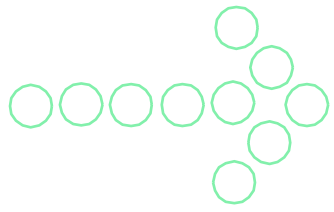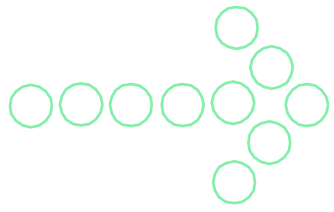![ForwardHealth — Wisconsin serving you]

Wisconsin Medicaid Provider Training
## Options for Electronic Claims Submission

Agenda

- Introductions.
- Purpose of the Options for Electronic Claims Submission Training.
- Pros and Cons to Various Electronic Claims Submission Options.
- Overview of Claim Submission on the Portal.
  - Search for a Claim.
  - Enter and Submit a Claim.
  - Portal Adjustments, Voids, and Resubmissions.
- Overview of Claim Submission on Provider Electronic Solutions (PES).
  - Basics.
  - Lists.
  - Claims.
  - Other Insurance and Medicare.
  - Reports.
- Contact Information.
- Resources.
- Questions.

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Optical Character Recognition

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

- Claims that are submitted on paper are either manually keyed into interChange or optically read using Optical Character Recognition (OCR) software.

- Claims that can be read via OCR are typically processed faster because manual handling is not required.

- OCR software can read the 1500 Health Insurance Claim Form, UB-04 Claim Form, and the ADA 2006 Dental Claim Form.

- Refer to the Claims section of the Online Handbook for the alignment requirements providers must follow in order for their paper claims to be read via OCR.

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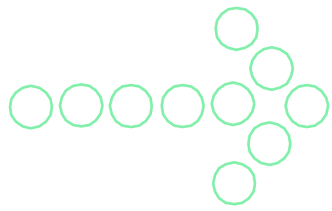
Submitting Paper Attachments With Electronic Claims

- Paper attachments that go with electronic claims must be submitted with the Claim Form Attachment Cover Page, F-13470.

- The Attachment Control Number (ACN) that the provider enters on the claim must match what the provider enters on the cover page in order for the electronic claim to match up with the paper attachment.

- ForwardHealth will hold a claim for up to seven calendar days if an attachment is required for processing of the claim. If the corresponding attachment is not received within seven calendar days, the claim will be processed without the attachment and will be denied.

- When such a claim is denied, both the paper attachment(s) and the electronic claim will need to be resubmitted.

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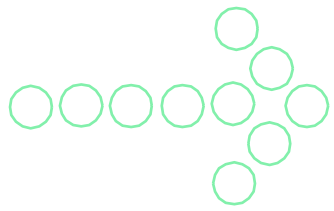
Accessing Claims Information

- Claims via the Provider Page.

- Providers may customize their secure Provider home page to display the most recent 5-20 claims.

- Providers may also customize claims so that only claims of a particular type and/or status display on their secure Provider home page.

- No claim that has aged beyond 30 days will appear under the Provider tab.

- Click on any claim to select it. The claim detail will then display.

- Providers will need to select the Provider tab to get back to the secure Provider home page.

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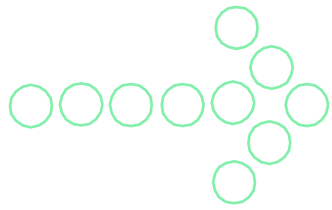
Accessing Claims Information (cont.)

- Claims via the Claims Page.

- Any claim dating back three years through present date can be located by selecting "Claim search" on the Claims page.

- Providers search for claims by entering data into at least one of the parameter fields.

- The more parameters completed, the narrower the search.

- Providers can navigate through multiple pages of results by using the page numbers at the bottom of the screen or by modifying the sort by selecting any of the column headers.

- Click on any claim to select it. The claim detail will then display.

- Once a claim is selected, the provider can either work the claim or navigate back to the Claims page and perform another claim search.

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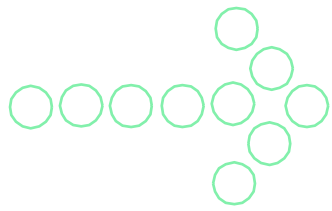
# Portal — Adjusting, Copying, and Voiding Paid Claims

- In addition to being able to view claims in the Portal, providers may submit, adjust, copy, and void paid claims and resubmit denied claims. This functionality is available on claims submitted via the 1500 Health Insurance Claim Form, UB-04 Claim Form, and the ADA 2006 Dental Claim Form.

- As a reminder, interChange continuously processes claims. (There is still only one financial cycle per week, per financial payer.)

- Providers who monitor and work denied claims via the Portal have more control over their weekly reimbursement.

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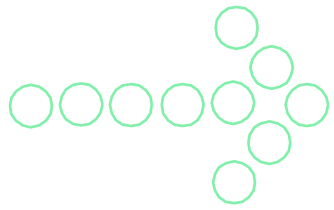
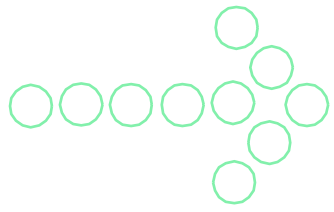# Provider Electronic Solutions — Introduction

Provider Electronic Solutions (PES) is Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant software used for submitting claims to Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and the Wisconsin Chronic Disease Program.

- 837 Health Care Claim transactions and adjustments:
  - Professional.
  - Institutional Inpatient/Outpatient/Nursing Home.
  - Dental.
- National Council for Prescription Drug Programs (NCPDP) transactions:
  - NCPDP Pharmacy Claim/Reversal.
- 997 Functional Acknowledgement (997).
- 835 Health Care Payment/Advice (835).

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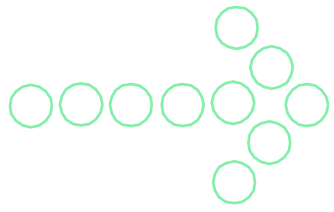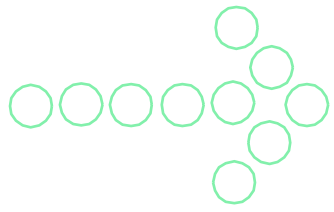
Provider Electronic Solutions — Basics

- The current version of PES (version 2.20) is available for download via the ForwardHealth Portal at *www.forwardhealth.wi.gov/WIPortal/*.
    - Trading Partner area of the Portal.
    - PES.
- May be installed on a computer's hard drive or a network.
- Initial set-up required.
- Testing.

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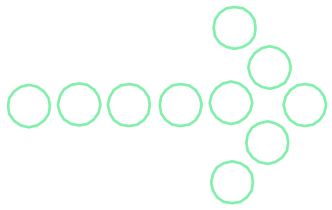# Provider Electronic Solutions — Lists

The PES software contains lists of information that are frequently used to build claims. Some lists are required to be built, some are preloaded, and others are optional.

- Lists to build:
  - Client.
  - Other Provider.
  - Policyholder.
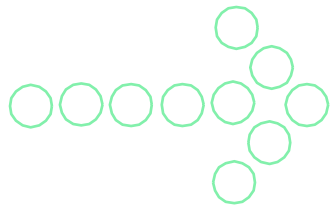 - Provider.

Provider Electronic Solutions — Claims

- Submission:
  - New claims.
  - Adjust/void paid claims.
- Resubmission:
  - Resubmitting/copying a single claim or a claim batch.

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# Provider Electronic Solutions — Other Insurance and Medicare

Other insurance and Medicare information can be reported in PES:

- Other insurance:
  — Reported at the header level.
  — Ability to report OI-D (denied/deductible), P (paid) or Y (yes).
- Medicare information:
  — Reported at both the header and detail.
 — Ability to report M-8.

Provider Electronic Solutions — Reports

- Detail form reports.
- Summary reports.
- List reports.

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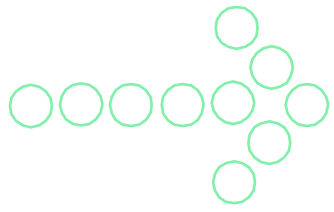
Here's Help

- Appendix 2 — Here's Help:
  - ForwardHealth Portal:
    - *www.forwardhealth.wi.gov/.*
  - Provider Services — Policy and billing questions:
    - (800) 947-9627.
  - Electronic Data Interchange Help Desk — technical questions:
    - (866) 416-4979.
  - Professional Relations Representatives (See map.)

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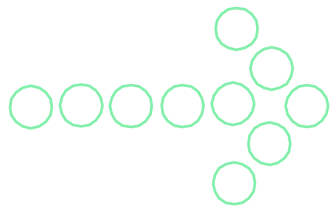
Questions?

Go to the ForwardHealth Portal for additional information on Portal and PES trainings.

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