ForwardHealth Training for Behavioral Treatment Supervisors

February 2016

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o Secure Portal navigation

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Objectives

Today's training objectives are:

o Whenever possible, use examples that directly relate to behavioral treatment services.

o Ensure that behavioral treatment supervisors and/or their billing staff understand the **basic** functionality of the ForwardHealth Portal.

o Provide handouts that will help providers once they are back in the office.

o Point providers to reference materials that will re-enforce what is learned today as well as help guide them through Portal functions.

o Ensure providers have a clear understanding of additional training opportunities available to them as they naturally progress to needing more information on Portal functionality.

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Provider Enrollment

All providers (billing and rendering) indicated on a behavioral treatment claim **must** be enrolled as behavioral treatment providers on the date of service (DOS).

To get to the Provider Enrollment page, select the Become a Provider link on the Portal home page.

At a minimum, review the information under the following links before starting an enrollment application:

o Effective Date of Medicaid Enrollment

o Enrollment Application and Tracking Process

o Information for Specific Provider Types

o Notice of Enrollment Decision

Provider Enrollment (Cont.)

Note: Provider enrollment applications for therapists and technicians need to include the National Provider Identifier (NPI) of their supervisor. That supervisor needs to be enrolled **before** the therapist's or technician's application can be approved.

Providers should note the application tracking number (ATN) assigned to their enrollment request.

Anyone can track the status of an enrollment application.

Resource
o *ForwardHealth Update* 2015-55

Public Portal Navigation

Critical Portal home page links for new behavioral treatment providers:

o Register for E-mail Subscription

o Become a Provider

o Online Handbooks (Behavioral Treatment service area coming soon)

o Fee Schedules

o Trainings

o Enrollment Tracking Search

o New Behavioral Treatment Benefit (under Hot Topics)

o Providers icon (to navigate to the Providers area of the Portal)

Public Portal Navigation (Cont.)

Critical Providers home page links for new behavioral treatment providers (unique to the Providers area):

o Portal User Guides

o Request Portal Access

o *ForwardHealth Updates* (2015-55 and 2015-62)

o Forms

Resources

o ForwardHealth Portal Maximum Allowable Fee Schedule user guide

o ForwardHealth Portal E-mail Subscription user guide

o ForwardHealth Provider Portal Account user guide

Secure Portal Accounts

The secure area of the Portal contains provider account information and member data that may be sensitive and/or be protected under Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations.

Providers need to establish a Portal account to access the secure information.

Any enrolled provider may request a secure Portal account.

Behavioral treatment **supervisors** will need a secure Portal account to:
o Verify member enrollment.
o Submit claims and PA requests.
o Manage demographic information (information provided at the time of enrollment).
o View RAs.

Secure Portal Accounts (Cont.)

A behavioral treatment therapist or technician will need a secure Portal account to manage his or her own demographic information.

Anyone can be set up as a clerk to work in a supervisor's Portal account.

Multiple Portal accounts can be accessed using one username and password.

Resources

o ForwardHealth Provider Portal Account user guide

o Establishing Secure Portal Accounts handout

Secure Portal Navigation

After a user logs in to the secure area of the Portal, the Provider home page is displayed.

The tabs along the top of the page allow users to navigate to various areas of the Portal.

The information that identifies the account the user is logged in to is located directly below the tabs.

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Secure Portal Navigation (Cont.)

Check the Providers home page for secure messages.

Critical secure Providers home page links for new behavioral treatment providers (unique to the secure area):

o Demographic Maintenance

o Electronic Funds Transfer

o Check Enrollment

o Designate 835 Receiver

o Other Coverage Discrepancy Report

Secure Portal Navigation (Cont.)

Resources

o ForwardHealth Portal Electronic Funds Transfer user guide

o ForwardHealth Portal Basics for New Users — An Overview of Portal Functionality and Introduction to Resources (webcast)

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Member Enrollment Verification

Providers should always check member enrollment prior to providing services to a member.

Anyone with access to a Portal account is able to check member enrollment. (*Note:* Clerks will need to have the role assigned.)

At a minimum, providers should review the following information before providing services:

o Date range in the yellow message box (It should match the date range located in the search results.)

o Benefit Plan panel

o Other Commercial Health Insurance panel

o Medicare panel

Member Enrollment Verification (Cont.)

Behavioral treatment is a fee-for-service benefit; therefore, providers may disregard any information in the Managed Care panel for the purpose of billing behavioral treatment.

Resources

o ForwardHealth Portal Enrollment Verification user guide

o ForwardHealth Portal Basics for New Users — An Introduction to Portal Functionality and Enrollment Verification (webcast)

Prior Authorization

All adaptive behavioral treatment services require PA.

The PA grant date must be on or before the DOS of the claim.

Submitting PA requests via the Portal:

o Is the most efficient way of getting the information to ForwardHealth.

o Ensures the earliest PA grant date.

o Helps prevent common clerical errors.

o Allows for immediate tracking of the status of the PA request.

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Prior Authorization (Cont.)

Anyone with access to a Portal account is able to submit a PA request. (*Note:* Clerks will need to have the role assigned.)

All PA requests, regardless of whether they are submitted on paper or electronically, are accessible via your organization's secure provider Portal account.

In addition to being able to view PA requests on the Portal, providers may:

o Amend an approved PA request.

o Correct a returned PA request.

Prior Authorization (Cont.)

Decision Notices and Return Letters

o Portal PA requests ⟶ Notice/Letter via Portal

o Paper PA requests (mail or fax) ⟶ Notice/Letter via Portal (if Portal account exists) and mailed

If mailed, the notice/letter will be sent to the supervisor's PA address on file with ForwardHealth.

The notice/letter is not available until the day after the PA request is processed by ForwardHealth.

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Prior Authorization (Cont.)

Resources

o ForwardHealth Provider Portal Prior Authorization user guide

o *Update* 2015-62 (for PA policy and criteria)

o ForwardHealth Portal Prior Authorization Training (webcast)

Claims

Submitting claims electronically is the most efficient claims submission method.

Providers may submit claims using the following electronic claims submission options:

o ForwardHealth Portal

o Provider Electronic Solutions (PES) software

o 837 Health Care Claim transactions for Electronic Data Interchange (EDI)

Claims (Cont.)

All claims, regardless of whether they are submitted on paper or electronically, will appear in the secure Claims area of the Portal.

In addition to being able to view claims on the Portal, providers may:

o Adjust, copy, and void a paid claim.

o Resubmit a denied claim.

Resources

o ForwardHealth Provider Portal Professional Claims user guide

o Claims Instruction Sheets

o Commercial Health Insurance Information handout

o ForwardHealth Portal Basics for New Users — An Overview of Portal Functionality and the Claims Process (webcast)

Maximum Allowable Fee Schedules

Three types of fee schedules are available via the Portal:

o Interactive

o Downloadable text report format (.txt) files

o Downloadable PDF files

Interactive Fee Schedules

The interactive fee schedules are the most comprehensive way to get fee schedule information.

The interactive fee schedules pull real-time information from interChange.

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Maximum Allowable Fee Schedules (Cont.)

Resource

ForwardHealth Portal Maximum Allowable Fee Schedule user guide

Remittance Advice

RAs are available in two formats:

o Text report format (.txt)

o Comma-separated value (.csv) files

Text report format files may be printed to produce a paper RA.

Providers are required to retain financial records for no less than five years.

Resource

ForwardHealth Provider Portal Remittance Advice user guide

Provider Resources

o ForwardHealth Portal: *www.forwardhealth.wi.gov/*

o Provider Services: 800-947-9627

o WiCall: 800-947-3544 (ForwardHealth's automated voice response system)

o ForwardHealth Portal Helpdesk: 866-908-1363

o EDI Helpdesk: 866-416-4979

o Provider Relations Representatives (refer to map for contact information)

Training Opportunities

Information on the following training opportunities is located on the Portal Trainings page:

o Ongoing training sessions (live, facility-based trainings)

o Online (real-time, Web-based) trainings (via MyRoom)

o Webcast training sessions (pre-recorded)

Communications

o ForwardHealth Desktop Reference for Behavioral Treatment Providers

– From the public Portal Home page: Click the Provider-specific Resources link

– From the secure Portal: Under the Home tab, click the Provider-specific Resources link

o Portal user guides

– From the public Home page: Click the Providers link or icon and then click the Portal User Guides link

– From the secure Portal: Under the Home tab, click the Providers link or icon and then click the Portal User Guides link

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Communications (Cont.)

o Email notifications via email subscription

o Secure messaging via Portal

o RA banner messages

o *Updates*

o Online Handbook

o Contact tool

o Hot Topics

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Thank You