Introduction to the Online Handbook
• Introduction.
• How to Use.
• Sections and Chapters.
• Tools.
• Resources.
The ForwardHealth Online Handbook:

- Is located on the ForwardHealth Portal at www.forwardhealth.wi.gov/.
- Can be accessed from either the public or secure area of the Portal.
- Includes specific information for different types of providers, services and benefits.
- Is updated real-time and contains the current policy.
- Incorporates the information published in ForwardHealth Updates, unless specifically noted otherwise in the update.
- Is archived every month in a PDF format.
Updates:

• Policy is posted in ForwardHealth Updates, then incorporated into the Online Handbook.

• Providers who have registered for an e-mail subscription will receive e-mail notification when Updates are published.

• All provider Updates are sent to all provider types, whereas provider-specific Updates are only sent to the affected provider types.
How to Use

• From the Providers menu, select Online Handbooks.
• Use the drop-down menus on the right to select the appropriate program:
  – Provider — automatically selected.
  – Choose a program — different programs have their own handbooks.
  – Choose a service area — select your specific provider type here.
    *Note: The service area dropdown may not populate based on the selected program.*
• Section and chapter headings will be displayed in alphabetical order.
• Click on a section to open the list; chapters will display below the section selected.
• Many handbooks have the same sections, but chapters may vary based on provider type or benefit/service area.
• Click on a chapter to display the topics for that chapter.
  – Chapter topics may be selected individually by clicking specific topic heading links or as an entire chapter on one screen by clicking All Information.
  – Topics are assigned numbers that can be used for reference.
Certification and Ongoing Responsibilities:

- Certification — information on certification process for new providers.
- Documentation — information on records requests/retention.
- Recertification — information on recertification process.
Claims:

- Responses — information on Remittance Advice.
- Submission — claim submission methods and instructions.
- Timely Filing Appeals Requests — information on timely filing policy.
Coordination of Benefits:

- Commercial Health Insurance — policy related to private insurance/HMOs.
- Medicare — policy related to Medicare and Medicare Advantage (Managed Care).
- Provider-Based Billing.
- Reimbursement for Services Provided for Accident Victims.
Covered and Noncovered Services:

- **Codes** — diagnosis codes, Current Procedural Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes, modifiers, revenue codes, etc.

- **Covered Services and Requirements** — includes information on what is covered for different benefit plans.
Managed Care:
- Managed Care Information.
- Provider Information.
Member Information:

- Enrollment Categories — explains the different categories/benefit plans.
- Special Enrollment Circumstances — retroactive enrollment, spenddown.
Prior Authorization:

- Forms and Attachments.
- General Information.
Sections and Chapters (Cont.)

Reimbursement:
- Payer of Last Resort.
Resources:

- Contact Information — Provider Services and Professional Relations Representatives, suggestions, reference guide.
- Enrollment Verification — different ways to verify the member’s eligibility.
- Portal — information about accessing the Portal and its resources.
- Updates — directions to e-mail subscription service.
Tools

Time Effective Policy Links:
• For time-sensitive policy changes.

Advanced Search:
• Enter specific text or topic number to look for specific handbook information.
• May choose to search current handbook only or all handbooks.
• Click “show link” to display file path to topic.
Rollover text:
• Text in the Online Handbook that is underlined in red will have rollover text with more information.

Links:
• The Online Handbook contains links to internal and external information.
• Internal — forms, other parts of handbook.
• External — outside Web sites, such as Centers for Medicare or Medicaid Services (CMS) or Wisconsin Administrative Code.
Registering for E-Mail Subscription:

- Links are available in multiple places on the Portal.
- For a **new subscription**, go to the New Subscriber box on the left, enter and confirm your e-mail address, and click the Register button.
- To **update information for a current subscription**, go to the Existing Subscribers box on the left, enter your e-mail address and click the Load button.
- Go to the right under Available Subscriptions and check the boxes of the provider type(s) for which you’d like notifications.
- Click the Save button at the bottom when finished.
Thank you for viewing our session today.

For general questions or assistance registering for e-mail subscription, please contact Provider Service by either:
– Calling (800) 947-9627.
– Using the Contact link at the bottom of most Portal pages.