the Quick Links box and select "View Nursing Home Rate Communications."
- When new rate information is available, it will appear as a new link in a section titled "New Nursing Home Rate Communications."
- Older rate information will be available in a section titled "Prior Nursing Home Rate Communication."



interChange
Provider

Welcome Test Provider » March 14, 2011 12:20 PM

[Logout](#)

- Home
- Search
- Providers**
- Enrollment
- Claims
- Prior Authorization
- Remittance Advices
- Trade Files
- HealthCheck
- Max Fee Home
- Account
- Contact Information

You are logged in with NPI: 1548345150, Taxonomy Number: 282N00000X, Zip Code: 53818 - 1264, Financial Payer: Medicaid

 Search

What's New?



Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- NEW** New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments. . . Are you Eligible?
 - ForwardHealth System Generated Claim Adjustments

Messages

Category	Subject	Date Sent	Expiration Date	Remove
Alert	ForwardHealth Electronic Funds Transfer: Notice of EFT Account In	02/22/2011	03/24/2011	<input type="checkbox"/>

Remove

Remittance Advices

To get RA's older than 97 days, please contact provider services.

[View Remittance Advices](#)

Home Page

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer

Quick Links

- Provider-specific Resources
- Designate 835 Receiver
- Online Handbooks
- ForwardHealth Updates
- Fee Schedules
- Subscribe to Provider Notifications
- Forms
- Become a Provider
- Certification Tracking Search
- Training Listing
- Explanation of Benefits (EOBs)

MAC

Hospice Election

[View Nursing Home Rate Communications](#)

[View Nursing Home Rate](#)

Express Enrollment for Children



[Nursing Home Rate Communications](#)

[View Nursing Home Rate Communications](#)

View Nursing Home Rate Communications

Select a Nursing Home Rate Communication to view the communication in a PDF format. Both Current and Prior Nursing Home Rate Communications are available from this page.

[New Nursing Home Rate Communications](#)

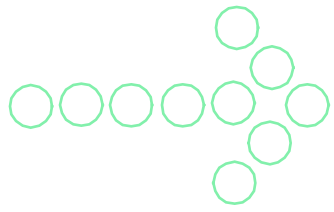
We did not find any new nursing home rate communications.

[Prior Nursing Home Rate Communications](#)

Rate Effective Date

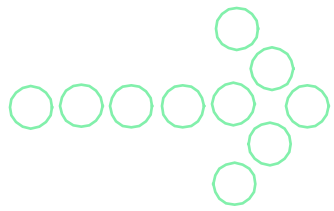
01/01/2011 - [View Rate Communication](#)

Exit



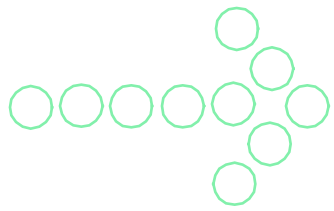
Public Rate Inquiry

- Access rate information for all Wisconsin nursing homes via the public Portal.
- Lists rates for all Wisconsin Medicaid-certified nursing homes.
- Accessible to all users — does not require logging in with user name and password.



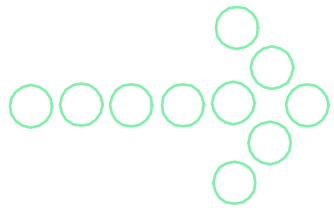
Functions Available Through Public Rate Inquiry

- Search for specific Nursing Home Rates.
- View all Nursing Home Rates.
- Search for up to a year's worth of rate information per inquiry.
- Display results and export information in a Comma-Separated Value (CSV) file format.



Access Public Rate Information

- Go to the ForwardHealth Portal at *www.forwardhealth.wi.gov/*.
- From the Provider Quick Links area on the left side of the Portal home page, select either of the following:
 - “Fee Schedules”/“Public Rate Inquiry.”
 - “Provider-Specific Resources”/“Nursing Facility”/“More Information.”
- Refer to the March 2011 *ForwardHealth Update* (2011-14) titled, “Nursing Home Rate Communications Available on the ForwardHealth Portal.”



Questions

Providers who have questions/problems setting up or changing their Portal accounts should contact the Portal Helpdesk at (866) 908-1363 (Monday through Friday 8:30 a.m. to 4:30 p.m. CST).